

# Communicating at Work

## Beginning

### Pre-Assessment

Choose the best answer to complete each sentence.

1. He's \_\_\_\_\_. *Lesson 1*
  - a. factory work
  - b. factory worker
  - c. a factory worker
  
2. John is installing \_\_\_\_\_. *Lesson 3*
  - a. windows
  - b. a house
  - c. bicycles
  
3. I can't \_\_\_\_\_ the equipment. Jared can do it. *Lesson 3*
  - a. solve
  - b. fix
  - c. do
  
4. We \_\_\_\_\_ build houses. *Lesson 3*
  - a. know
  - b. know how
  - c. know how to

5. \_\_\_\_\_ restrooms are for employees only.

Lesson 4

- a. That
- b. Those
- c. This

6. In this conversation, what does "Got it" mean?

Lesson 4

*Sandy: The elevator's at the end of the hall. The HR office is on the second floor.*

*Fiona: End of the hall. The second floor. Got it.*

- a. I understand.
- b. Yes.
- c. I did it.

7. Please sign this form at the bottom.

Lesson 5

**Where should you sign it? Circle a, b, or c.**

A rectangular box representing a form. The letter 'a.' is located in the top-left corner. The letter 'b.' is located in the middle-right area. The letter 'c.' is located in the bottom-center area.

8. What would be the best co-worker response?

Lesson 5

*Could you get me some clean towels from the supply room?*

- a. No, that's all for now.
- b. Yes, of course. Do you need anything else?
- c. They're on the top shelf.

9. Where do they work?

Lesson 6

*We have a busy day today! We need to put prices on all these shirts.*

- a. in a hospital
- b. in a restaurant
- c. in a store

10. I \_\_\_\_\_ talk to the manager.

Lesson 7

- a. want
- b. need
- c. have to

11. Could \_\_\_\_\_?

Lesson 7

- a. you work second shift next month
- b. next month you work second shift
- c. next month work you second shift

12. What's your \_\_\_\_\_ for this week?

Lesson 7

- a. available
- b. schedule
- c. timesheet

13. I have a meeting at my kid's school Wednesday night.

Lesson 7

Can you \_\_\_\_\_ with me?

- a. clock in
- b. take a turn
- c. trade shifts

14. (How should you identify yourself on the phone?)

Lesson 8

*A & B Electric.* \_\_\_\_\_. *How can I help you?*

- a. I am Tony.
- b. This is Tony.
- c. It's Tony.

15. You \_\_\_\_\_ touch co-workers.

Lesson 9

- a. should
- b. shouldn't
- c. shouldn't to

16. Which is inappropriate body language at work? **Lesson 9**
- a. shake hands when you meet someone
  - b. stand very close when you can't hear well
  - c. look at someone when they talk to you
17. The employees \_\_\_\_\_ a raise every year. **Lesson 10**
- a. usually get
  - b. get usually
  - c. give usually
18. If you're a reliable team player at work, you might get \_\_\_\_\_. **Lesson 10**
- a. a promotion
  - b. a warning
  - c. fired
19. It's okay to \_\_\_\_\_ at work. **Lesson 11**
- a. make jokes about someone because they are older
  - b. call a co-worker *honey*
  - c. tell your supervisor if a co-worker makes you uncomfortable
20. \_\_\_\_\_ is the pay you receive after taxes are taken out of your paycheck. **Lesson 12**
- a. Regular pay
  - b. Net pay
  - c. Gross pay
21. Many companies pay a different rate for regular hours and \_\_\_\_\_ hours. **Lesson 12**
- a. gross
  - b. net
  - c. overtime

22. In health insurance, a copay is \_\_\_\_\_.
- a. the part of a doctor bill that you pay
  - b. how much you have to pay in one year before the insurance company starts to pay your health care bills
  - c. the amount you pay to the health insurance company for your insurance

Lesson 13

23. We wear earplugs in the factory \_\_\_\_\_ our ears.
- a. to protect
  - b. to protecting
  - c. for protect

Lesson 14

24. What does this sign mean?

Lesson 14



- a. You should wear a mask here.
  - b. You have to wear a mask here.
  - c. You aren't allowed to wear a mask here.
25. Be careful! That's really sharp! You might \_\_\_\_\_ your hand.
- a. break
  - b. cut
  - c. burn
26. That's really heavy. You could \_\_\_\_\_.
- a. get shocked
  - b. get caught
  - c. hurt your back

Lesson 15

Lesson 15

27. \_\_\_\_\_ out an accident report?

Lesson 16

- a. Do you filled
- b. Did you filled
- c. Did you fill

28. Which question does NOT mean the same?

Lesson 17

*Can you hand me those glasses?*

- a. Could you give me those glasses?
- b. Can you grab me those glasses?
- c. Could you load me those glasses?

29. What would be the best response?

Lesson 17

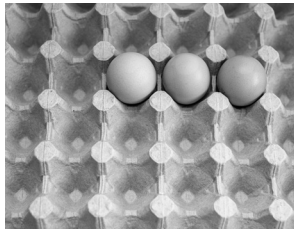
*Do you need someone to help you with that?*

- a. No problem. I can do that.
- b. No, thanks! I can do it alone.
- c. Yes, you can.

30. There are \_\_\_\_\_ eggs.

Lesson 18

- a. a few
- b. a little
- c. almost



31. Sarah: What are you doing?

Lesson 19

Sam: I \_\_\_\_\_ the toilet. It's \_\_\_\_\_.

- a. fix, leaks
- b. 'm fix, leak
- c. 'm fixing, leaking

32. He had a meeting, but he \_\_\_\_\_ back soon.

Lesson 19

- a. coming
- b. is
- c. 'll be

**Read the dialog and answer questions 33 and 34.**

**Henry:** Can you go up to Room 362? Their air conditioner isn't working.

**Jorge:** Hmm. I'll look at it. I'm not sure I can fix that.

**Henry:** Just check it out. If you can't fix it, we'll call a repair person.

**Jorge:** Got it.

**Henry:** Oh, and can you replace the light bulb above the bed in room 368?

**Jorge:** No problem. I'll just grab my toolbox, a new light bulb, and the ladder.

33. What is the most likely relationship between Henry and Jorge?

Lesson 19

- a. A supervisor giving instructions to an employee.
- b. Two co-workers helping each other out.
- c. A guest requesting assistance from hotel staff.

34. What is Henry mainly asking Jorge to do?

Lesson 19

- a. Repair a broken air conditioner and replace a light bulb.
- b. Inspect the air conditioner and replace a light bulb.
- c. Call a repair person for the air conditioner and buy a new light bulb.

35. I called the parts room, but there wasn't \_\_\_\_\_ there.

Lesson 20

- a. anyone
- b. someone
- c. nobody

36. Did you wipe the tables \_\_\_\_\_?

**Lesson 21**

- a. yet
- b. just
- c. still

37. Yes, I \_\_\_\_\_ did that.

**Lesson 21**

- a. just
- b. still
- c. yet

38. \_\_\_\_\_ you able to repair the machine?

**Lesson 22**

- a. Was
- b. Were
- c. Did

39. I \_\_\_\_\_ get a raise this year.

**Lesson 23**

- a. hoping
- b. hope
- c. hope to

40. When \_\_\_\_\_ to get your certificate?

**Lesson 23**

- a. you going
- b. do you going
- c. are you going

**Total correct: \_\_\_\_\_ / 40**

# ANSWER KEY

- |       |       |
|-------|-------|
| 1. c  | 21. c |
| 2. a  | 22. a |
| 3. b  | 23. a |
| 4. c  | 24. b |
| 5. b  | 25. b |
| 6. a  | 26. c |
| 7. c  | 27. c |
| 8. b  | 28. c |
| 9. c  | 29. b |
| 10. c | 30. a |
| 11. a | 31. c |
| 12. b | 32. c |
| 13. c | 33. a |
| 14. b | 34. b |
| 15. b | 35. a |
| 16. b | 36. a |
| 17. a | 37. a |
| 18. a | 38. b |
| 19. c | 39. c |
| 20. b | 40. c |