

A request from your boss

Listen to some requests from a manager to practise and improve your listening skills.

Before listening

Do the preparation task first. Then listen to the audio and do the exercises.

Preparation task

Write the sentences in the correct group.

There's no hurry.	It's important.	Take your time.
Do it when you have time.	Do this first.	This is a priority.
Urgent		Not urgent

Tasks

Task 1

Match the beginnings and endings of the phrases.

the customer	a meeting room	to the meeting
to the customer	a report	a presentation

1. send an email
2. visit
3. reserve
4. invite people
5. write
6. give

Task 2

Write a number (1–4) to put the tasks in order of priority.

_____ Visit the customer.

_____ Send an email to the customer.

_____ Reserve a meeting room.

_____ Invite people to the meeting.

Discussion

Do you sometimes help other people with their work? What do you do for them?

Transcript

Susanne: Hi, Mario. Can you help me prepare some things for the next month?

Mario: OK, sure. What can I help you with?

Susanne: I need to visit the customer in Germany. It's important.

Mario: What can I do to help?

Susanne: Can you send an email to the customer? Ask them when I can visit them next week. Please do this first. It's a priority and very urgent.

Mario: Right. I'll do it today.

Susanne: Thanks. This next task is also important. Can you invite everyone to the next team meeting?

Mario: Yes, I will.

Susanne: But first you need to book a meeting room. After that, please send everyone an email about it.

Mario: Yes, of course.

Susanne: And finally, can you write a short report about our new project? I have to give a presentation to our managers next month. Please do it when you have time – sometime in the next two or three weeks. It's not too urgent.

Mario: Sure, no problem. I can do it this week.

Susanne: There's no hurry. Take your time.

Answers

Preparation task

Urgent	Not urgent
It's important. This is a priority. Do this first.	Take your time. There's no hurry. Do it when you have time.

Task 1

1. to the customer
2. the customer
3. a meeting room
4. to the meeting
5. a report
6. a presentation

Task 2

1. Send an email to the customer.
2. Visit the customer.
3. Reserve a meeting room.
4. Invite people to the meeting.