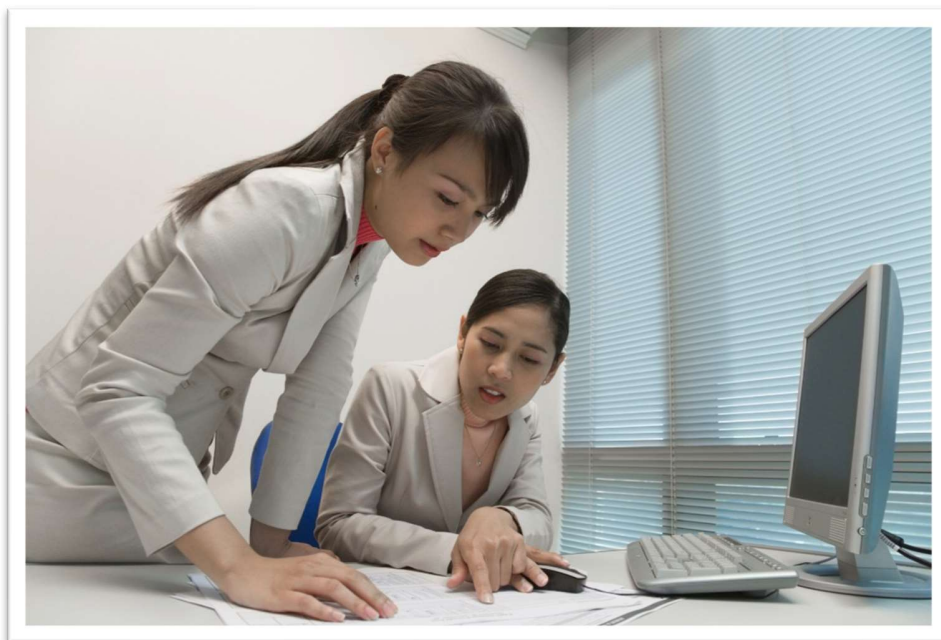


UNIT 21



Asking your Co-worker for Help 2

I. Express Yourself



II. Vocabulary

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

explicit

branch manager

earlier in the day

deal with

III. Conversation Practice

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

Daniel: How do you know the order was wrong? Maybe the client wanted to sell the shares?

Steve: Because earlier in the day he mentioned to me that he was thinking of buying this stock and he doesn't own any shares.

Daniel: I see. Unless you have explicit instructions from the client, then there's nothing you can do now. We acted on his orders and we can't do anything else until we hear from him.

Steve: I understand. I'll keep trying to reach him.

Daniel: Yes. Also let the branch manager know that we might have a trade problem to deal with.

Steve: OK. Good idea. I hope we can clean this up and not have the client upset.

Daniel: You did nothing wrong. Explain to the client that we have no choice but to follow his instructions.

Steve: I'll do that. Thanks for the good advice.

Daniel: Any time. Let me know what happens.

Comprehension Check

1. How did Steve know that the order was wrong?
2. Can they do something about their problem?
3. What is Daniel's advice to Steve regarding the situation?



<p>Anytime.</p>	<ul style="list-style-type: none"> - My pleasure. - You're welcome. - No problem. - Sure. - It was nothing. - You bet. - No sweat.
<p>I understand.</p>	<ul style="list-style-type: none"> - I see. - I got it. - Noted. - All right.

IV. Exercises

Exercise A

Vocabulary Building

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

explicit	branch manager	earlier in the day	deal with
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1. The incident happened _____.
2. My manager's instructions to me were _____.
3. We have to _____ the situation so that we can find a solution for it.
4. She was promoted as the new _____ of this shop.

✚ Exercise B

How would you help the following people?

- | |
|--|
| 1. A woman has just passed out. |
| 2. Shane, a foreigner, doesn't know the directions for going to the shopping mall. |
| 3. Bill made a big mistake in his project, and he hasn't told his boss about it yet. |
| 4. Your friend is very stressed at work. |
| 5. Brian's car broke down in the middle of the road, and he calls you for help. |

✚ Exercise C

**Share 5 things
you have done
to help your co-
workers/
colleagues.**

**Share 5 things
you have asked
your co-
workers/
colleagues for
help.**

✚ ROLEPLAY

There is a very important client that your co-worker (your teacher) has to meet. He/She asks you for advice on how to have a very good meeting with a client. Tell him/her what to do.

