

# CHINO VALLEY ADULT SCHOOL

## E. L. Civics Student Workbook

### Beginning Low – Beginning High Levels 1-2



#### **CIVIC OBJECTIVE 37.4:**

Identify and demonstrate qualities of an effective employee in the American workplace in order to get a job, keep a job, or get a better job.

**Name:** \_\_\_\_\_

**Instructor:** \_\_\_\_\_ **Level:** \_\_\_\_\_

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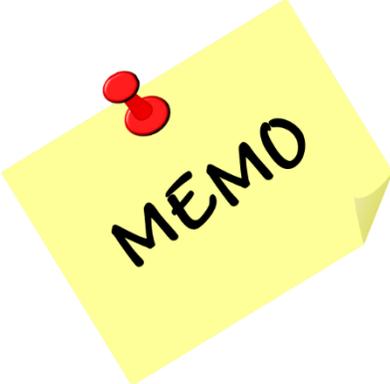
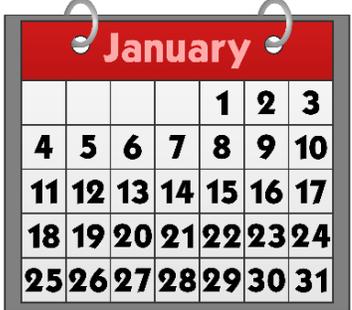


## **TASK 1: WRITE A WORK MEMO OR EMAIL**

### **STUDENT ACTIVITIES**

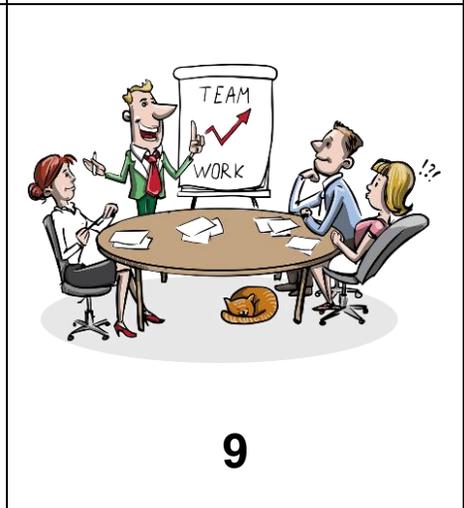
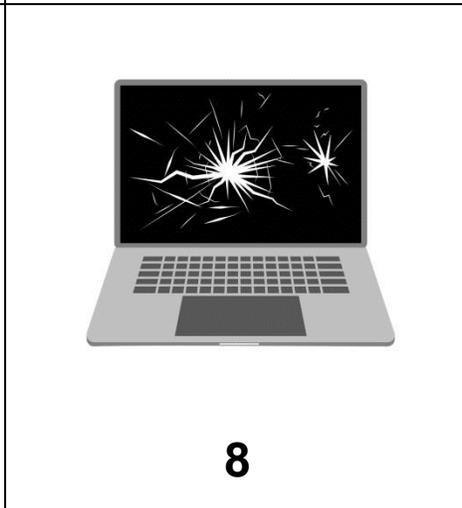
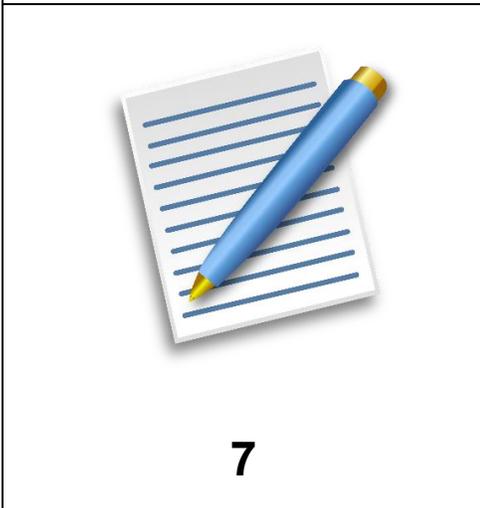
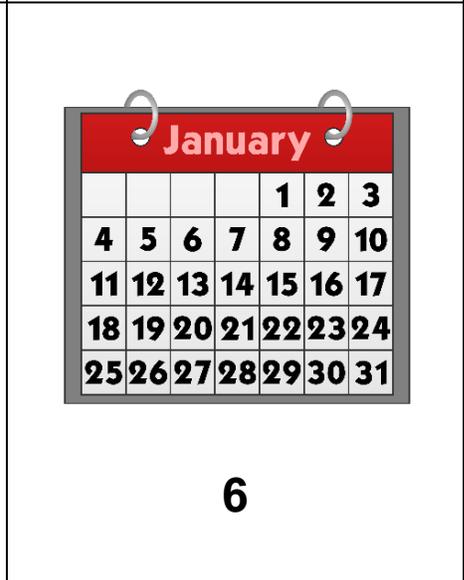
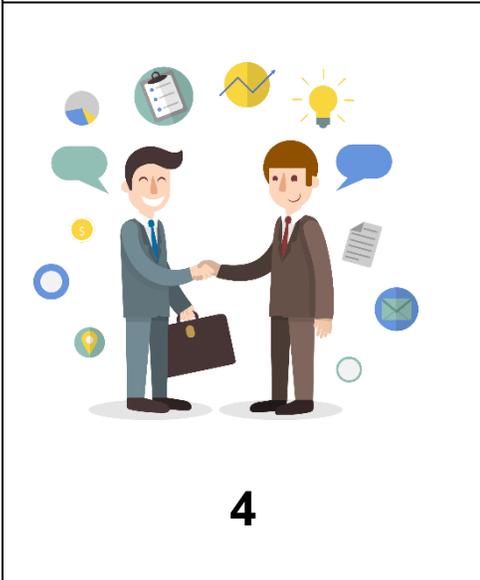
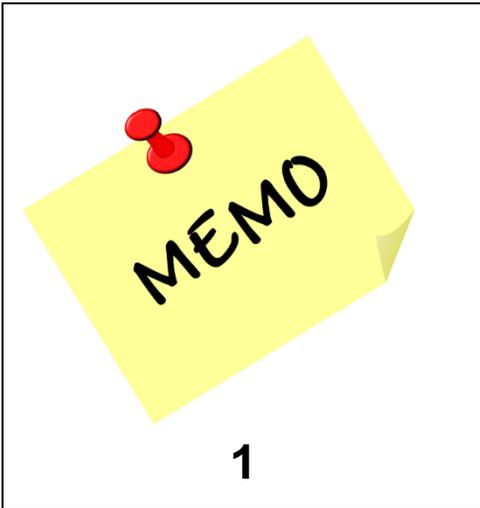
# TASK 1: WRITE A WORK MEMO OR EMAIL - VOCABULARY

Directions: Practice the vocabulary words.

 <p><b>memo</b></p>	 <p><b>email</b></p>	 <p><b>employee</b></p>																																										
 <p><b>co-worker</b></p>	 <p><b>supervisor / manager</b></p>	 <table border="1"><thead><tr><th colspan="7">January</th></tr></thead><tbody><tr><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td><td></td></tr><tr><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr><tr><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr><tr><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td></tr></tbody></table> <p><b>date</b></p>	January										1	2	3		4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
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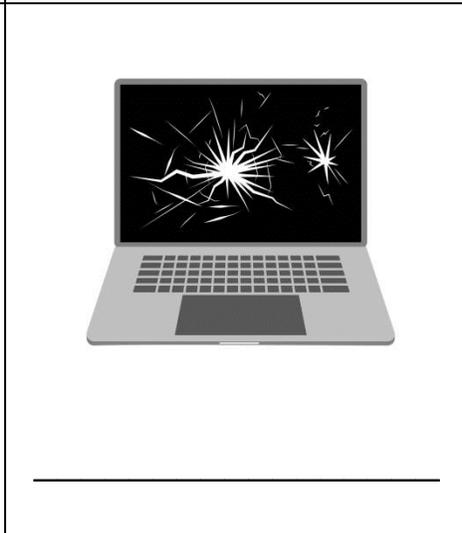
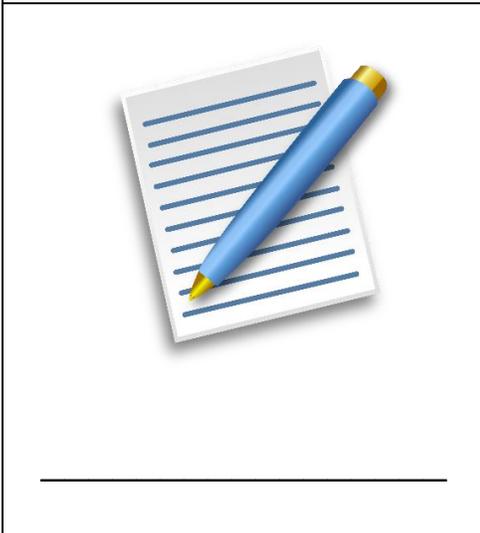
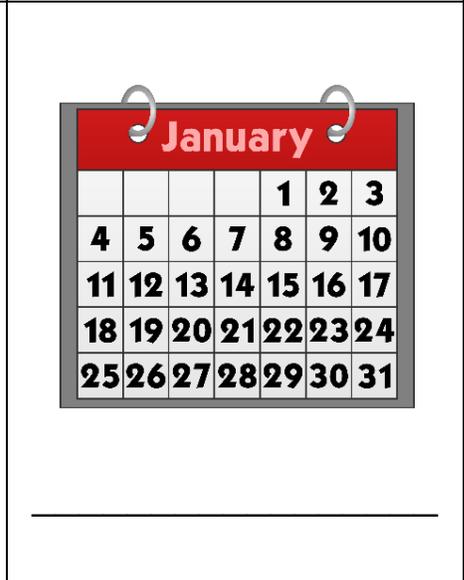
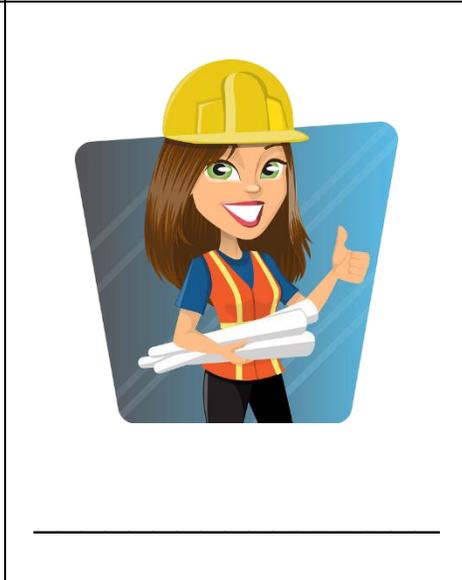
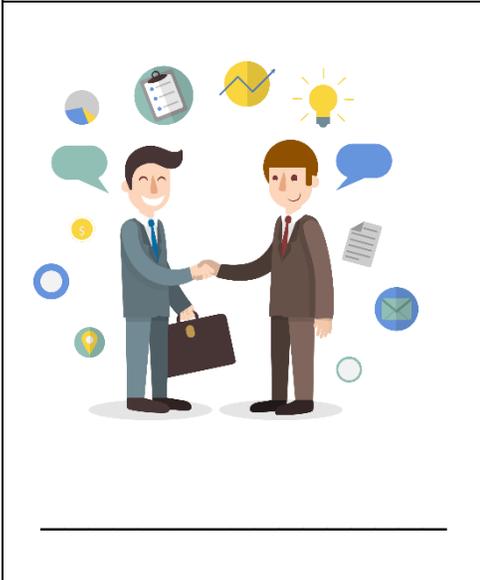
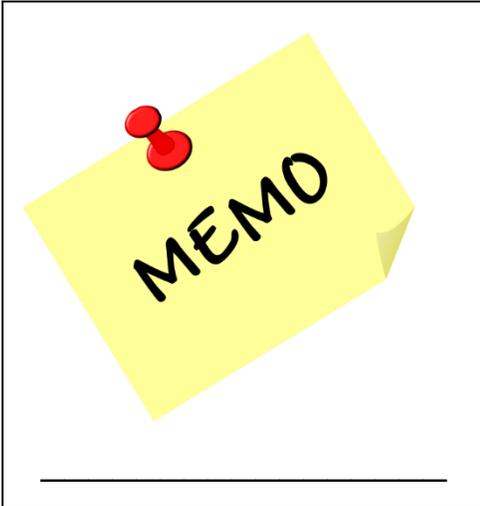
# TASK 1: WRITE A WORK MEMO OR EMAIL - VOCABULARY

Directions: Work with a partner. Ask each other: "What is number 1?", "What is number 2?"



# TASK 1: WRITE A WORK MEMO OR EMAIL - VOCABULARY

Directions: Write the missing vocabulary word under each picture.



# TASK 1: WRITE A WORK MEMO OR EMAIL - VOCABULARY

Directions: Practice using the vocabulary words in sentences.



**I'm writing a memo.**



**The boss sent me an email.**



**I'm an employee at my job.**



**Co-workers work together.**



**I must talk to my supervisor/manager.**



**What is today's date?**



**Did you send me a message?**



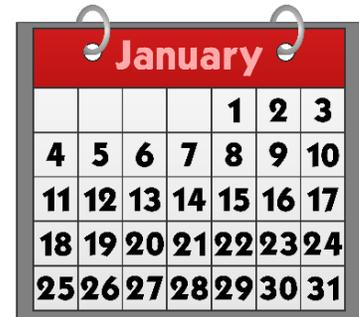
**My computer is broken.**



**There is a meeting at 2:00PM.**

# TASK 1: WRITE A WORK MEMO OR EMAIL - VOCABULARY

Directions: Write a sentence for each vocabulary word.



## TASK 1: UNDERSTANDING MEMOS

# MEMO

To: Employees

From: Scott Johnson

Date: 11/15/23

Re: New team member

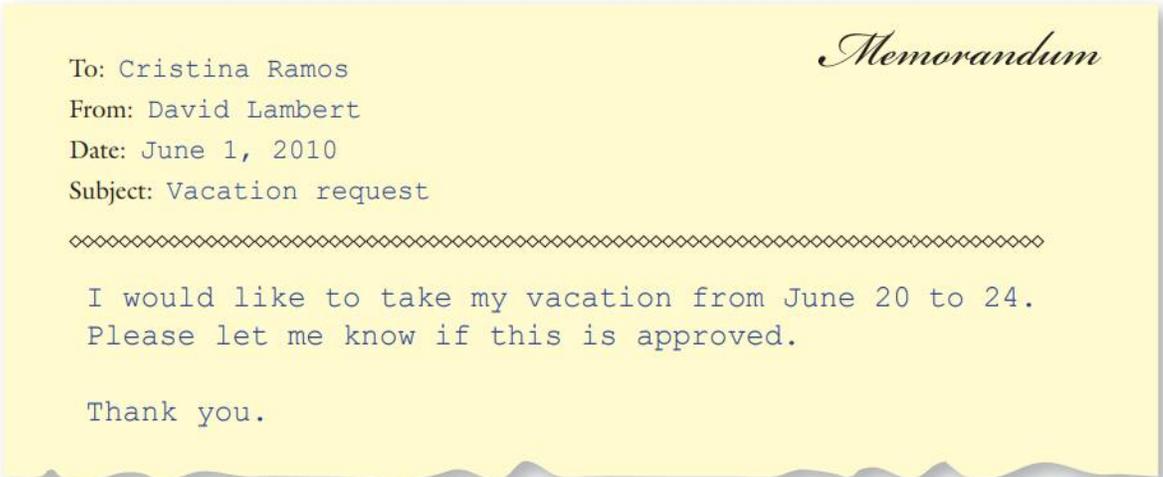
The customer service department has a new team member. Ashley Sung will now manage returns and complaints from customers. Welcome, Ms. Sung!

### **A memo should include these parts:**

- To - Who is the memo for?
- From - Who is the memo from?
- Date - What is the date?
- Re:/Regarding: - What is the subject of the memo?
- Message - What information is in the memo?

# TASK 1: READ A MEMO ACTIVITY

Look at the memo. Then answer the questions.



1. Who is the memo from? David Lambert
2. Who is the memo to? \_\_\_\_\_
3. Guess: What is their relationship? \_\_\_\_\_
4. What is the reason for the memo? \_\_\_\_\_
5. Cristina Ramos needs to go to a doctor's appointment on December 1, 2023. Help her write a short memo to ask her boss, David Lambert, for time off from work:

<b>From:</b>
<b>To:</b>
<b>Date:</b>
<b>Subject:</b>
<b>Message:</b> _____
_____
_____
_____
_____
_____
_____
_____
_____

## TASK 1: READ A MEMO ACTIVITY (CONT.)

### *Memorandum*

TO: All ABC Employees  
FROM: Josephine Smith, CEO  
DATE: December 4, 2023  
SUBJECT: Vending Machines



Vending Machine

Next week the vending machines will be removed from the staff lounge. They are old and broken, so they will be replaced with new vending machines in two weeks. Please bring food and drinks from home for two weeks. I will let you know when the new vending machines are ready to use. Thank you.

Directions: Read the memo and answer the questions.

1. Who is the memo for? \_\_\_\_\_

2. Who is the memo from? \_\_\_\_\_

3. What is the subject of the memo? \_\_\_\_\_

4. What is the date of the memo? \_\_\_\_\_

5. What is the memo about? \_\_\_\_\_

## TASK 1: UNDERSTANDING EMAILS

TO: Michael Stevens <michaelstevens@ABCFurniture.com>
FROM: Melissa Martinez <melissamartinez@ABCFurniture.com>
DATE: 11/29/23
RE: Order is ready
Hello Mr. Stevens,  <b>greeting</b>
Your order is ready for pickup in the office supplies department. If you need any more pens or paper for your office, please let me know. Have a nice day!  <b>body</b>
Thank you,  <b>closing</b>
Melissa Martinez

### An email should have these parts:

- To – Who is the email for?
- From – Who is the email from?
- Date – What is the date?
- Re:/Regarding: – What is the subject of the email?
- Greeting – Politely say “hello” and write the recipient’s name.
- Body – The information in the email.
- Closing – Politely end the message and write your name.

## TASK 1: PARTS OF AN EMAIL ACTIVITY

Directions: Label the email with words from the word box. Then answer the questions below.

Word Box	
closing	subject
greeting	body

The screenshot shows an email client window with the following content:

- To:** John Smith <JohnSmith@Walmart.com> (with a "Show BCC" link)
- Cc:** (empty)
- Subject:** Confirm Job Interview (with a "Plain Text" link)
- Body:**

Hello Mr. Smith,

Thank you for your email inviting me for a job interview with Walter Mart. I am available to meet with you on Friday, June 2<sup>nd</sup> at 10:00pm. I will bring my resume and a list of references with me. I would really enjoy working as a cashier at your store. I look forward to meeting you on Friday.

Sincerely,

Martha Jones  
519-979-1234

Four empty rounded rectangular boxes on the left have arrows pointing to the following parts of the email:

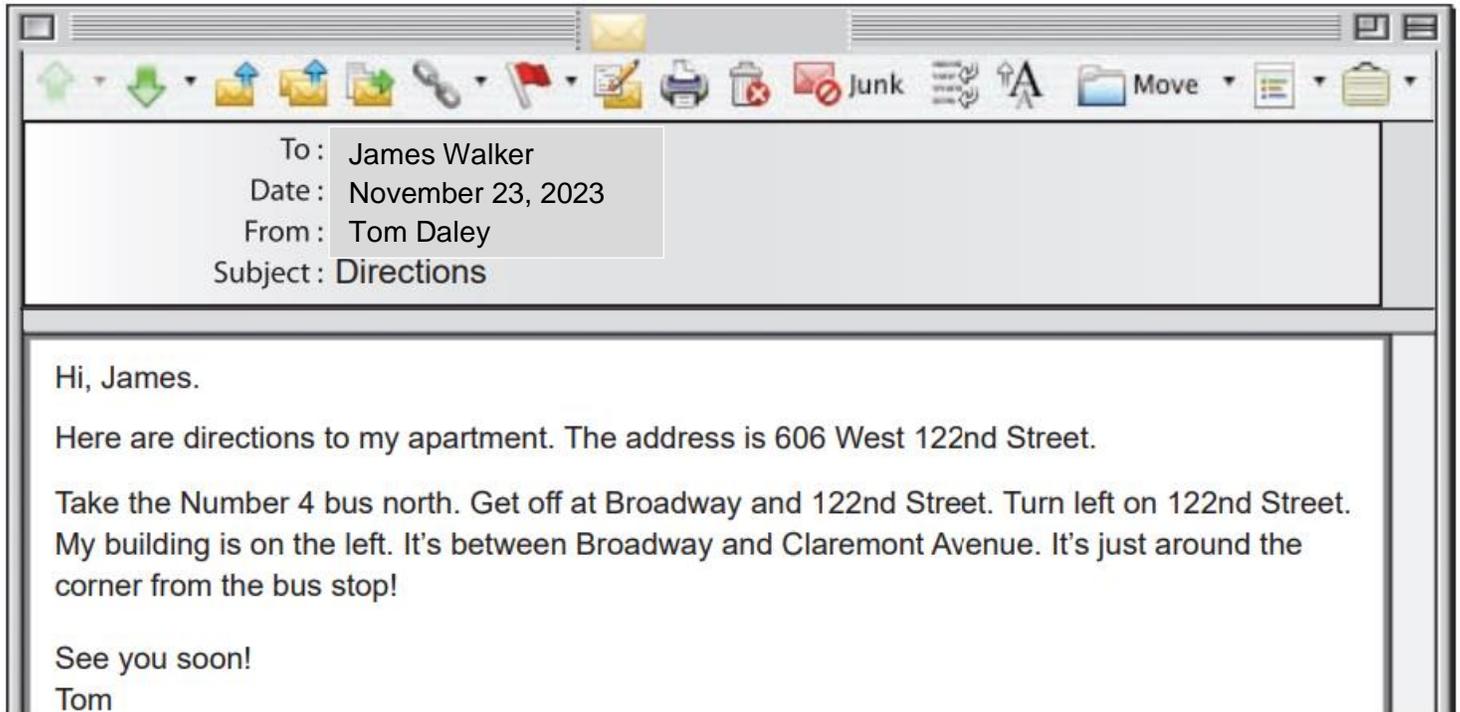
- Box 1: Points to the "To:" field.
- Box 2: Points to the "Subject:" field.
- Box 3: Points to the main body text of the email.
- Box 4: Points to the signature block.

### Questions about the Email:

1. Who is the email from?
2. Who is the email to?
3. What is the subject of the email?
4. When is the interview?

## TASK 1: READING AN EMAIL ACTIVITY

Read the e-mail. Then answer the questions.



1. Who is the email from? \_\_\_\_\_

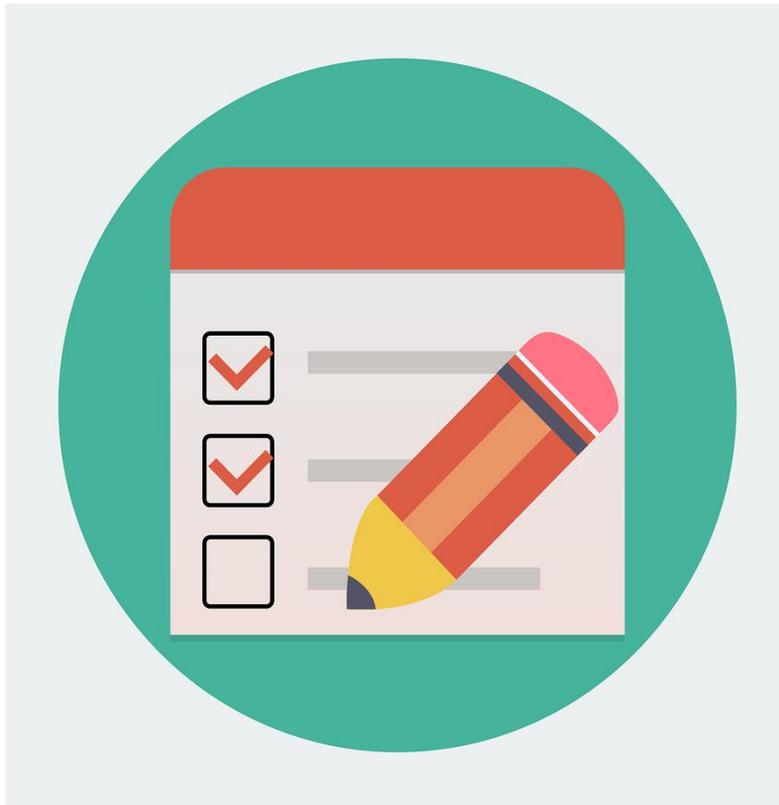
2. What is the subject of the email? \_\_\_\_\_

3. What is the date on the email? \_\_\_\_\_

4. Who is the email for? \_\_\_\_\_

5. What is the email about? \_\_\_\_\_

\_\_\_\_\_



## **TASK 1: WRITE A WORK MEMO OR EMAIL**

### **PRACTICE ACTIVITIES**

## EL CIVICS 37.4 TASK 1 PRACTICE: WRITE A WORK MEMO OR EMAIL (CONT.)

### Directions:

Rick Louis is having a problem at work. The office doesn't have any paper, so he can't print his work.

Use the words in the word box to fill in the missing words on Rick's memo to his boss, Brandon Mitchell.

Word Box	
Rick Louis	Brandon Mitchell
Office problem	there isn't any paper
December 1, 2023	order more paper

To: \_\_\_\_\_

From: \_\_\_\_\_

Re: \_\_\_\_\_

Date: \_\_\_\_\_

### **Memo:**

I'm sorry, but I can't print my work because \_\_\_\_\_

\_\_\_\_\_. Can you please

\_\_\_\_\_ as soon as possible?

**EL CIVICS 37.4 TASK 1 PRACTICE: WRITE A WORK MEMO OR EMAIL (CONT.)**

**Directions:**

**Melissa Williams is having a problem at work. She doesn't know what time her work project is due on Friday.**

**Use the words in the word box to fill in the missing words on Melissa's memo to her boss, Robert Garcia.**

<b>Word Box</b>	
Melissa Williams	Robert Garcia
Question about work	or the afternoon
November 29, 2023	is my work due

To: \_\_\_\_\_

From: \_\_\_\_\_

Re: \_\_\_\_\_

Date: \_\_\_\_\_

**Memo:**

I know my work project is due on Friday, but I'm not sure if it's due in the morning \_\_\_\_\_ . What time \_\_\_\_\_ ?

**EL CIVICS 37.4 TASK 1 PRACTICE: WRITE A WORK MEMO OR EMAIL (CONT.)**

**Directions:** Read the scenarios and write an appropriate work memo.

**Scenario 1:**

The office does not have any computer paper again. Write a memo to your manager, Mr. Brown to explain the problem and ask for more paper.

To: \_\_\_\_\_

From: \_\_\_\_\_

Re: \_\_\_\_\_

Date: \_\_\_\_\_

**Memo:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Scenario 2:**

You must finish your work by Friday, but you don't know if it is due by Friday morning or afternoon. Ask your manager, Ms. James, when your work is due.

To: \_\_\_\_\_

From: \_\_\_\_\_

Re: \_\_\_\_\_

Date: \_\_\_\_\_

**Memo:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**EL CIVICS 37.4 TASK 1 PRACTICE: WRITE A WORK MEMO OR EMAIL (CONT.)**

**Directions:** Read the scenarios and write an appropriate work memo.

**Scenario 3:**

You must finish your sales project by 5:00PM, but your computer is not working. Tell your manager, Mr. Stevens, about this problem.

To: \_\_\_\_\_

From: \_\_\_\_\_

Re: \_\_\_\_\_

Date: \_\_\_\_\_

**Memo:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Scenario 4:**

Today's 2:00PM staff meeting was changed to 3:30PM. Tell your co-worker, Melissa Smith, not to miss the meeting at 3:30PM.

To: \_\_\_\_\_

From: \_\_\_\_\_

Re: \_\_\_\_\_

Date: \_\_\_\_\_

**Memo:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**EL CIVICS 37.4 TASK 1 PRACTICE: WRITE A WORK MEMO OR EMAIL (CONT.)**

**Directions:**

**Sara Chen is having a problem at work. She can't finish her work because her computer is broken.**

**Use the words in the word box to fill in the missing words on Sara's memo to her boss, Michael Taylor.**

<b>Word Box</b>	
Sara Chen	Michael Taylor
Computer problem	my computer is not working.
November 16, 2023	working again.

To: \_\_\_\_\_

From: \_\_\_\_\_

Re: \_\_\_\_\_

Date: \_\_\_\_\_

**Memo:**

I'm sorry, but I can't finish my work because \_\_\_\_\_  
\_\_\_\_\_. I will finish my  
work when the computer is \_\_\_\_\_.

**EL CIVICS 37.4 TASK 1 PRACTICE: WRITE A WORK MEMO OR EMAIL (CONT.)**

**Directions**

**Write a memo to your boss, James Lee, about this problem at work:**

**You can't finish your work because your computer is not working.**

To: \_\_\_\_\_

From: \_\_\_\_\_

Re: \_\_\_\_\_

Date: \_\_\_\_\_

**Memo:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## **TASK 2: CONTACT A WORK SUPERVISOR**

### **STUDENT ACTIVITIES**

## TASK 2: CONTACT A WORK SUPERVISOR - VOCABULARY

Directions: Practice the vocabulary words.

 <p>A collection of vacation-related items including an airplane, a suitcase, a map, a clock, and a palm tree.</p>	 <p>A person lying in bed, looking unwell, with a bandage on their forehead and a thermometer in their mouth.</p>	 <p>A female doctor in a white coat talking to a female patient in a pink top.</p>
 <p>A man in a suit running while carrying a clock and a briefcase.</p>	 <p>A group of colorful cars stuck in a traffic jam.</p>	 <p>A classic black and silver alarm clock.</p>
 <p>A yellow car with a flat tire and a man looking distressed.</p>	 <p>A man talking on a phone next to a red car with its hood open and smoke coming out.</p>	 <p>An office desk with a computer monitor, a chair, and a filing cabinet.</p>

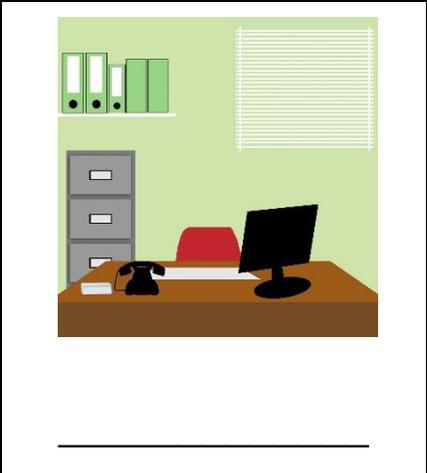
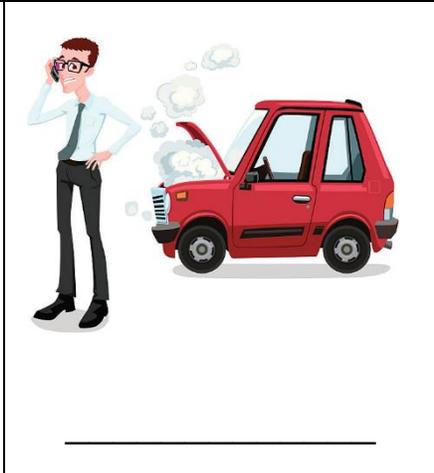
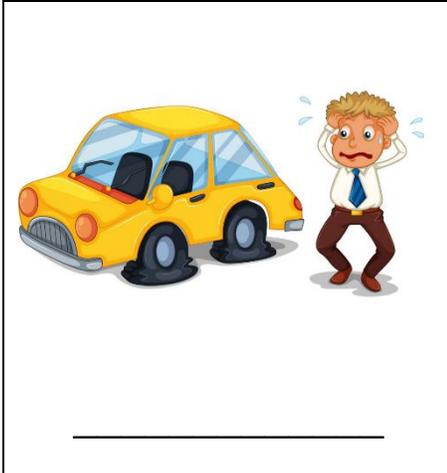
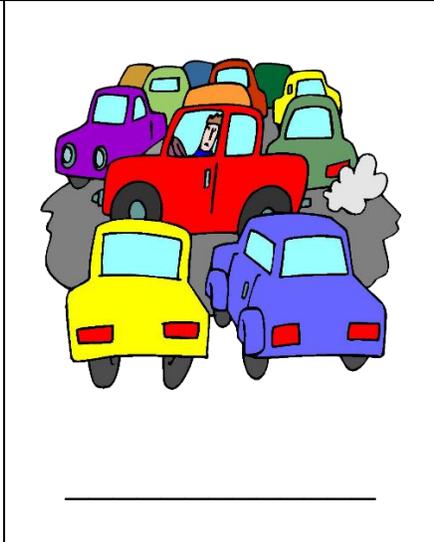
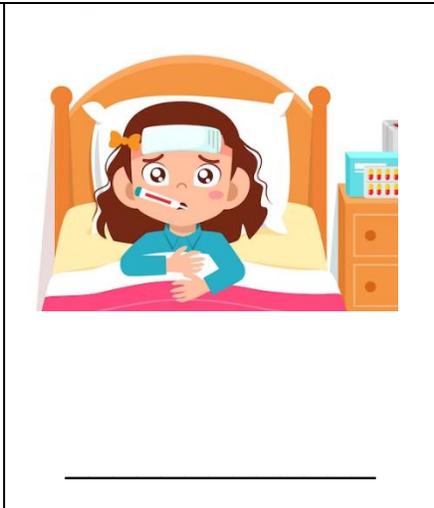
## TASK 2: CONTACT A WORK SUPERVISOR - VOCABULARY

Directions: Work with a partner. Ask each other: "What is number 1?", "What is number 2?"

 <p>1</p>	 <p>2</p>	 <p>3</p>
 <p>4</p>	 <p>5</p>	 <p>6</p>
 <p>7</p>	 <p>8</p>	 <p>9</p>

## TASK 2: CONTACT A WORK SUPERVISOR - VOCABULARY

Directions: Write the missing words under each picture.



## TASK 2: CONTACT A WORK SUPERVISOR - VOCABULARY

Directions: Practice using the vocabulary words in sentences.



**I'm going on vacation.**



**I'm sick.**



**I have a doctor's appointment.**



**I'm late for work.**



**I'm stuck in traffic.**



**My alarm didn't go off.**



**I have a flat tire.**



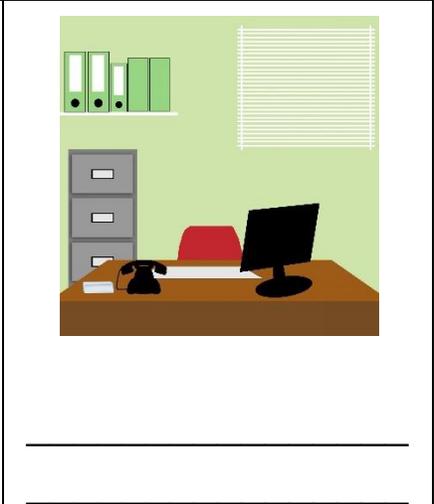
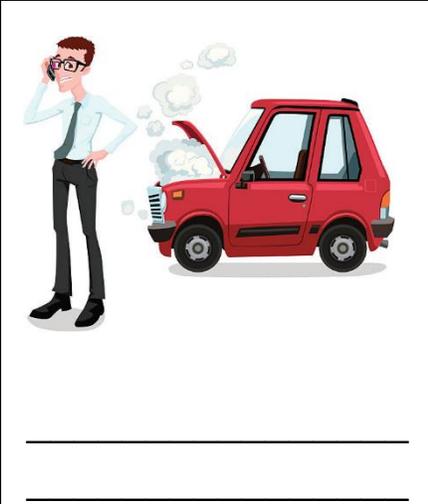
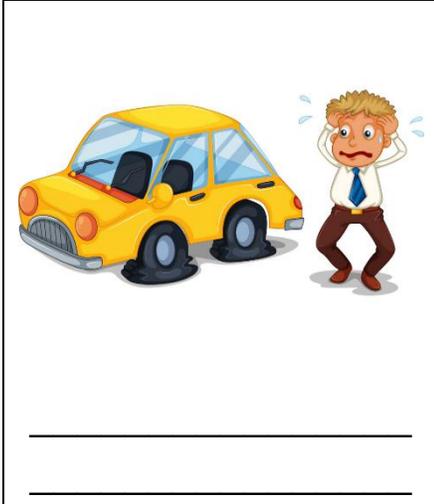
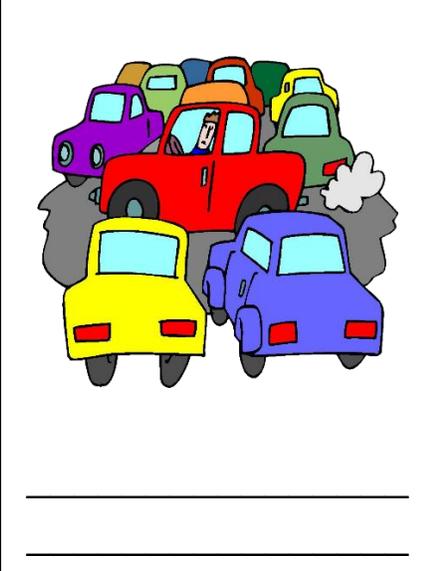
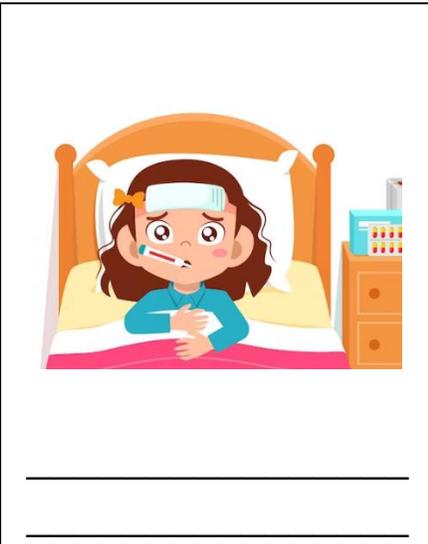
**My car broke down.**



**I have to miss work.**

## TASK 2: CONTACT A WORK SUPERVISOR - VOCABULARY

Directions: Write a sentence for each vocabulary word.



## TASK 2: JOB COMMUNICATION SURVEY

### Survey

How do you feel during these times? Put an X on the box that describes your feelings.

<b>Situations:</b>	<b>Happy</b>	<b>Good</b>	<b>Okay</b>	<b>Worried</b>	<b>Upset</b>
1. You need to call your boss.					
2. You need to ask for time off.					
3. You're sick.					
4. You're late for work.					
5. Your car broke down.					
6. You're going on vacation.					
7. Your alarm clock didn't go off.					
8. You have a doctor's appointment.					
9. You're stuck in traffic.					
10. You're having lunch with friends.					
11. You need to ask for help at work.					

(Adapted from El Monte-Rosemead Adult School – ESL Program EL Civics Soft Skills 37.4: Student Packet)

## TASK 2: ASKING FOR INFORMATION FROM HUMAN RESOURCES

### Directions:

Practice the role play with your partner.



### ROLE PLAY:

**Employee:** Mr. Jones, can I talk to you?

**Manager:** Sure, Maria. What can I do for you?

**Employee:** I have a question about taking time off. I want to go on vacation for two weeks in December. Can I do that?

**Manager:** Of course, but you need to send an email to ask for time off.

**Employee:** Who do I send it to?

**Manager:** You can send it to my email address, and I'll let you know.

**Employee:** Thank you, Mr. Jones.

(Adapted from El Monte-Rosemead Adult School – ESL Program EL Civics Soft Skills 37.4: Student Packet)

## TASK 2: REASONS FOR BEING ABSENT

**Directions:** Have you missed work for these reasons? Put an X under “Yes” or “No.”

Reason for Absence	Yes	No
You had a doctor’s appointment.		
Your car broke down.		
Your alarm clock didn’t go off.		
You or your child were sick.		
You had a meeting with your child’s teacher.		
You were stuck in traffic.		
You had a flat tire.		
You didn’t feel like working that day.		
You went on vacation.		

### Good and Bad Reasons for Being Absent

Directions: Read the reasons for being absent from work. Write the letter “G” on the line for the good (appropriate) reasons and the letter “B” on the line for bad (inappropriate) reasons.

1. \_\_\_\_\_ I have a doctor’s appointment.
2. \_\_\_\_\_ My favorite TV show is on.
3. \_\_\_\_\_ There is a big sale at Costco.
4. \_\_\_\_\_ I need to fix my car.
5. \_\_\_\_\_ I have the flu.
6. \_\_\_\_\_ I don’t feel like working today.
7. \_\_\_\_\_ It’s rainy and cold.
8. \_\_\_\_\_ I have to take care of my sick child.

(Adapted from El Monte-Rosemead Adult School – ESL Program EL Civics Soft Skills 37.4: Student Packet)

## TASK 2: ROLE PLAY - DOCTOR'S APPOINTMENT

**Directions:** Practice the role play with a partner and answer the questions below.

- Secretary:** Hello. This is Bob's Department Store. May I help you?
- Employee:** Hi, my name is James Green. May I please speak to Mrs. Taylor?
- Mrs. Taylor:** This is Mrs. Taylor.
- Employee:** Hi, Mrs. Taylor, this is James Green.
- Mrs. Taylor:** Hello, James. How can I help you?
- Employee:** I have a problem. May I leave 2 hours early this Thursday?
- Mrs. Taylor:** Why do you need to leave early?
- Employee:** I need to go to the clinic. I have a doctor's appointment.
- Mrs. Taylor:** Why don't you go on your day off?
- Employee:** The clinic is closed on my day off.
- Mrs. Taylor:** Okay. That's fine. Thank you for calling me.



1. Why does James need to leave early on Thursday?

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2. Why can't James go to the clinic on his day off?

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## TASK 2: PRACTICE ROLE PLAYS

**Directions:** Practice the role play with a partner and answer the questions below.



**Employee:** Mr. Juarez, do you have a moment?

**Supervisor:** Sure, Sam. What can I do for you?

**Employee:** I have a meeting with my son's teacher tomorrow. Can I come to work an hour later?

**Supervisor:** Sure, no problem.

**Employee:** Thanks for your help! Can I make up my time?

**Supervisor:** Okay. You can stay an hour later to make up the time.

**Employee:** That would be great. Thank you so much.

**Supervisor:** You're welcome.

1. Why will Sam be late for work tomorrow?

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2. How much later will Sam stay to make up the time?

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## TASK 2: CALLING A SUPERVISOR

Directions: Read a conversation between Michelle Johnson and her supervisor.

Receptionist: ABC Company, how can I help you?  
Michelle: May I speak to Tracy Chen, please?  
Receptionist: Sure, one moment please.  
Ms. Chen: This is Tracy Chen.  
Michelle: Hi, Ms. Chen. This is Michelle Johnson from Accounting.  
Ms. Chen: Good morning, Michelle. What can I do for you?  
Michelle: I'm going to be late today. My car won't start.  
Ms. Chen: Oh, I'm sorry to hear that.  
Michelle: I should be there in an hour  
Ms. Chen: Thanks for calling. I'll see you when you get here.  
Michelle: Okay, thanks. Can I stay longer tonight to make up the time?  
Ms. Chen: Sure, that would be fine.  
Michelle: Okay, thanks! Goodbye.  
Ms. Chen: Goodbye.



### Comprehension Check: Answer the questions about the conversation.

1. Who is Michelle Johnson's supervisor?

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2. What is Michelle's problem?

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3. When will she arrive at work?

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## **TASK 2: CONTACT A WORK SUPERVISOR**

### **PRACTICE ACTIVITIES**

## EL CIVICS 37.4 TASK 2 PRACTICE: CONTACT A WORK SUPERVISOR

Directions: Practice the role play with a partner.

**Supervisor** Hello. ABC company.

**Employee** Hello. This is \_\_\_\_\_. I'm an office manager.

**Supervisor** Good morning. How can I help you?

**Employee** May I speak to Mrs. Brown?

**Supervisor** This is Mrs. Brown.

**Employee** I will be late for work today.

**Supervisor** Oh, I'm sorry to hear that. What's going on?

**Employee** My car broke down. I'm waiting for a ride from my friend.

**Supervisor** Okay, thank you for letting me know.

**Employee** Can I stay an hour later tonight to make up the time?

**Supervisor** Yes, that will be fine. Thank you for calling.

**Employee** Thank you. Goodbye.



## EL CIVICS 37.4 TASK 2 PRACTICE: CONTACT A WORK SUPERVISOR

Directions: Practice the role play with a partner.

**Supervisor** Hello. CTC Computer Store.

**Employee** Hello. This is \_\_\_\_\_. I'm a customer service manager.

**Supervisor** Good morning. How can I help you?

**Employee** May I speak to Mr. Lewis?

**Supervisor** This is Mr. Lewis.

**Employee** I will be 45 minutes late for work today.

**Supervisor** Oh, I'm sorry to hear that. What's going on?

**Employee** I have a flat tire.

**Supervisor** Okay, thank you for letting me know.

**Employee** Can I stay 45 minutes later tonight to make up the time?

**Supervisor** Yes, that will be fine. Thank you for calling.

**Employee** Thank you. Goodbye.



## EL CIVICS 37.4 TASK 2 PRACTICE: CONTACT A WORK SUPERVISOR

Directions: Practice the role play with a partner.

- Supervisor** Hello. JS Furniture Store.
- Employee** Hello. This is \_\_\_\_\_. I'm a salesperson.
- Supervisor** Good morning. How can I help you?
- Employee** May I speak to Ms. Porter?
- Supervisor** This is Ms. Porter.
- Employee** I will be 15 minutes late for work today.
- Supervisor** Oh, I'm sorry to hear that. What's going on?
- Employee** My alarm clock didn't go off this morning.
- Supervisor** Okay, thank you for letting me know.
- Employee** Can I stay 15 minutes later tonight to make up the time?
- Supervisor** Yes, that will be fine. Thank you for calling.
- Employee** Thank you. Goodbye.



## EL CIVICS 37.4 TASK 2 PRACTICE: CONTACT A WORK SUPERVISOR

Directions: Practice the role play with a partner.

**Supervisor** Hello. Jones Department Store.

**Employee** Hello. This is \_\_\_\_\_. I'm an assistant manager.

**Supervisor** Good morning. How can I help you?

**Employee** May I speak to Ms. Martinez?

**Supervisor** This is Ms. Martinez.

**Employee** I will be 25 minutes late for work today.

**Supervisor** Oh, I'm sorry to hear that. What's going on?

**Employee** I'm stuck in traffic.

**Supervisor** Okay, thank you for letting me know.

**Employee** Can I stay 25 minutes later tonight to make up the time?

**Supervisor** Yes, that will be fine. Thank you for calling.

**Employee** Thank you. Goodbye.



## EL CIVICS 37.4 TASK 2 PRACTICE: CONTACT A WORK SUPERVISOR

Directions: Practice the role play with a partner and fill in the missing information.

**Supervisor** Hello. ABC company.

**Employee** Hello. This is \_\_\_\_\_. I'm a/an \_\_\_\_\_.

**Supervisor** Good morning. How can I help you?

**Employee** May I speak to \_\_\_\_\_?

**Supervisor** This is \_\_\_\_\_.

**Employee** I will be late for work today.

**Supervisor** Oh, I'm sorry to hear that. What's going on?

**Employee** \_\_\_\_\_.

**Supervisor** Okay, thank you for letting me know.

**Employee** \_\_\_\_\_.

**Supervisor** Yes, that will be fine. Thank you for calling.

**Employee** Thank you. Goodbye.



