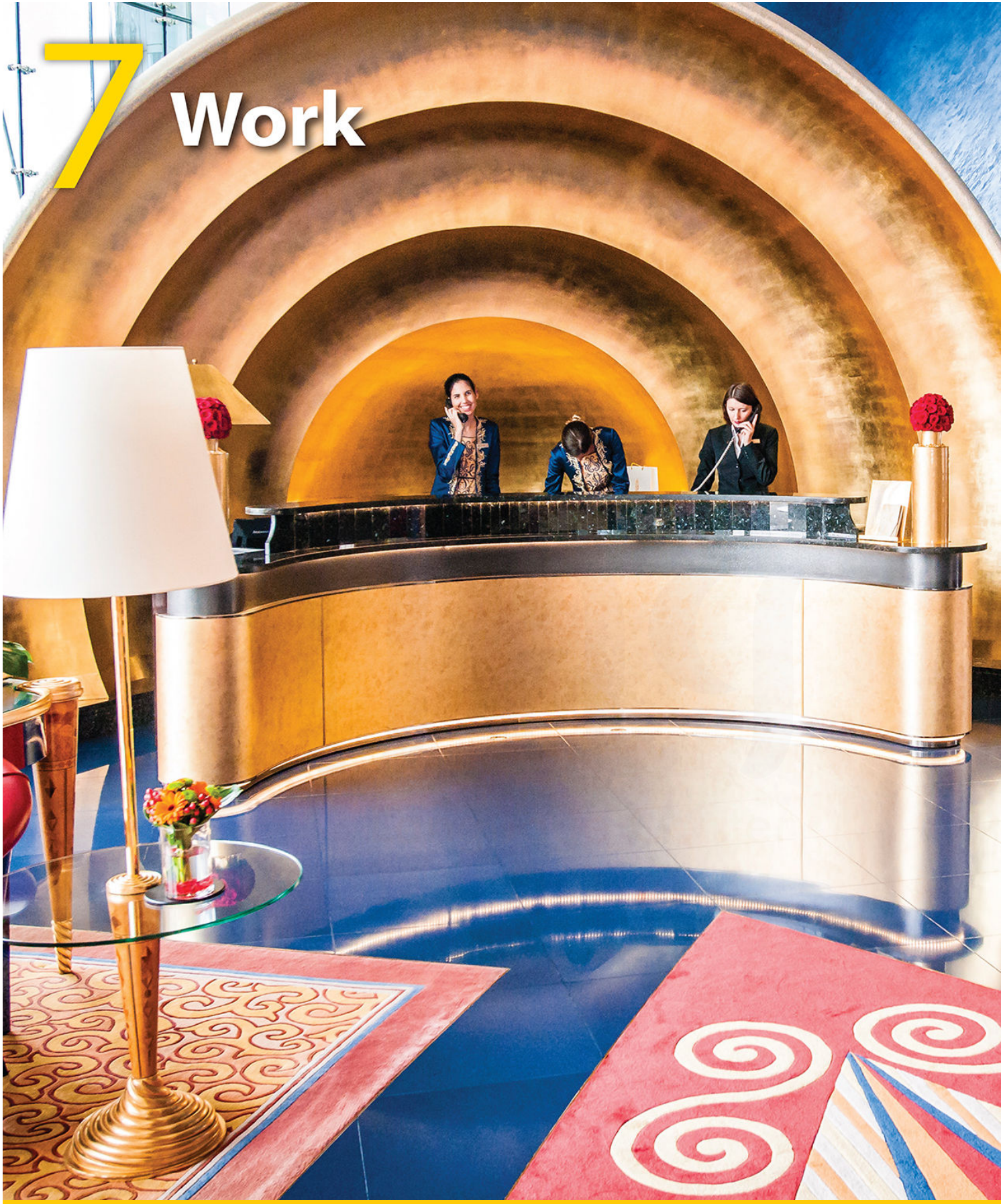
7 Work





UNIT OUTCOMES

- Identify occupations
- Give information about work
- Identify job duties
- Read evaluations
- Follow instructions
- Investigate hotel jobs and careers

Look at the photo and answer the questions.

1. Where do you think this is?
2. What are the people doing?

Front desk staff answer phones at the Burj Al Arab hotel in Dubai, United Arab Emirates.

1. What other job duties do you think front desk staff have?
2. What other hotel jobs do you know?
3. Would you like to work in a hotel? Why or why not?

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LESSON 1

Do You Work?

GOAL ▶ Identify occupations

A **PREDICT** Look at the pictures. What do you think Farah does?





B **Listen and read.**

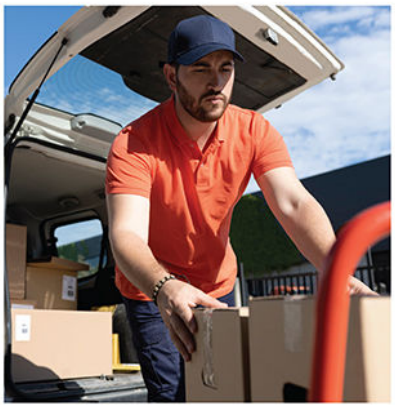
My name is Farah. I live in Dallas, Texas. I go to school at night. During the day, I work at a flower shop. I'm a florist.

C **Write. What does Farah do?**

She's a student. She's also a _____.

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D **Listen and repeat the words. What do these people do?**



Emilio
delivery person



Ting
doctor



Denise
bus driver



Carolina
student



Darin
salesperson



Pete
teacher

E **Practice the conversation with a partner. Use the words in D.**

Student A: What does Emilio do?

Student B: He's a delivery person.

F **Write sentences about the people in D.**

1. Emilio is a delivery person.
2. Ting
3. _____
4. _____
5. _____
6. _____

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G **CLASSIFY** **Complete the table with the jobs.**

cook	custodian	mail carrier	nurse	store manager

School	Restaurant	Store	Community	Doctor's Office
teacher	cashier	salesperson	bus driver	doctor

H **Practice the conversation with a partner. Then use the information in G to make new conversations.**

Student A: Where does a teacher work?

Student B: A teacher works in a school.

Simple Present

I work.	I don't work.
He works.	He doesn't work.
She works.	She doesn't work.

I **Read the conversation.**

Student A: Do you work?

Student B: Yes, I work. I'm a cashier. How about you? Do you work?

Student A: No, I don't work. I'm a student.

J **Practice the conversation in I with four classmates and complete the table.**

Name	Occupation

K **What do your friends and family do? Make a list of jobs on a separate sheet of paper.**

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LESSON 2

When Do You Go to Work?

GOAL ▶ Give information about work

A **PREDICT** **Match the jobs to the photos. Then listen to check your answers.**

custodian	manager	receptionist

1. 

Name: Isabel
Title: _____
Company: Johnson Dental
Supervisor: Dean
Hours: 8 a.m. to 6 p.m.
Break: 12 p.m. to 1 p.m.
Days: Monday to Friday

2. 

Name: Sadie
Title: _____
Company: Freedman's Foods
Supervisor: Amelia
Hours: 2 p.m. to 11 p.m.
Break: 6 p.m. to 6:30 p.m.
Days: Wednesday to Sunday

3. 

Name: John
Title: _____
Company: America Bank
Supervisor: Mary
Hours: 10 p.m. to 7 a.m.
Break: 1 a.m. to 2 a.m.
Days: Sunday to Thursday

B **Listen and write the names of the people in A.**

1. _____ 2. _____ 3. _____

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C **Read.**

Wh- Questions			
Question Word	**Type of Answer**	**Example Sentence with *Be***	**Example Sentence with *Do***
What	information	What are their names?	What do you do?
Where	a place or location	Where are the offices?	Where does she work?
When	time	When is your break?	When do they work?
Who	a person	Who is his supervisor?	Who do you work with?

D **Match the questions and answers.**

d 1. What do you do?

____ 2. Where do you work?

____ 3. Who is your supervisor?

____ 4. When do you work?

____ 5. When is your break?

a. I work at Freedman's Foods.

b. It's from 6:00 p.m. to 6:30 p.m.

c. I work Wednesday to Sunday.

d. I'm a manager.

e. Amelia.

E **With a partner, ask and answer the questions in D. Take turns being Isabel, Sadie, and John, and use the information from A to answer the questions.**

F **Read.**

My name is Akeem. I'm a nurse. I work at a hospital from 7:00 a.m. to 7:00 p.m. I work Monday to Thursday. I help the doctors and talk to patients. My supervisor is Arlene.



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G **Answer the questions.**

1. What does Akeem do? He's a _____.
2. When does he start work? He starts work at _____.
3. Where does he work? He works at _____.
4. Who is Akeem's supervisor? His supervisor is _____.

H **Listen. Complete the chart about Alfredo, Maria, and Tan.**

	What	When	Where
Alfredo	*doctor*		
Maria	*cook*		
Tan	*student*		

I **Practice the conversation with a partner. Then ask and answer new questions about Alfredo, Maria, and Tan using the information from H.**

Student A: What does Tan do?

Student B: He's a student.

J **APPLY** **Answer the questions.**

1. What do you do? _____
2. Where do you work or go to school? _____
3. Who is your supervisor or teacher? _____
4. When do you work or go to school? _____

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LESSON 3

What Do You Do?

GOAL ▶ Identify job duties

A **Listen and match the job duties to the photos.**

drive carefully	schedule meetings	talk to customers	teach English

1. 

2. 

3. 

4. 

B **What do they do? Listen and write.**

answer phones	do homework	make change	~~take photos~~
clean hotel rooms	help doctors	supervise employees	

Occupation	Job Description
1. photographers	take photos
2. students	
3. receptionists	
4. housekeepers	
5. cashiers	
6. managers	
7. nurses	

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A group of mechanics take their lunch break together.

C **Read.**

At many jobs, workers take short breaks of 5 to 20 minutes. They are paid for these breaks. They are not usually paid for lunch breaks of 30 minutes or more.

D **APPLY** **Complete the chart.**

	Talks to Customers	Schedules Meetings	Plans Events	Fixes Problems	Takes Breaks	Leads a Team
Salesperson	✓	✓		✓	✓	
Administrative Assistant						
Store Manager						
Mechanic						

***Yes / No* Questions**

Does he clean?

Does she schedule meetings?

Do they talk to customers?

E **Choose the correct answer. Then ask and answer with a partner.**

1. Does a salesperson supervise employees? Yes No
2. Does an administrative assistant take breaks? Yes No
3. Does a store manager talk to customers? Yes No
4. Does a salesperson plan events? Yes No
5. Does a mechanic fix things? Yes No

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F **Read.**

Can			
Subject	***Can***	**Base Verb**	**Example Sentence**
I / You / He / She We / They	can	drive	I **can drive** a car.
		fix	He **can fix** cars.

Can't			
Subject	***Can't***	**Base Verb**	**Example Sentence**
I / You / He / She We / They	can't	drive	I **can't drive** a bus.
		fix	He **can't fix** motorcycles.

G **Complete the sentences with *can* and the verb.**

1. He can schedule (schedule) meetings.
2. They _____ (prepare) meals.
3. I _____ (fix) things.
4. You _____ (answer) phones.

H **Complete the sentences with *can't* and the verb.**

1. We can't take (take) breaks.
2. They _____ (type).
3. I _____ (talk) to customers.
4. She _____ (drive) a bus.

I **APPLY** **Write things you can and can't do. Use words from this lesson.**

1. I can _____. 2. _____.

1. I can't _____. 2. _____.

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LESSON 4

You're Doing Great!

GOAL ▶ Read evaluations

A **Read.**



Work Evaluation		
Name: Martin Sanchez		
	Yes	**No**
1. Helps customers	✓	
2. Comes to work on time	✓	
3. Communicates well	✓	
4. Follows instructions well	✓	
Manager Signature: *Sadie Smith*		

B **ANALYZE** **Choose the things a good student does.**

answers the phone	does homework	practices English
(listens)	talks to customers	supervises employees
cleans the office	comes to school on time	follows instructions
schedules meetings	reads in class	writes in class

C **COLLABORATE** **In a group, add more ideas.**

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D Read.

Simple Present: *Be*		
Subject	***Be***	**Example Sentence**
I	am	I **am** friendly.
He / She	is	She **is** helpful.
We / You / They	are	They **are** careful.

Simple Present: *Be* (Negative)		
Subject	***Be* + *Not***	**Example Sentence**
I	am not	I **am not** cheerful. I**'m not** cheerful.
He / She	is not	She **is not** helpful. She**'s not** helpful.
We / You / They	are not	They **are not** friendly. They**'re not** friendly.

E Listen and check (✓) the correct answers.



Work Evaluation		
Name: Alice Erikson		
	Yes	**No**
1. Is cheerful		
2. Is helpful		
3. Is careful		
4. Is friendly		
Manager Signature: *Jan Brown*		

F Listen again. Complete the sentences with the correct form of *be*.

1. Alice ___is___ friendly with the customers.
2. The customers _____ happy to talk to her.
3. The customers _____ excited to be in the store.
4. Alice _____ always careful.
5. Alice _____ always cheerful.
6. Alice _____ always helpful.

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G **Read.**

Diana Costa is a salesperson. She works Monday to Friday. She always helps customers, and she is always friendly. She is not very organized, and sometimes she doesn't come to work on time.

H **EVALUATE** **Read about Diana again in G and complete the evaluation.**



Work Evaluation		
Name: Diana Costa		
	Yes	**No**
1. Helps customers		
2. Comes to work on time		
3. Is friendly		
4. Is well-organized		
Manager Signature: Calvin Carter		

I **APPLY** **Complete an evaluation for yourself at school.**

Student Evaluation		
	Yes	**No**
1. I come to school on time.		
2. I follow instructions.		
3. I do my homework.		
4. I am cheerful and friendly.		

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LESSON 5

Walk, Don't Run

GOAL ▶ Follow instructions

A **Listen and point.**

1. 

2. 

3. 

4. 

5. 

6. 

7. 

8. 

B **Read the signs in A. Choose *Yes* or *No*.**

1. Keep this area clean.	Yes	No	2. Eat.	Yes	No
3. Wear a hard hat.	Yes	No	4. Enter.	Yes	No
5. Recycle.	Yes	No	6. Wash your hands.	Yes	No
7. Smoke.	Yes	No	8. Wear safety glasses.	Yes	No

C **Match the instructions to the pictures.**

Life ONLINE

click | go back | go forward | scroll | search







1. _____ 2. _____ 3. _____ 4. _____ 5. _____

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D **Read.**

Imperatives			
Subject	**Verb**		**Example Sentence**
~~You~~	wash	your hands	**Wash** your hands before eating.
	wear	safety glasses	**Wear** safety glasses.
	keep	clean	**Keep** the area clean.

Negative Imperatives			
Subject	***Don't***	**Verb**	**Example Sentence**
~~You~~	don't	smoke	**Don't smoke.**
		eat	**Don't eat** in the work area.
		enter	**Don't enter** without a hard hat.

E **Complete the sentences.**

1. Wash ~~your hands~~ _____.
2. Keep _____.
3. Don't _____.
4. Don't _____.

F **Read the conversations and underline the imperatives. Then practice with a partner.**

1. **Manager:** How are you, Isabel?
   Isabel: I'm fine, thank you.
   Manager: Don't forget the office party today!
   Isabel: Oh, right!

2. **Manager:** Good morning, Isabel.
   Isabel: Good morning!
   Manager: Please check your email. There is an important message.
   Isabel: Sure! Right away.

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G **INTERPRET** Read.



Job Title: Receptionist
Hours: 9:00 a.m.–6:00 p.m.

Duties:
1. Answer phones.
2. Talk to customers.
3. Schedule meetings.

Relaxation Hotel and Spa
2900 W. Eden Blvd.
Sacramento, CA 94203

Please apply online.

Don't call about the position.

Apply

H **Look at the job description in G. Write the imperative forms.**

Do's	Don'ts
Answer phones.	

I **CREATE** **In a group, write classroom *do's* and *don'ts*.**

Classroom Do's	Classroom Don'ts
Listen.	

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LESSON 6

Explore the Workforce

GOAL ▶ Investigate hotel jobs and careers

A **INTERPRET** **Read the infographic and choose the correct answers. Some questions have more than one.**

1. Which employees talk to customers?
   a. employees in housekeeping
   b. employees in maintenance
   c. employees in the back office
   d. employees at the front desk
2. Which employees work in hotel rooms?
   a. employees in housekeeping
   b. employees in maintenance
   c. employees in the back office
   d. employees at the front desk
3. Which employees work in an office?
   a. employees in housekeeping
   b. employees in maintenance
   c. employees in the back office
   d. employees at the front desk



B **Read.**

Questions with *Which*			
	Subject	**Verb**	
Which	employees	talk	to customers?
		work	in hotel rooms?
		work	in an office?
Use *which* to ask about specific things, not things with many possible answers.			

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C **Practice the conversation with a partner. Then use the phrases to make new conversations.**

clean rooms	make beds	talk to customers
fix plumbing problems	make reservations	work in an office

Student A: Which employees talk to customers?

Student B: Employees at the front desk talk to customers.

D **Read about hotel housekeepers' salaries.**

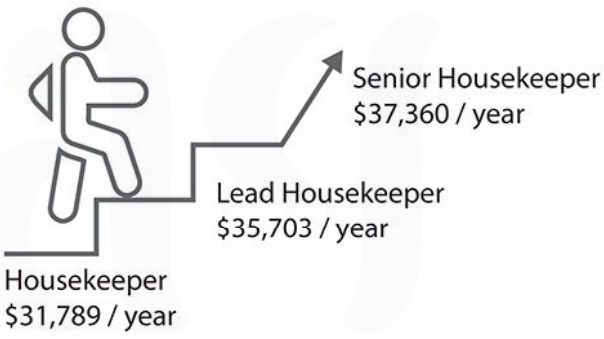
Salary Information for Hotel Housekeeper Positions

Average Salary:

$33,962/year



Housekeeper Career Trajectory



E **Complete the chart about the salary range for a housekeeper.**

Housekeeping Salary Range	
Average pay	
Highest possible pay	
Lowest possible pay	

F **Complete the chart about salaries for different housekeeper positions.**

Average Salaries for Housekeeper Positions	
Senior housekeeper	
Lead housekeeper	
Housekeeper	

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G **Read the checklist. Underline any new words.**

Hotel Housekeeping Checklist	Yes	No
Is the floor clean?		
Are the windows clean?		
Do all the lights work?		
Are the bed sheets fresh?		
Are the TV remotes working?		
Is the bathroom clean?		
Are there extra towels?		



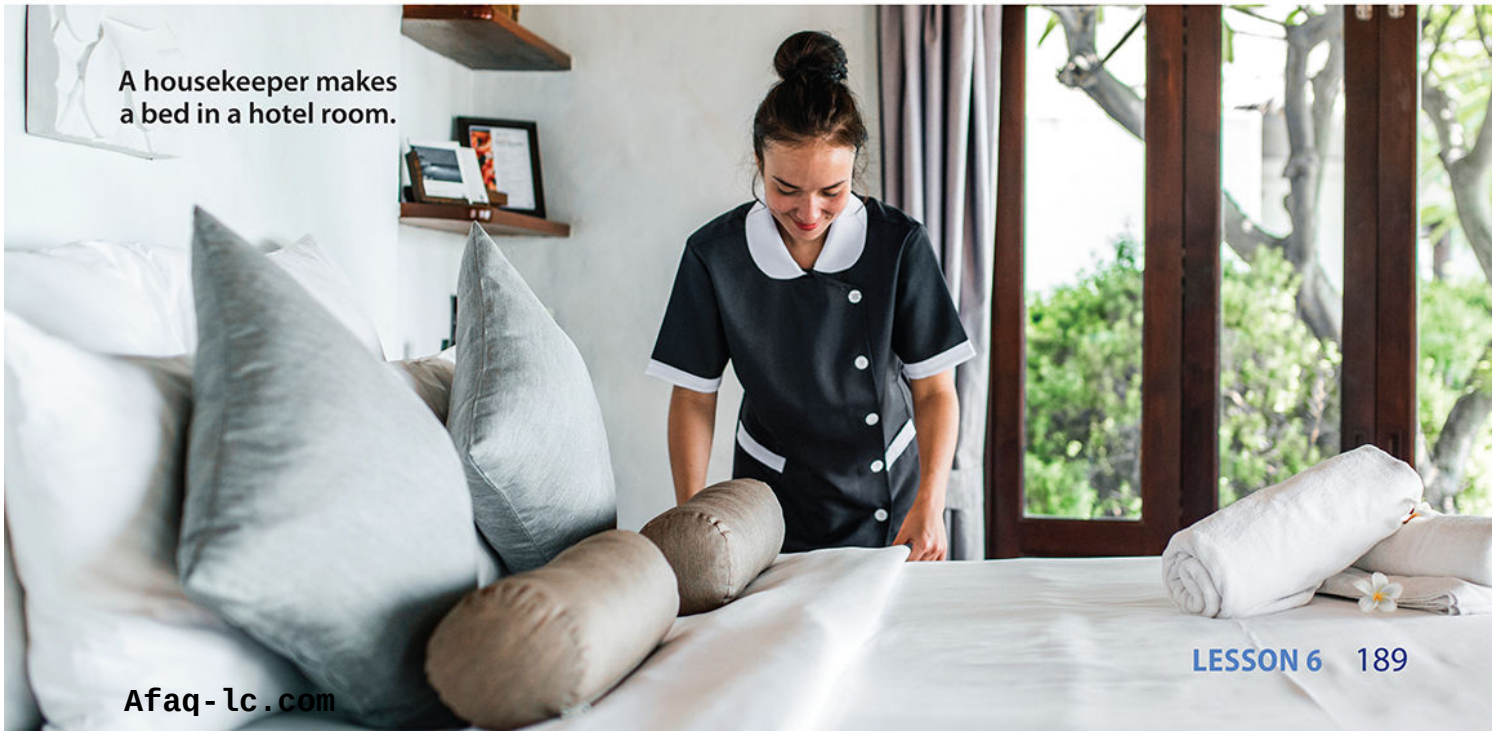


H **In a group, talk about the checklist. Which items are easy? Which items are hard?**

I **REFLECT** **Answer the questions about you for hotel jobs.**

1. Do you like to work with people?
   a. yes b. no c. sometimes
2. Do you follow instructions well?
   a. yes b. no c. sometimes
3. Do you pay attention to details?
   a. yes b. no c. sometimes
4. Are you a hard worker?
   a. yes b. no c. sometimes
5. Can you work for long hours on your feet?
   a. yes b. no c. sometimes

J **Go online and look for jobs at hotels. Are any jobs interesting to you?**



A housekeeper makes a bed in a hotel room.

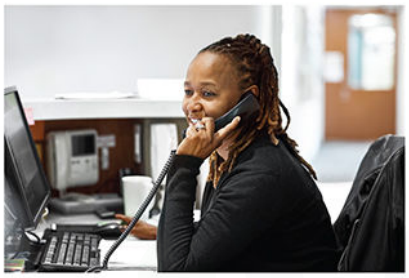
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Review

A **Write the correct jobs.**

1. 

2. 

3. 

4. 

5. 

6. 

7. 

8. 

B **Point to a photo in A. Ask a partner about the job.**

Student A: What does he do?

Student B: He's a custodian.

Learner Log

I can identify occupations.

☐ Yes ☐ No ☐ Maybe

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C Match the job duties to the photos.

clean hotel rooms	fix things	take photos
drive carefully	lead a team	talk to customers

1. 

_____

2. 

_____

3. 

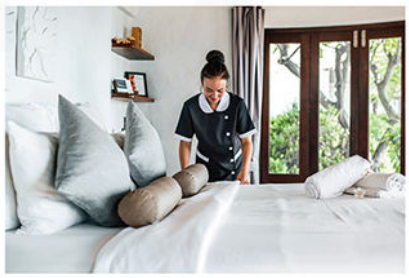
_____

4. 

_____

5. 

_____

6. 

_____

D Write *when*, *where*, *what*, or *who*.

1. _____ does the store open? The store opens at 10:00 a.m.
2. _____ do you take a break? I take a break in the cafeteria.
3. _____ do you work? I work in Sacramento.
4. _____ is your manager? His name is Martin.
5. _____ does she do? She's a nurse.

Learner Log

I can give information about work.
☐ Yes ☐ No ☐ Maybe

I can identify job duties.
☐ Yes ☐ No ☐ Maybe

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Review

E **Write the correct imperative for each sign.**



1. _____



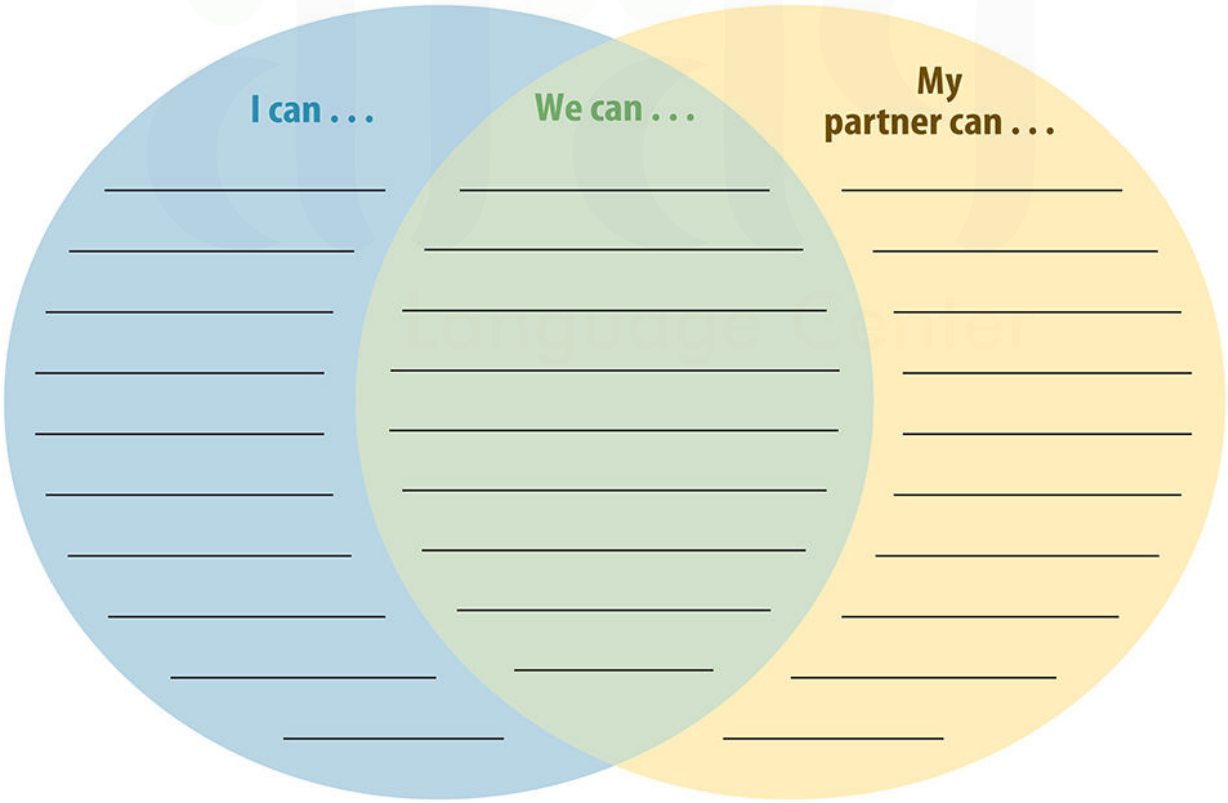
2. _____



3. _____

F **COMPARE** **What can you do? What can your partner do? Complete the chart.**

EXAMPLE: I can speak English well.
I can follow instructions.
I can schedule meetings.



Learner Log

I can read evaluations. ☐ Yes ☐ No ☐ Maybe

I can follow instructions. ☐ Yes ☐ No ☐ Maybe

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Start a Company

SOFT SKILL ▶ Active Listening

1. Form a team of four or five students. Choose a position for each member of your team.

Position	Job Description	Student Name
Student 1: **Team Leader**	Check that everyone speaks English. Check that everyone participates.	
Student 2: **Designer**	With the help of the team, design your company's website.	
Student 3: **Writer**	With the help of the team, write three job postings for positions at the company.	
Students 4 / 5: **Organizer(s)**	Prepare a presentation.	

2. Imagine that your team is starting a new company. What is the name of your company? What is your company logo? What does your company do or sell?
3. Design a company website that has the company name and logo. The website should explain what the company does or sells and where it is located.
4. What are the jobs at the company? Make a list as a team.
5. Write three job postings for positions in your company. What are the schedules? What are the duties?
6. Present your company to the class.

ACTIVE LISTENING:

Asking Questions

Listen carefully to the presentations of other teams. Prepare one or two questions to ask. For example:

What is the pay for one of the positions?

How many employees are there at your company?



A company's office is where people can meet and work together.

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Reading Challenge

A **Read.**

Skills

Skills are things we learn to do well. For example, you can have good communication skills. This means you communicate or speak well.

B **Choose the top three skills you have that can make you a successful student.**

- ☐ I am good with technology.
- ☐ I communicate well.
- ☐ I work well in a team.
- ☐ I organize my work well.
- ☐ I participate in class and ask questions.
- ☐ I am good at solving problems.

C **Choose the correct meaning for each word or phrase.**

1. **creativity**	thinking of new ideas	studying	learning new information
2. **collaboration**	reading	thinking	working in a team
3. **critical thinking**	analyzing information	speaking	doing homework

D **Read the text. Underline any words you don't know.**

E **INFER** **Choose the correct answers.**

1. What does *organization* mean in Line 2?

   a. a bad idea b. a company; a group of people c. neat; clean

2. What does *analyze* mean in Line 9?

   a. study; look closely at b. cook c. fix

3. What does *solve* mean in Line 10?

   a. make b. write about c. fix

F **REFLECT** **Which of the skills do you do well? Which do you need to work on? Share with a partner.**

collaboration	communication	creativity	critical thinking

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A Chef with Many Skills

José Andrés is a chef from Spain. He can cook very well, but he has many other skills too. He helps hungry people around the world with his organization World Central Kitchen. Here are four skills we can learn about from José Andrés:

- **Collaboration:** As you can see in the photo, José Andrés works with other chefs to make food for people in need,* like the people of Puerto Rico after Hurricane Maria.
- **Creativity:** José Andrés thinks of new ideas for delicious meals and for solving problems. For example, World Central Kitchen doesn't just serve millions of free meals a year; they give jobs to local* people.
- **Critical Thinking:** When José Andrés sees a problem, he analyzes it and uses the information to help solve it.
- **Communication:** José Andrés speaks and writes clearly about his goals so others join and help.

José Andrés says, ". . . there is always something new to learn . . ." Which skills do you want to work on?

---

in need needing things to live, like food or a home
local from the nearby area



José Andrés cooks paella in San Juan, Puerto Rico, to help people in need after Hurricane Maria.

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