

UNIT 20



Asking your Co-worker for Help 1

I. Express Yourself



II. Vocabulary

Read and familiarize yourself with the following word/s or phrases.

account

figure out

tape recording

fault

III. Conversation Practice

Practice the conversation with your teacher by doing a role play.

Steve: Daniel, do you have a minute?

Daniel: Sure. What's going on?

Steve: I have a problem with one of my biggest accounts and I need some help figuring out what to do.

Daniel: What's going on?

Steve: There was a problem. My client wanted to buy 30,000 shares of a stock and ended up selling them by mistake.

Daniel: Ouch. Was it our fault or the client's? Who took the order?

Steve: Sam took the order. It seems to be the client's fault. We have a tape recording of the order and it clearly shows the client gave us the wrong order.

Daniel: So what's the problem then? Did you inform the client of his mistake?

Steve: Not yet, and that's the problem. I can't reach the client. The market is closing soon. What should I do?

 **Comprehension Check**

1. What is Steve's problem?
2. According to Steve, whose fault is it?
3. Who took the order?
4. Is the problem solved?



Do you have a minute?	<ul style="list-style-type: none"> - Do you have time now? - Can you spare a few minutes? - Are you busy now?
What's going on?	<ul style="list-style-type: none"> - What's wrong? - What happened? - Is everything O.K.? - Is anything/something wrong?
Ouch.	<ul style="list-style-type: none"> - That's a big problem. - That's not good.

IV. Exercises

Exercise A

Vocabulary Building

Fill in the blanks with the correct words from the box.

account	figure out	tape recording	fault
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1. I can't _____ how to use this gadget.
2. We can listen to the Beatle's _____.
3. It was her _____ so she must be punished.
4. The _____ has been hacked.

✚ Exercise B

How would you help the following people?

1. Brian wants to finish his report, but it is almost the deadline to turn it in.
2. Carrie is having difficulty bringing all her things to her office table.
3. Jude is crying because she has been reprimanded by your boss.
4. An old woman is scared of crossing the street.
5. A lady can't reach the item on the top shelf in the supermarket.

✚ Exercise C

For the following situations, politely ask for help from your co-workers. Use different expressions as much as possible.

Presentation
Meeting
Organizing an event

✚ ROLEPLAY

You lost your file and can't find it. You need it later for a meeting. Ask for help from your co-worker to look for it or to recreate it.

