

5c | Paperwork



VOCABULARY: office supplies

1 Look at the photo above and tick the objects in the box you can see. What other objects can you see?

biros calculator drawing pins elastic bands
 highlighter in tray ink cartridge mouse mat
 notepad paperclips pencil sharpener phone
 Post-its® rubber scissors Sellotape®
 stapler Tipp-Ex®

2 Work in pairs. Discuss these questions.

- What can you tell about the person who works at this desk?
- Do you work at a desk every day?
- What does your desk look like?
- What do you think it says about you?

LISTENING

1 1.41 Listen to Dave ordering some office supplies from the stationery department. Tick the problems he has.

- 1 He has to spell his name.
- 2 He needs a credit card to make a payment.
- 3 He needs a department code.
- 4 He can't order two colour cartridges.
- 5 The stationery department hasn't got the paper he wants.
- 6 There are no paperclips.

2 1.41 Listen again and complete the order form.

Office supplies request form

Department name and code: _____

Requested by: _____

item	quantity

Order taken by: Pippa

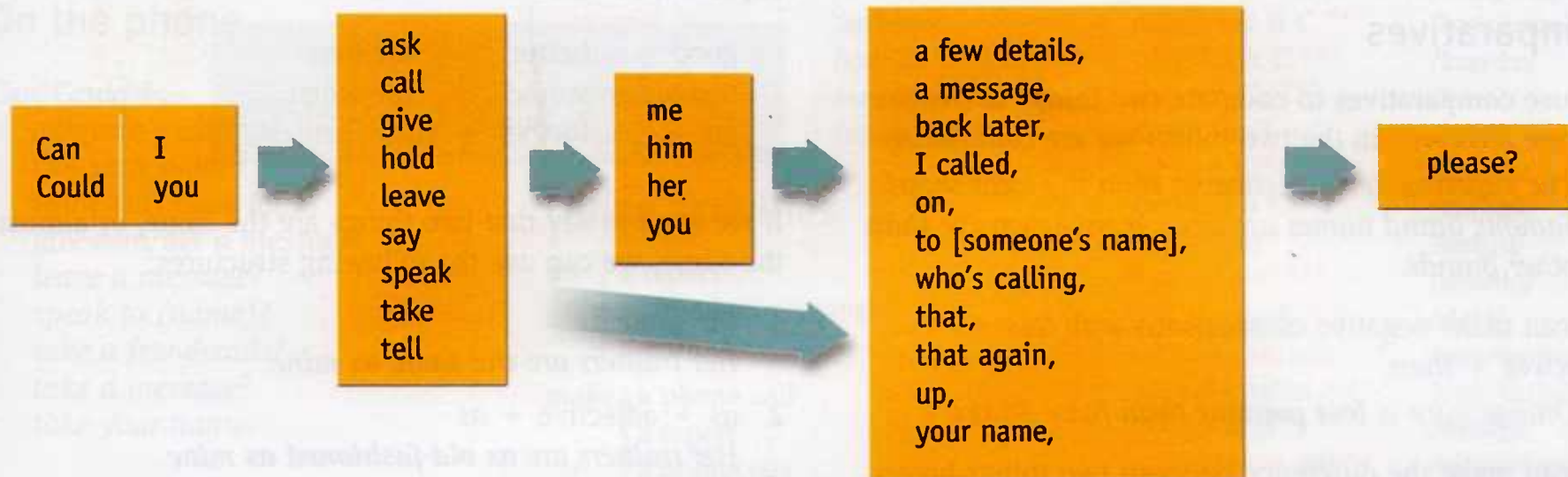
3 Complete the sentences with an appropriate verb. Then look at tapescript 1.41 on pages 141–142 to check your answers.

- 1 I'd like to _____ an order, please.
- 2 I'm _____ from IT.
- 3 That's what it _____ on the form.
- 4 I'll _____ if I can find it.
- 5 You have to _____ in a special request.
- 6 Maybe I'll _____ round in person.



FUNCTIONAL LANGUAGE: on the phone

1 How many phone expressions can you make from the words in the boxes below?




Can I leave her a message, please?

Could you say that again, please?

2 What questions from exercise 1 could you ask to get these replies?

- 1 Yes, the name's Bond. James Bond.
- 2 Yes, of course. I'll just get a pen and some paper.
- 3 Yes, I'll tell him as soon as he gets back.
- 4 Yes, but I don't think she'll be in the office until tomorrow morning.
- 5 Yes, OK. In about half an hour. Is that OK?
- 6 Yes, I'm sorry. It's a bad line, I think.

3  1.42 Listen to the recording to check your answers.

Roleplay

4 Work in pairs, A and B. You are going to act out a telephone conversation with an office supplies company.

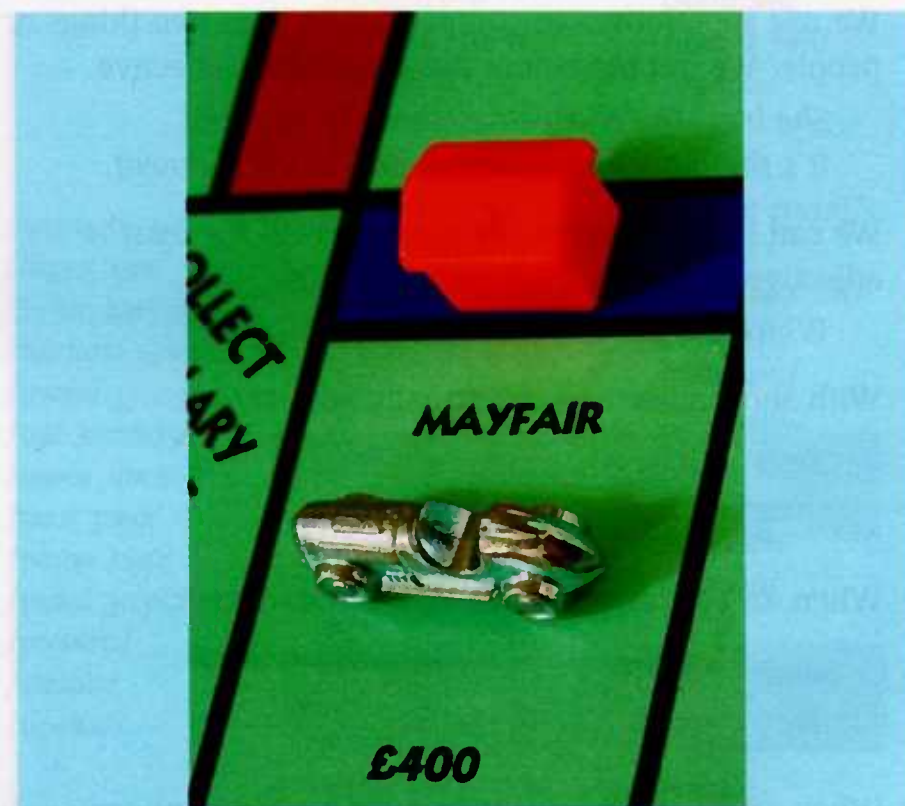
A: Phone the office supplies company and place an order for some stationery.

B: You work for the office supplies company. Answer the phone and use the order form in Listening exercise 2 to take the order.

Then exchange roles.

DID YOU KNOW?

1 Work in pairs. Read the information about offices in London and answer the questions below.



The most expensive offices in the world are in London's Mayfair and Park Lane districts – and these are also the most expensive properties in the game of Monopoly. Prices are almost twice as high as in the most popular parts of New York and Hong Kong. Besides having the most expensive offices and hotels, this part of London is close to the main shopping streets and some of the city's most fashionable squares.

- Where are most of the offices in your town? What is that part of town like?
- Which is the best part of your town to work in?