

PAST EXPERIENCES. Communicative Activities.



Caso práctico

Read the text and listen to the situation.



[Script](#)

It's late but the girls are really happy. They both seem to be very happy now that the presentation is over.



Lourdes is really excited: "We did it, Susana! We managed to give a presentation in English in front of a lot of people."

Susana agrees with her: "Yes, I have to admit I didn't really think it was going to be that easy. It was very hard at first, answering that questionnaire and thinking of speaking in front of all those strangers... I have to tell you I haven't slept at night for a few days."

Lourdes had no idea her friend was so anxious about this whole thing: "Really? I was a little bit worried too. We thought we were never going to be able to do it, remember?"

Susana looks much more relaxed now: "Maybe coming to London wasn't such a bad idea after all. I'm starting to like it here. I think nothing could 🍌 spoil this fantastic moment."

Mr Parker wants to congratulate the girls on their great presentation: "Well done, girls. I'm really proud of you. I have a new assignment for you..."

"Oh, no! Not again!", say the girls at the same time.



Think about it

What have you learned in this unit? Can you...?

- ✓ Talk about the past.
- ✓ Talk about your education.
- ✓ Say what you have on your desk.
- ✓ Ask questions with and without auxiliaries.
- ✓ Write an informal email.
- ✓ Give a short oral presentation.

Mostrar retroalimentación

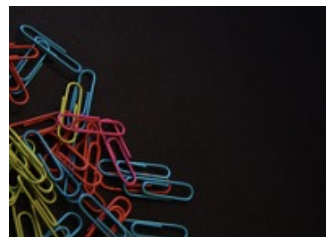
If you answered no to some of the questions above, it would be a good idea to revise the unit before getting on with the final tasks.

1.- Reading exercise.

Let's read the following text and then do the exercise.

Office supplies an administrative assistant needs at their desk

Let's face it, as executive and administrative assistants, we never seem to have enough space in our desk to keep everything we need. Space always seems to be at a minimum. It's hard to keep everything we need handy and still keep our desks looking organized.



So what exactly do we need to keep either on our desk or in a handy drawer? Here's a list of things I consider important to have easily available:

1. **Stapler and staples** - Do yourself a favour and get a decent stapler. Also, make sure you're using the right staples for your stapler and that you're using good quality staples. Good staples cost slightly more than bad ones, and you will probably end up saving money, because you won't need to re-staple your papers five times.
2. **Tape** - You might not need tape every day, but when you need it you usually need it immediately. So keep your tape dispenser handy.
3. **Ruler** - Rulers are useful for so many things: as a straight edge for drawing lines, as a guide for data entry, even for actually measuring things. It may not need to go on your desk, but you need to have it on hand.
4. **Notebook** - I always have one handy to make notes and write things down so I don't forget.
5. **Pens and pencils** - Keep a variety of pens in different colours available. Red is great for proofreading, blue is important for signing contracts and black is just your basic pen. Some people keep them in a pencil holder on their desk or in a drawer.
6. **Highlighters** - Again, keep a variety of colours handy. It's helpful when analyzing data to be able to color code with highlighters.
7. **Post-it Notes** - Have a variety of sizes for different uses.
8. **Folders** - I like plain folders myself, but some people like to use coloured folders. I usually use coloured folders for the ones I keep for the boss, i.e. "read this," "sign this" and "urgent-look at this immediately" type folders.
9. **Calendar** - Yes, I know, we have Outlook on our computers, but I don't want to open a programme every time I need to look at a date.
10. **Scissors** - We always need to cut something.

These are the things I consider to be the minimum equipment I keep in or on my desk. Everyone is different though. What do you consider is absolutely necessary to have at your desk? Leave a comment and let us know.

Adapted from: <http://adminsecret.monster.com/training/articles/2869-office-supplies-an-administrative-assistant-needs-at-their-desk>



Autoevaluación

Can you find words in the text for the following definitions?

- ✓ Near and easy to reach.
- ✓ A piece of furniture like a table that you sit at to write and work.
- ✓ Part of a piece of furniture that you pull out and push in and use to keep things in.
- ✓ How good or bad something is.
- ✓ A container for keeping papers in, made of folded card or plastic.
- ✓ A particular day of the month or year.

Enviar

2.- Listening exercise.



Think about it

You are going to hear the following words in a conversation.

Do you know what the words mean? What do you think the conversation is about?

Office supplies, fax, brochure, download.



Mostrar retroalimentación

Office supplies refers to all the items regularly used in offices such as paper clips, post-it notes, paper, fax machines, photocopiers, filing cabinets, etc.

A **fax** is a letter or message that is sent in electronic form through a telephone line and then printed using a **fax machine**.

A **brochure** is a booklet giving information on something.

When you **download** something, you move it from a distant to a nearby computer.



Autoevaluación

Now listen to the conversation and answer the questions.

Read the script only after you have answered the questions.



[Script](#)

Why can't Emily Walters answer the phone?

- She's in a meeting.
- She's out of the office.
- She's talking with a customer.

Try again.

Fantastic!

Not really.

Solución

1. Incorrecto
2. Opción correcta
3. Incorrecto

What does Emily want Jack to send?

- Information on after-sales service.
- Information on fax-printer-scanner machines.
- Information on new products.

Great!

Not exactly.

Not quite right.

Solución

1. Opción correcta
2. Incorrecto
3. Incorrecto

What time should Jack send the material?

- At about 2:30.
- At about 3:30.
- At about 4:30.

Are you sure?

Sorry! That's not the right answer.

Well done!

Solución

1. Incorrecto
2. Incorrecto
3. Opción correcta

What is Mary's fax number?

- 050600932.
- 050678832.
- 050679932.

Oops! Try again.

Very well!

Sorry! Try again.

Solución

1. Incorrecto
2. Opción correcta
3. Incorrecto

What's the website address where the new brochures can be downloaded?

- www.office.supplies_new-brochures.com
- www.office.supplies-new/brochures.com
- www.office.supplies/new-brochures.com

Sorry! That's not the correct answer.

Listen carefully and try again.

Excellent!

Solución

1. Incorrecto
2. Incorrecto
3. Opción correcta

3.- Speaking exercise.

Choose one of the following situations and then talk about it in the forum:

1. A time you saw or met a famous person.

- ✔ When did this happen?
- ✔ Where were you?
- ✔ What were you doing at that time?
- ✔ What was he/she doing?
- ✔ What was he/she wearing?
- ✔ Did you speak to him/her?
- ✔ What happened in the end?



2. A time you 🙅 cheated in an exam.

- ✔ When did this happen?
- ✔ How old were you?
- ✔ Where were you?
- ✔ What was your teacher doing?
- ✔ What were your classmates doing?
- ✔ How did you cheat?
- ✔ What happened in the end?

4.- Writing exercise.

Write in the forum:

Imagine you're going to do an English course in London for two weeks. You receive an email from Tim, your teacher at the language school, asking some questions. Reply to his email and include the following information:

- ✔ Say hello.
- ✔ Thank them for their email.
- ✔ Your age, family, work / study.
- ✔ Your experience learning English.
- ✔ Say goodbye.



Appendix.- Licenses of resources.

Licenses of resources used in session 2. "Incoming email".

Resource (1)	Resource information (1)	Resource (2)	Resource information (2)
	By: Krissy Venosdale. License: CC by-nc-sa 2 2.0. From: http://www.flickr.com/photos/venosdale/4617152976/		By: Ashley Webb. License: CC by 2.0. From: http://www.flickr.com/photos/xlordashx/5359157986/
	By: zanzibar. License: CC by-nc-sa 2.0. From: http://www.flickr.com/photos/zanzibar123/4559551756/		By: Shane Global. License: CC by 2.0. From: http://www.flickr.com/photos/shaneglobal/5158432370/