

## REVIEW UNIT 42

# Complaints

(Units 39, 40, & 41)

### Introduction

Describe each picture.



 Q & A

Answer the following questions:

### 39 Transaction Error

- a. What are some repercussions for a business, in case:
  - an employee/employer makes constant mistakes at work
- b. Can we achieve perfection in the workplace? Or is a mistake inevitable?
- c. Have you helped a colleague correct his/her mistake?
  - How did you handle it?



### 40/41 Sales Coverage Problem 1 and 2

- a. Which is better in improving efficiency in the workplace, salary increase or team building activities?
- b. Some workers do not work hard simply because of laziness. What do you think is the cure to laziness?
- c. What would be a good advice to a co-worker who has been working sluggishly?
  - How would you encourage him to work hard?
- d. How would you feel if you received a negative feedback from your boss?
  - What would you do about it?



 **Role Play**

Do the role play with your teacher.

## SITUATION

**You realize that there are some mistakes in the documents that you made for the meeting which is starting in 2 hours.**

**The mistakes are:**

1. incorrect data
2. wrong order of pages

**You have already handed over the documents to your boss. Talk to him and explain everything. Tell him that you have to revise some entries.**



**You are evaluating one of your employees who happens to be the worst performer at work.**

**Positive:**

1. respectful to superiors
2. punctual

**Negative:**

1. makes a lot of mistakes
2. poor sales
3. always detached

**Talk to the employee. Give her both feedbacks and ask her what her plans are to make her performance better.**



**Your friend was recently fired from his/her job. Talk to him/her. Give him/her pieces of advice:**

1. where to get another job
2. how to get that job
3. what to do to avoid being in a similar circumstance
4. how to become successful in his/her career



 *Extra exercise!*



**Talk about a time when you made a mistake**

**You should say:**

- **what the mistake was**
- **where it happened**
- **how you handled it**
- **what the consequence was**

**and say whether you have repeated the same mistake or not**