



answering machine

vending machine

Digby and Son Manual - Page 4

## OFFICE SCHEDULE

**Working hours** are from 8:30 until 5:00, Mondays to Thursdays. Friday is a **half day**; hours are 8:30-12:30. **On arrival**, employees are responsible for performing basic duties, like turning on the computers and turning off the answering machine. At **close of business**, employees are responsible for turning the answering machine back on.

Employees **take a break** at **mid-morning** around 10:30 am, and a **mid-afternoon** break at 3:00 pm. **Refreshments** are available from the **vending machine** in the **break room**.

Your **lunch hour** is from 12 o'clock to 1 o'clock.

## Get ready!

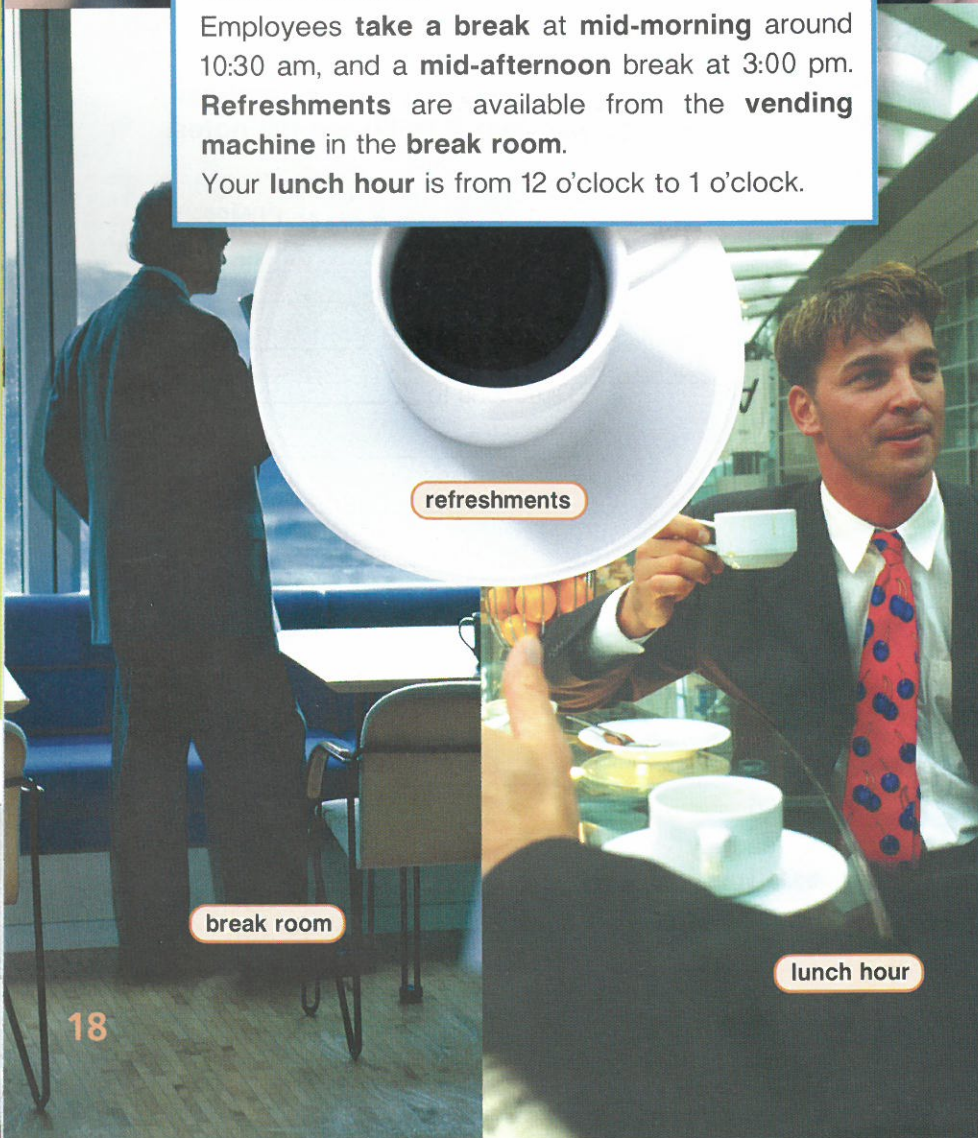
- 1 Before you read the passage, talk about these questions.
  - 1 What times are businesses usually open?
  - 2 Why do some businesses open earlier or close later than others?

## Reading

- 2 Read the employee manual. Then, mark the following statements as true (T) or false (F).
  - 1  The company has a 5-day workweek.
  - 2  Employees must turn off the answering machine at 5:00.
  - 3  Employees have two breaks during the day.

## Vocabulary

- 3 Check (✓) the sentence that uses the underlined parts correctly.
  - 1  A Vivian opens the office on arrival.  
 B At close of business, Jason prepares for customers to arrive.
  - 2  A Virginia eats a lunch hour every day at noon.  
 B Harry eats a small pastry during his mid-morning break.
  - 3  A Employees must be in the office throughout working hours.  
 B Stella works over eight hours on half days.



refreshments

break room

lunch hour

**4 Match the words (1-5) with the definitions (A-E).**

- 1 \_\_\_ break room                      4 \_\_\_ refreshment  
 2 \_\_\_ mid-afternoon                5 \_\_\_ take a break  
 3 \_\_\_ vending machine

- A** a small amount of food or drink  
**B** a place where employees eat lunch or have a snack  
**C** a machine that sells candy and soda  
**D** the middle part of the afternoon  
**E** to spend a short time away from your work

**5** **Listen and read the manual again. Describe a typical working day at the company.**

**Listening**

**6** **Listen to a conversation between two employees at a bank. Mark the following statements as true (T) or false (F).**

- 1 \_\_\_ The woman is a new employee.  
 2 \_\_\_ The man explains the working hours on half days.  
 3 \_\_\_ Employee may take a lunch hour at any time.

**7** **Listen again and complete the conversation.**

**Office worker:** Hello. You're new here, aren't you?  
**Secretary:** Yes, today's my 1 \_\_\_\_\_.  
 \_\_\_\_\_. I'm Kate.  
**Office worker:** Hi Kate, I'm Alex. How do you like working here 2 \_\_\_\_\_?  
**Secretary:** It's great, but I am confused about a few things.  
**Office worker:** Such as?  
**Secretary:** I'm wondering, do we get a 3 \_\_\_\_\_ during the day?  
**Office worker:** Yes, there's actually 4 \_\_\_\_\_.  
 One in the morning and one in the afternoon.  
**Secretary:** Also, can you tell me when the 5 \_\_\_\_\_ is?  
**Office Worker:** It's from 12:00 until 1:00.  
**Secretary:** That's good to know, thanks.

**Speaking**

**8** **With a partner, act out the roles below based on Task 7. Then, switch roles.**

**USE LANGUAGE SUCH AS:**

- How do you like working here?*  
*Do we get a break during the day?*  
*Can you tell me when ...?*

**Student A:** You are an employee at a bank. Greet a new employee. Answer Student B's questions.

**Student B:** You are a new employee at a bank. Ask Student A about:

- number of breaks
- times for breaks
- time for lunch

**Writing**

**9** **Use the conversation from Task 8 to fill out the manual.**

**Digby and Son**  
OFFICE MANUAL

Break Times:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Lunch Hour:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Notes:  
 \_\_\_\_\_  
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