



English Language 1

Lecture 3

ENG 101

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UNIT

3

Problems

'A problem is a chance for you to do your best.'
Duke Ellington (1899–1974), US composer and musician

OVERVIEW

VOCABULARY

Adjectives
too/enough

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Typical work
problems

READING

Workplace
problems

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negatives and
questions

LANGUAGE FOCUS 2

have
some and any

SKILLS

Telephoning:
solving problems

CASE STUDY

High-Style
Business Rentals





STARTING UP

- 1 always being busy
- 2 difficult customers
- 3 changes to orders
- 4 computer crashes
- 5 rude people
- 6 missing documents
- 7 delivery delays
- 8 machinery not working

A What sort of problems might these people have at work?

- | | |
|---------------------|---------------------------|
| a) an office worker | c) a shop/sales assistant |
| b) a factory worker | d) a call-centre worker |

Look at the problems on the left. Which do you think go with which person?

B  CD1.30–1.33 Listen to four people. Look back at Exercise A. Where does each of them work (a–d), and which problems do they mention (1–8)?

1 *Person c, problems 7, ...*

C What problems do you have at work / in your studies?

VOCABULARY

Adjectives;
too/enough

A

Complete the sentences below using adjectives from the box.

broken clean confusing fast ~~flexible~~ noisy

- 1 Our employees enjoy having *flexible* hours.
- 2 The new sales assistant got a *fast* promotion.
- 3 We want a *clean* and well-furnished apartment.
- 4 Their old printer is *broken*, so they want a new one.
- 5 The instructions are not clear. They are very *confusing*.
- 6 When the machinery in the factory starts, it is very *noisy*...

Look at these sentences.

The bed is **too** hard. It **isn't** soft **enough**.

The seats **aren't** wide **enough**. They're **too** narrow.

Vocabulary: Adjectives; *too/enough*

Write sentences using *too* or *enough* and adjectives from Exercise B relating to the underlined words.

1 The report doesn't give much information. (*too/enough*)

It's too short. / It isn't long enough.

2 I can't carry these suitcases. (*too*) *It's too heavy*

3 I can't meet you at six o'clock in the morning. (*too*) *It's too early*

4 I don't want this car. Its top speed is only 100 kilometres per hour. (*too/enough*)

It's too slow. It's not fast enough

5 Don't take any visitors to those areas late at night. (*too/enough*)

It's too dangerous. It's not safe enough



LISTENING

Typical work
problems



A

 CD1.34 Jeremy Keeley, a specialist in change leadership, talks about problems he has at work. Listen to the first part of the interview and decide whether these statements are true (T) or false (F). Correct the false ones.

- 1 Jeremy often works with a large number of people. **F. He works alone**
- 2 His clients have quite complicated problems. **T**
- 3 Jeremy's biggest problem is having enough time to do a good job. **T**
- 4 He also faces urgent requests for help when he is already very busy. **T**



B  CD1.35 Listen to the second part, in which Jeremy talks about the biggest problems in companies, and complete these notes.

- Biggest problem – amount of **change**¹ they have to go through at speed.
- Second problem – difficult to plan their needs and resources (staff, **equipment**², **property**³, money they need to satisfy their customers).
- Another problem – customers expect them to reduce **their prices**⁴ at the same time as companies have increasing **costs**⁵.



C  **CD1.36 Listen to the third part of the interview and answer these questions.**

1 What sorts of problem is Jeremy asked to solve?

complicated problems

2 What was the problem Jeremy had to solve?

a problem with the computer system that affected millions of customers with their bills

3 Which different groups did he bring together to solve the problem?

the technical team, the business team, the project team, and the suppliers

READING

Workplace problems

A Which of these adjectives describe work in a call centre?

badly paid boring interesting noisy quiet relaxing stressful well paid

B Three call-centre workers answer the question 'What are the biggest problems for you at work?'. Read their replies.

Reply 1

'At our call centre, 150 agents work in one large room. A lot of them are women or students. The workstations are very close together, so it's very noisy. We wear headphones, but they're not good enough. I'm only 21, but my doctor says I have hearing problems. Sitting at a workstation for many hours causes other health problems. Most of my colleagues have backache. I often get headaches from looking at the computer screen for too long.'

Birgit, 21, Stuttgart, Germany

Reply 2

'The job is well paid, but the hours are long. We work nine hours a day, but we often work overtime. The call centre is a long way from my home. It takes me two hours to commute to work, so my real working day is often 13 hours. Difficult customers are another problem. Our customers in the UK are often very rude. It's not easy to talk to customers when they're angry and don't want to understand. A lot of my colleagues want to leave and find another job, but it's not easy to find such well-paid work.'

Vijay, 27, Mumbai, India

Reply 3

'A lot of the work in a call centre is very boring. You do the same job day after day. On a typical day, each of us takes up to 200 calls. We're often on the phone for four or more hours continuously. Most of the calls are complaints, and we're expected to solve each problem within two minutes. When one call finishes, another call starts immediately. You don't get time to think. It's very stressful. Another problem is there's no possibility of promotion. It's just a job, it's not a career. Nobody stays in the job very long, so the company is constantly recruiting and training new staff.'

Kevin, 26, Sydney, Australia

Reply 1

'At our call centre, 150 agents work in one large room. A lot of them are women or students. The workstations are very close together, so it's very noisy. We wear headphones, but they're not good enough. I'm only 21, but my doctor says I have hearing problems. Sitting at a workstation for many hours causes other health problems. Most of my colleagues have backache. I often get headaches from looking at the computer screen for too long.'

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C

Look at the chart and tick (✓) the problems the call-centre workers talk about in the replies. Who talks about each problem? Write Birgit (B), Vijay (V) or Kevin (K).

Problems		Name	Problems		Name
long working day	✓	V	angry customers		V
breaks too short		K	low pay		
long hours at workstation		B	no time between calls		K
boring work		K	high staff turnover		K
no promotion		K	a lot of noise		B

D Which three physical problems are mentioned in Birgit's reply?

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Underline the adjectives

Reply 1

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LANGUAGE FOCUS 1

Present simple: negatives and questions

- To form the present simple negative of most verbs, we use *don't/doesn't* + verb.
- In present simple questions, we use *do/does*.

Negatives

They ***don't*** come to work on time.

He ***doesn't*** go to meetings.

Questions

Does he work well with colleagues?

Where do you work?

3 Present simple: negatives and questions; *have*; *some* and *any*

Present simple: negatives and questions

Points to remember

- 1 In questions, the -s is on the auxiliary verb, not the main verb.
*Does he **drink** coffee?* (NOT ~~Does he drinks coffee?~~)
- 2 We do not use the full verb in a short answer.
*'Do you **like** meeting customers?' 'Yes, I **do**.'* (NOT ~~Yes, I like.~~)
- 3 Spelling rules
 - For *he*, *she* and *it*, we add -s with most verbs.
*She **comes** from Brazil.*
*The job **pays** a good salary.*
 - When the verb ends with a consonant + y, the ending becomes -ies.
*He often **flies** to Amsterdam.*
 - When the verb ends in -ch, -sh, -s, -ss, -x or -z, the ending becomes -es.
*He **finishes** every day at six.*
*She **faxes** the invoice to us.*

Make negative sentences. Use *don't* (*do not*) or *doesn't* (*does not*).

1 I like meetings. (*presentations*)

I like *meetings*, but I *don't* like *presentations*.

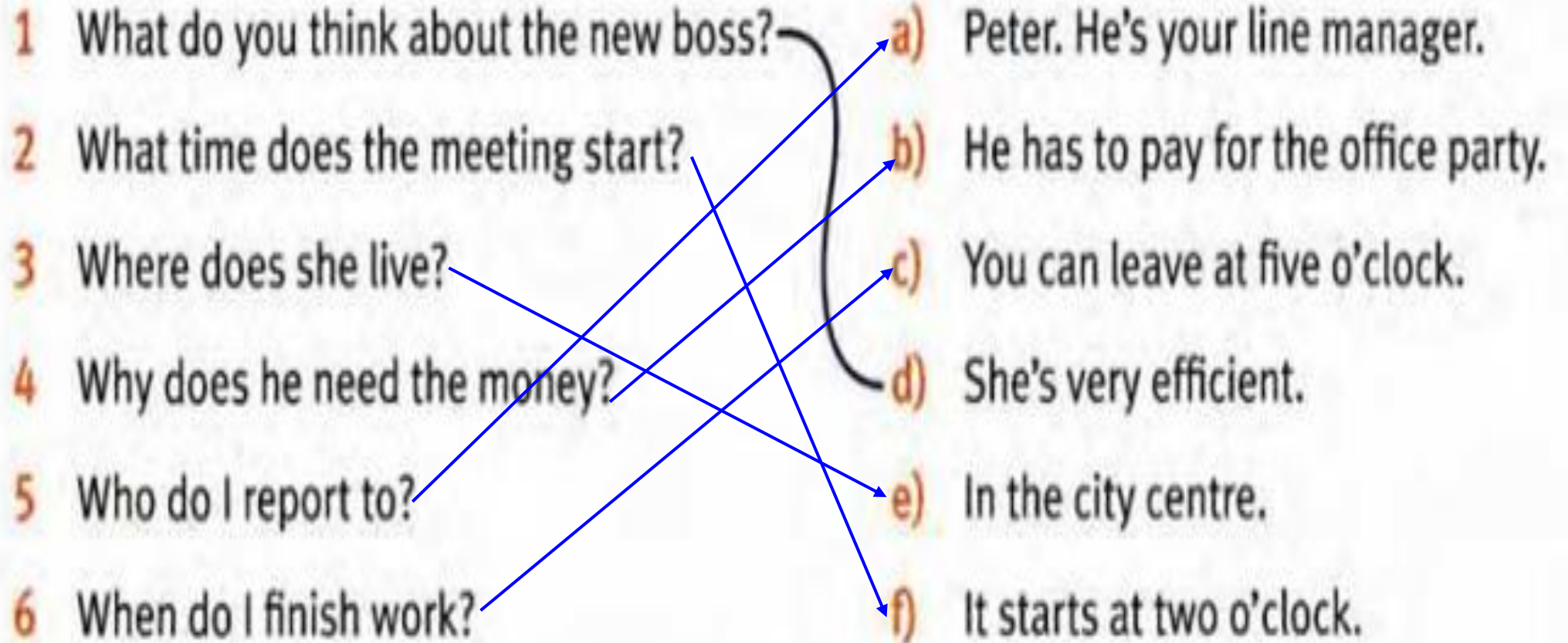
2 We waste a lot of paper. (*electricity*) but we *don't* waste *electricity*

3 They agree about most things. (*money*) but they *don't* agree about *money*

4 Susan sends a lot of e-mails. (*faxes*) but she *doesn't* send *faxes*

5 Our management team discusses business strategy. (*employee problems*)
but it *doesn't* discuss *employee problems*

Match the questions (1-6) to the answers (a-f).

- 
- | | |
|---|--|
| 1 What do you think about the new boss? | a) Peter. He's your line manager. |
| 2 What time does the meeting start? | b) He has to pay for the office party. |
| 3 Where does she live? | c) You can leave at five o'clock. |
| 4 Why does he need the money? | d) She's very efficient. |
| 5 Who do I report to? | e) In the city centre. |
| 6 When do I finish work? | f) It starts at two o'clock. |

have

Form

+	I/You/We/They have He/She/It has	a German car. a CD player.
-	I/You/We/They haven't (= have not) / don't (= do not) have He/She/It hasn't (= has not) / doesn't (= does not) have	the time. a good printer.
?	Do I/you/we/they have Does he/she/it have	a ticket? a reference number?

Uses

- We use *have/has* to indicate possession.
*She **has** a fast car.*
- We also use *have/has* to talk about plans.
*I **have** a meeting this Tuesday, but I'm free on Wednesday.*
- In British English, we use *have got* in the same way.
*He's **got** a job interview next week.*

Some and any

- *Some* and *any* are used with plural nouns when the quantity is not specified.
- If the sentence is positive, we use *some*.
*There are **some** deliveries due in today.*
- If the sentence is negative, we use *any*.
*There aren't **any** deliveries due in today.*
- If the sentence is a question, we use *any*.
*Are there **any** deliveries due in today?*

LANGUAGE FOCUS 2

have; some and any

- We use *have* to talk about possession.
*I **have** a new printer, but it doesn't work very well.*
*The office **doesn't have** a lift.*
*'Do you **have** a problem with training?' 'Yes, we **do**.' / 'No, we **don't**.'*
- We use *some* with plurals in positive sentences.
*We have **some** problems with deliveries.*
- We use *any* with plurals in questions and negative sentences.
*Do you have **any** meetings today?*
- In British English, we often use *have got*.
*The office **hasn't got** a lift.*
*We **haven't got** any large boxes.*

A Make sentences about what Marco has and doesn't have.

1 *Marco has a company car. He doesn't have a sat-nav.*

1 a company car ✓

a sat-nav ✗

2 an iPhone ✗

an iPad ✓

Marco doesn't have an iphone. He has an ipad

3 an interesting job ✓

a high salary ✗

Marco has an interesting job. He doesn't have a high salary

4 a nice boss ✗

some great colleagues ✓

Marco doesn't have a nice boss. He has some great colleagues

5 a desktop computer at work ✗

a laptop ✓

Marco doesn't have a desktop computer at work. He has a laptop

Complete these questions with *does have* and *do have*.

- 1 *Do* you *have* a new mobile phone?
- 2 What kind of car *does* she *have* ?
- 3 *Does* the company *have* a restaurant?
- 4 *Do* all the rooms *have* air conditioning?
- 5 *Do* I *have* time to finish this?



SKILLS

Telephoning:
solving
problems

A

CD1.37 Listen to the conversation between Marcia and Harry. Answer these questions.

- 1 Why is Marcia phoning Harry?
She needs some information
- 2 How do you spell the name of the new marketing assistant?
Jeff Haydon



B

CD1.37 Listen again. What does Marcia say to:

- 1 introduce herself? *My name's Marcia Jones, Hove Stores*
- 2 ask Harry to spell the man's name?
Could you spell his name for me, please?
- 3 ask Harry to give the information again?
Sorry, could you repeat that, please?
- 4 end the conversation?
I'll speak to you soon, Harry. Bye.



 CD1.38–1.41 Listen to four phone calls. Match the calls (1–4) to these problems (a–d).

- a) There is a problem with the invoice.
- b) The date of the meeting is not suitable.
- c) The quantity is not correct.
- d) There are no instructions.

4

1

2

3



D **CD1.38–1.41 Listen again and complete these sentences.**

- 1 I can't meet your **boss**, Vanessa Gordon, next Wednesday.
- 2 I'm sure we can **arrange** another time.
- 3 It's about the **delivery** of mobile phones.
- 4 Sorry about that. I'll **deal** with it immediately.
- 5 There are no **instructions** in the package.
- 6 Sorry, I didn't **catch** that. Could you **repeat** it, please?
- 7 Also, I think the **figures** are wrong.
- 8 I'll **look into** the matter and send you another **invoice**

3

Case study

High-Style Business Rentals



Are the apartments as good as the adverts say?

Background

High-Style Business Rentals provides apartments for businesspeople who are working abroad. Guests usually want to stay in high-quality apartments which are well furnished and equipped.

Apartments for businesspeople

The apartments are:

- in the old part of the city
- close to a large shopping centre and beautiful beaches
- light, comfortable, spacious
- fully furnished and equipped.

Each apartment has:

- traditional furniture, high ceilings, colourful decorations
- satellite television, Wi-Fi Internet
- high-quality kitchen and bathroom equipment.

The apartment buildings have:

- lovely views of the city
- beautiful terrace and gardens
- a large swimming pool
- a gym and sauna.

Main features:

- luxury apartments
- a quiet, safe area
- near beautiful beaches
- excellent shopping facilities

'We look after you from the day you arrive to the day you leave.'

Make your online reservation today

Task

Work in pairs. You are guests at High-Style Business Rentals.

- 1 Compare what the online advertisement promises with the guests' experience of the apartments. Say what is different.

The apartments don't have lovely views. The rooms aren't colourful.

- 2 Student A: See below. Student B: Turn to page 138.

Read your role cards. Then make the telephone call.

Student A

Guest at High-Style Business Rentals

Telephone the company's manager. You are very unhappy with your apartment.

Tell the manager that you want a:

- bigger apartment
- cheaper Internet price (\$3 an hour)
- desk and more chairs in the sitting room
- new television with satellite programmes.

Student B

Manager at High-Style Business Rentals

You receive a telephone call from an unhappy guest.

- Listen to the guest.
- Say you are sorry about the problems.
- Offer him/her a bigger apartment (price: \$10 more per day).
- Offer him/her a lower internet price (\$6 an hour).

Information: You have more furniture for guests in your building.
You will get some new televisions next week.



Thank You

