English

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I. English for common interaction

Introduction

- **Course Objective**

    - Describe jobs and everyday workplace tasks.

    - Make and receive basic professional phone calls

    - Make plans for meetings

    - Discuss past work activities.

Introduction

- **Key Expressions for Introductions**

Context

- **Karim** is a fresh graduated surveyor from ISTA, It is Karim's first day of work at Global Civil Engineering Company.

- **Karim** and **Imene** introducing themselves for the first time at Global Civil Engineering Company

Imene : Good morning, are you Karim ?

Karim : Yes, I am. I'm the new surveyor.

It's nice to meet you.

- **Key Expressions for Introductions**

Context
- **Karim** and **Imene** introducing themselves for the first time at Global Civil Engineering Company

Imene : It's a pleasure to meet you too. Welcome to Global Civil Engineering Company.

My name is Imene and I'm the Human Resources Manager here.

Karim : Yes, I am. I'm the new surveyor. It's nice to meet you.

- **Key Expressions for Introductions**

- **Karim** and **Imene** introducing themselves for the first time at Global Civil Engineering Company

Imene : It's a pleasure to meet you too. Welcome to Global Civil Engineering Company.

My name is Imene and I'm the Human Resources Manager here.

Would you like me to show you around the office and introduce you to people?

- **Key Expressions for Introductions**

- **Karim** and **Imene** introducing themselves for the first time at Global Civil Engineering Company

Imene : It's a pleasure to meet you too. Welcome to Global Civil Engineering Company.

My name is Imene and I'm the Human Resources Manager here.

Would you like me to show you around the office and introduce you to people?

Karim : Yes, please.

Imene : That will be great.

Okay, come this way.

Introduction

- **Key Expressions for Introductions**

Context • See how **Imene** greets someone she knows from a previous encounter

Imene : Good morning Ahmed.

I want to introduce you to our new colleague.

This is Karim.

Karim, this is Ahmed.

Amed is an office assistant here at Global Civil Engineering Company.

Karim is a surveyor from Algeria.

Introduction

- **Key Expressions for Introductions**

• See how **Imene** greets someone she knows from a previous encounter

Ahmed : Hi Karim.

It's nice to meet you.

Welcome to our office.

Karim : Thank you. It's nice to meet you too.

- **Key Expressions for Introductions**

Context   •   See how **Imene** greets someone she knows from a previous encounter

Ahmed : So Karim, you're Algerian.

I'm from another country too,

I'm Egyptian.

We're very international staff.

We also have Turkish, Spanish,

and Dutch people in the office.

Karim : Oh, really?

I look forward to meeting everyone.

Introduction

- **Key Expressions for Introductions**

Context • See how **Karim** greets someone he knows from a previous encounter

Maya : Hi, Karim.

It's good to see you again.

How are you?

Karim : It's good to see you too.

I'm very well, thank you.

I'm excited to start working here.

How are you?

Introduction

- **Key Expressions for Introductions**

Context • See how **Karim** greets someone he knows from a previous encounter

Maya : I'm great, thanks.

Let me know if you need anything.

Let's have lunch in the cafeteria today.

Karim : Great.

See you later.

Maya : See you.

Introduction

- **Key Expressions for Introductions**

Important We use the verb **to be** to talk about professions and nationalities.

I am a surveyor.

I'm a human resources manager at Global Civil Engineering

Company.

Ahmed is Egyptian.

- **Key Expressions for Introductions**

Important   In the present tense, we use three forms of the verb **"to be"**, **"am"**, **"is"**, and **"are"** in the singular form.

I am an intern.

You are a surveyor.

He is an architect.

We use **"are"** in plural form.

We are students.

They are doctors.

• **Key Expressions for Introductions**

Important We can say the verb **"are"** in the contracted or shorter form in informal situations.

I am,

you are,

he is,

she is,

it is,

we are,

they are.

I'm,

you're,

he's,

she's,

it's,

we're,

the're.

I am an intern.

You are a surveyor.

He is an architect.

I'm an intern.

You're a surveyor.

He's an architect.

Introduction

- **Key Expressions for Introductions**

Important   When using the verb **"to be"** in the negative form, we add **"not"** after the verb.

I am not Spanish, I am Algerian.

You are not Tunisian, you are Moroccan.

She's not Egyptian, she is Spanish.

We are not Dutch, we're South African.

They're not British, they are Americans.

- **Key Expressions for Introductions**

Important   In the negative, we can also say the verb in the contracted or shorter form in informal situations.

I am not.	I'm not,
You are not.	You aren't,
He is not.	He isn't,
She is not.	She isn't,
It is not.	It isn't,
We are not.	We aren't,
They are not.	They aren't.

Introduction

- **Key Expressions for Introductions**

Important   When you ask a question using the verb **"to be"**, you need to be careful with the word order.

For example, in the affirmative, we say :

"He is Algerian", with the pronoun "he", then the verb "to be".

In the interrogative, we say :

"Is he Algerian?", with the verb "to be" and then the pronoun "he".

- **Key Expressions for Introductions**

Important When you ask a question using the verb **"to be"**, you need to be careful with the word order.

Are you an intern?

Yes, I am an intern.

Are they engineers ?

No, they aren't engineers, they're students.

I'm I?

Are you?

Is he?

Is she?

Is it?

Are we?

Are they?

Introduction

- **Key Expressions for Introductions**

Important   Let's take a look **"a"** and **"an"**.

When talking about professions, we use **"a"** or **"an"** before the job, except in the plural form.

If the job starts with a vowel sound like a, e, i, o, u, then we say **"an"**.

For example, an artists, an engineer, an interpreter, an office assistant.

If the job starts with a consonant sound, then we say, **"a"**.

For example, a doctor, a student, a journalist, a tour guide.

Introducing yourself and others

- **Phrases for introducing yourself and others**

  When meeting someone in a formal situation, we start with a greeting.

  For example, Good morning, Good afternoon, Good evening, depending on the time of day.

  If this is the first time you meet the person, you then need to use a polite introduction.

  For example, it's nice to meet you, or, it's a pleasure to meet you.

  If you know the person you meet, then you need to say a different Introduction.

  For example, it's good to see you again, or, it's nice to see you again.

Introducing yourself and others

- **Phrases for introducing yourself and others**

  When you introduce other people, you need to say the person's name and some information about the person.

  For example, *Ahmed, this is Karim. He is a surveyor.*

  Then repeat the structure with the other person.

  For example, *Karim, this is Ahmed. He is an Office Assistant.*

A Typical day at work

- **Describing a typical day at work**

Lakhdar: Karim, Imene wants me to explain an ordinary working day to help you understand

more about your job and how this department works.

Karim : Great, that will be useful.

A Typical day at work

- **Describing a typical day at work**

Lakhdar: Okay, so every day I arrive at 8 AM, we don't start until 8:30, but I like to have a cup

of coffee and relax first.

At the start of the day, I always check my emails and answer the most important

ones, we receive hundreds of emails a day so it can take a long time.

Karim : Wow, that's a lot.

A Typical day at work

- **Describing a typical day at work**

Context
- You will now see an interaction between **Karim** and his colleague **Lakhdar.**
- Pay attention to how **Lakhdar** describes his typical day at work.

Lakhdar: Yes, and we also receive many phone calls from our clients, I spend hours each day making an answering calls.
Then after answering emails, we usually have a team meeting to discuss our clients. We talk about any problems we have, we plan projects, and we brainstorm ideas together, it's always really useful.

Karim : Yes, that sounds interesting, do you have a meeting today?

A Typical day at work

- **Describing a typical day at work**

Lakhdar: Yes, today's meeting is at 11 AM in meeting room two, you can come with me.

After the meeting we have lunch for one hour, from 1 to 2 PM, there's a cafeteria

where many people go to chat and eat lunch.

Sometimes I don't go to the cafeteria, but we can go today so I can introduce you to

more people.

Karim : Okay, great.

A Typical day at work

- **Describing a typical day at work**

Lakhdar: After lunch I returned to the office to make calls to organize appointments

with clients.

I usually attend two or three appointments a week outside of the office.

Karim : Really?

A Typical day at work

- **Describing a typical day at work**

- You will now see an interaction between **Karim** and his colleague **Lakhdar.**
- Pay attention to how **Lakhdar** describes his typical day at work.

Lakhdar: Yes, in the afternoon, I also need to prepare presentations for our clients and my managers.

This can take a long time because the presentations need to be perfect, I use ideas from our team meeting to help me.

And finally for the rest of the afternoon, I send and reply to emails and make more phone calls.

Karim : What time do you finish work?

A Typical day at work

- **Describing a typical day at work**

Lakhdar: I usually leave the office at 6 PM, except on Fridays when we finish at 4 PM.

Sometimes we stay later to work on a project, but I never stay longer than 8 PM,

I also sometimes work from home on the weekends.

Karim : You have a very busy schedule.

A Typical day at work

- **Describing a typical day at work**

Lakhdar: Yes, we are always very busy, but I like to take short breaks during the day,

I like to leave my office and talk with colleagues for ten minutes, and then I return

and I focus, it's a lot of work, but I love my job.

A Typical day at work

- **Focus on grammar**

Present simple.

- Let's look at the present simple tense.

- **We use the present simple for: things that are always true.**

  - *I live in Tlemcen.*

  - *I work in an office.*

- **We use the present simple for: For habits and routines.**

  - *I arrive to work at 08:00 AM.*

  - *People chat in the cafeteria at lunch.*

- **Focus on grammar**

Present simple.

- The present tense in the affirmative form.

I arrive,

you arrive,

he arrives,

she arrives,

it arrives,

we arrive,

they arrive.

In the affirmative form the present simple, we use the **subject** then the **verb**.

Example : I **arrive** at work at 8:00 AM.

A Typical day at work

- **Focus on grammar**

Present simple.

- The present tense in the affirmative form.

I arrive,

you arrive,

he arrive**s**,

she arrive**s**,

it arrive**s**,

we arrive,

they arrive.

Now look at the third person conjugation of the verb, for **he**, **she**, **it**.

We usually add an "**s**" to the end of the verb.

*He arrive**s**, she arrive**s**, it arrive**s**.*

A Typical day at work

- **Focus on grammar**

Present simple.

- The present tense in the affirmative form.

I arrive,

you arrive,

he arrive**s**,

she arrive**s**,

it arrive**s**,

we arrive,

they arrive.

Now look at the third person conjugation of the verb, for **he**, **she**, **it**.

We usually add an "**s**" to the end of the verb.

*He arrive**s**, she arrive**s**, it arrive**s**.*

- *He want**s** to chat.*

- *She leave**s** the office at 7:00 PM.*

- *Maya attend**s** meetings every day.*

- *Ahmed file**s** documents in reception.*

A Typical day at work

- **Focus on grammar**

Present simple.

Verbs like **go** and have **are** irregular, they do not follow the same pattern.

- Go : she **goes** to work by bus.

- Have : he **has** meetings in the afternoons.

Go changes to **goes** and have changes to **has**.

A Typical day at work

- **Focus on grammar**

Present simple.

Now let's look at the negative form of the present simple.

To form the negative, we use the auxiliary **do not** or **does not**, plus the **unconjugated form** of the main verb.

- I **do not eat** in the cafeteria.

- You **do not have** a meeting today.

- We **do not file** documents in this office.

- They **do not chat** much.

A Typical day at work

- **Focus on grammar**

Present simple.

When we use the third person in the negative form, we use the auxiliary **does not** with the **unconjugated form** of the main verb.

- He **does not want** to chat.

- He **does not leave** the office at 6:00 PM.

- Ahmed **does not attend** meetings.

- Maya **does not check** her e-mails at home.

A Typical day at work

- **Focus on grammar**

Present simple.

In the negative, we can say the verb in the contracted or shorter form in informal situations.

I do not,	I don't,
you do not,	you don't,
he does not,	he doesn't,
she does not,	she doesn't,
it does not,	it doesn't,
we do not,	we don't,
they do not.	they don't.

A Typical day at work

- **Focus on grammar**

Bonus Lesson

How often, we use these words *(adverbs)* to describe how frequently we do an activity :

Never, **sometimes**, **usually**, **always**.

- I **never** stay longer than 8:00 PM.

- **Sometimes** we stay later to work on a project.
- We **usually** have a team meeting.

- These adverbs go **before** the main verb in a sentence;

- Except with the verb **to be**, when they go **after** the verb. :

  *We **are** **always** very busy.*

Making a Phone Call

Making a Phone Call

Let's see some formal phone calls. Nassim wants to talk to Maya. First, he talks to Karim.

📞 **Karim :** Good morning, Global Civil Engineering, this is Karim speaking.

📞 **Nassim :** Good morning.

I'd like to speak with Maya Salim please, does she work at this department?

📞 **Karim :** No, she doesn't, but I can transfer you to her department.

May I ask who is calling, please?

Making a Phone Call

Let's see some formal phone calls. Nassim wants to talk to Maya. First, he talks to Karim.

📞 **Nassim :** This is Nassim Ammar, from Suntechnology.

📞 **Karim :** Okay, Nassim.

One moment, please.

📞 **Nassim :** Thank you, Karim.

Making a Phone Call

Next, Nassim talks to Ahmed.

📞 **Ahmed :**   Global Civil Engineering, this is Ahmed speaking.

How may I help you?

📞 **Nassim :**   Hello, this is Nassim Ammar, from Suntechnology.

May I please speak to Maya Salim ?

📞 **Ahmed :**   Maya is in a meeting at the moment.

Do you want to leave a voicemail for her?

📞 **Nassim :**   Yes, please I do.

Thank you.

Making a Phone Call

Next, Nassim leaves a voicemail message for Maya

Maya :   You've reached Maya Salim at Global Civil Engineering.

Voice Recorder   Please leave a message and I'll return your call as soon as possible.

Nassim :   Hi, Maya.

This is Nassim Ammar, from Suntechnology.

I'm calling about the conference.

Please call me back at 0676 876 789.

Thank you.

Making a Phone Call

Now Maya return Nassim's call.

📞 **Nassim :** Hello, Suntechnology.

This is Nassim, how may I help you?

📞 **Maya :** Hi, Nassim, this is Maya from Global Civil Engineering.

📞 **Nassim :** Hi, Maya, thanks for calling back.

I want to schedule a meeting with you to discuss our plans for a conference.

Are you available on Wednesday afternoon at four o'clock?

Making a Phone Call

Now Maya return Nassim's call.

📞 **Maya :** Yes, Wednesday afternoon at four o'clock is fine for me.

📞 **Nassim :** Sorry, can you repeat that?

📞 **Maya :** Hello, can you hear me?

📞 **Nassim :** Yes, I hear you now, sorry.

Sometimes the call gets cut off.

Making a Phone Call

Now Maya return Nassim's call.

📞 **Maya :** No problem, Wednesday afternoon at four is fine for me.

📞 **Nassim :** Great, see you then.

Thank you.

📞 **Maya :** Thank you, Nassim.

Have a great afternoon.

📞 **Nassim :** Thank you, you too.

Making a Phone Call

Finally, listen to a more **casual** phone call between Karim and Fouad.

📞 **Karim :** Hello ?

📞 **Fouad :** Hi Karim !

📞 **Karim :** Hi, sorry, who is this?

📞 **Fouad :** It's Fouad.

📞 **Karim :** Hi Fouad.

I don't have this number for you.

Making a Phone Call

Finally, listen to a more **casual** phone call between Karim and Fouad.

📞 **Fouad :** I know, this is a new phone.

Save this number for me.

📞 **Karim :** Okay, great.

Well, what's up?

📞 **Fouad :** I'm calling about lunch today.

Imene, Ahmed and I want to order a delivery.

What kind of food do you like?

In this area, there's pizza, sandwishes, and kebab.

Do you like kebab?

Making a Phone Call

Finally, listen to a more **casual** phone call between Karim and Fouad.

📞 **Karim :** Yes, I do.

But Ahmed is fasting, does he eat with us ?

📞 **Fouad :** Ahmed is not fasting today, and yes, he does.

In fact, pizza is his idea.

Do you think 04 pizzas is enough for our group?

📞 **Karim :** No, I don't.

I'm very hungry.

Making a Phone Call

Finally, listen to a more **casual** phone call between Karim and Fouad.

📞 **Fouad :** Okay, 05 pizzas then.

Do you want to eat around 1:30?

📞 **Karim :** Sorry, could you say that again?

📞 **Fouad :** Do you want to eat around 1:30?

📞 **Karim :** That's better.

Yes, 1:30 is fine.

Let's eat at the tables outside.

Call me when the pizzas arrives.

Making a Phone Call

Finally, listen to a more **casual** phone call between Karim and Fouad.

📞 **Fouad :** Okay.

📞 **Karim :** Great, talk to then, bye.

📞 **Fouad :** Bye.

Making a Phone Call

- **Useful language for making phone calls.**

  Focus on vocabulary : Telephoning expressions

  Look to the two different ways that Karim answers the phone.

  Which is more formal, and which is more informal?

  📞 "Good morning, Global Civil Engineering, this is Karim speaking."

  - This is the formal way of answering the phone.

To answer the phone formally, we say, **good morning** or **good afternoon**, depending on the time of day, say **the name of the organization**, then **identify yourself** by saying, **this is** and **your name**.

Making a Phone Call

- **Useful language for making phone calls.**

  Focus on vocabulary : Telephoning expressions

  To answer the phone **informally**, we say, **hello?**

  Look to the different ways that Fouad identifies himself :

  📞 Hello, this is Fouad

  📞 Hi. It's Fouad.

  - When identifying ourselves on the phone, it's common to use the phrase, **this is**, not *I am*.

Making a Phone Call

- **Useful language for making phone calls.**

  Focus on vocabulary : Telephoning expressions

  If you want to provide more information, you need to identify your organization and the reason for your call.

  - I'm calling from Suntechnology.

  - I'm calling about the conference.

  - I'm calling to schedule the meeting.

To give more information about ourselves, we say:

- I'm calling from **+ the name of the organization.**

- I'm calling about **+ the subject.**

- I'm calling to **+ a verb.**

Making a Phone Call

- **Useful language for making phone calls.**

  Focus on vocabulary : Telephoning expressions

  Listen to the different ways that Nassim asks to speak to Maya. Which is informal?

  - I'd like to speak with Maya, please.

  - May I please speak with Maya ?

  - Is Maya there?

Making a Phone Call

- **Useful language for making phone calls.**

  Focus on vocabulary : Telephoning expressions

  Listen to the different ways that Nassim asks to speak to Maya. Which is informal?

  - I'd like to speak with Maya, please.

  - May I please speak with Maya ?

  - **Is Maya there?**

To ask to speak to another person, we can say, **"I'd like to speak to Maya, please."** Or we can ask the question, **"May I please speak to Gabriela?"**

Informally, we can ask, **"Is Maya there?"**

Making a Phone Call

- **Useful language for making phone calls.**

  Focus on vocabulary : Telephoning expressions

  Karim doesn't know the person who is calling.

  Look to how he asks. Which is informal?

  - May I ask who is calling please?

  - Who is this?

Making a Phone Call

- **Useful language for making phone calls.**

  Focus on vocabulary : Telephoning expressions

  Karim doesn't know the person who is calling.

  Look to how he asks. Which is informal?

  - May I ask who is calling please?

  - **Who is this?**

To ask the identity ofthe person calling,

it's polite to say,

"May I ask who's calling, please?"

Informally, we can say, **"Who is this?"**

Making a Phone Call

- **Useful language for making phone calls.**

  Focus on vocabulary : Telephoning expressions

  Look to the expressions :

  📞 **Maya :**   You've reached Maya Salim at Global Civil Engineering.

  Voice Recorder   Please leave a message and I'll return your call as soon as possible.

  📞 **Nassim :** Hi, Maya.

  This is Nassim Ammar, from Suntechnology.

  I'm calling about the conference.

  Please call me back at 0676 876 789.

  Thank you.

  > These are the expressions we normally use when making and responding to voicemail recordings.

Making a Phone Call

- **Useful language for making phone calls.**

  Focus on vocabulary : Telephoning expressions

  Look to the expressions :

  - **Sorry, could you repeat that?**

  - **Hello. Can you hear me?**

  - Ah, yes, I hear you now.

  - Sorry, sometimes the call gets cut off.

These are expressions we use when it's difficult to hear the other person.

Making a Phone Call

- **Useful language for making phone calls.**

  Focus on vocabulary : Telephoning expressions

  Look to two ways that Fouad ends phone calls. Which is informal?

  - Thank you. Have a good afternoon.

  - Bye.

Making a Phone Call

- **Useful language for making phone calls.**

  Focus on vocabulary : Telephoning expressions

  Look to two ways that Fouad ends phone calls. Which is informal?

  - Thank you. Have a good afternoon.

  - **Bye.**

To end the call, it's polite to thank the other person.

On a more informal call, we can say, **"Bye."**

Making a Phone Call

- **Focus on grammar**

Present simple.

Remember, we use the present simple for habits or routines.

- I **arrive** at work at 8:00 am.

- People **chat** in the cafeteria at lunch.

Things that are always true, like **states**.

- Maya work**s** here.

- Karim like**s** sushi.

Making a Phone Call

- **Focus on grammar**

Present simple.

When we ask a question using the present simple tense, we need to be careful with the word order. In the affirmative, the main verb is after the subject.

- "Maya works here."

We conjugate the main verb according to the subject. In this case, in the third person.

Making a Phone Call

- **Focus on grammar**

Present simple.

In the interrogative, we use an auxiliary verb before the subject and leave the main verb **neutral.**

- "Does Maya work here?"

To make a question in the present tense, we use an auxiliary verb followed by the subject, and the verb in **neutral** form.

The auxiliary verb for subjects in the third person is different. With verbs in the third person, we use the auxiliary verb, **does**. Remember, the main verb stays neutral for all forms of the subject.

Making a Phone Call

- **Focus on grammar**

Present simple.

- How does Nassim answers Karim's question.

- Does Maya work here? Yes, she does.

This is the shortform we usually use to answer yes/no questions.

- How does Maya answer Nassim's question?

- Fouad doesn't like pizza.

- Do you like pizza? No, I don't.

Making a Phone Call

- **Test**

  We have Maya calling Nassim

  📞 **Maya :**   Good morning. Global Civil Engineering. This is Maya speaking.

  📞 **Nassim :**

  1. Hi, Maya. Where is Nassim at Suntechnology?

  2. Hi, Maya. This is Nassim at Suntechnology?

  3. Hi, Maya . His name is Nassim at Suntechnology?

Making a Phone Call

- **Test**

We have Maya calling Nassim

📞 **Maya :** Good morning. Global Civil Engineering. This is Maya speaking.

📞 **Nassim :**

1. Hi, Maya. Where is Nassim at Suntechnology?

2. **Hi, Maya. This is Nassim at Suntechnology?**

3. Hi, Maya . His name is Nassim at Suntechnology?

Making a Phone Call

- **Test**

We have Maya calling Nassim

📞 **Maya :**   Hi, Nassim. How can I help you?

📞 **Nassim :**

1. I'm calling with Karim's meeting with you next week.

2. I'm calling by Karim's meeting with you next week.

3. I'm calling about Karim's meeting with you next week.

Making a Phone Call

- **Test**

We have Maya calling Nassim

📞 **Maya :** Hi, Nassim. How can I help you?

📞 **Nassim :**

1. I'm calling with Karim's meeting with you next week.

2. I'm calling by Karim's meeting with you next week.

3. **I'm calling about Karim's meeting with you next week.**

Making a Phone Call

- **Test**

We have Maya calling Nassim

📞 **Maya :**   Oh, yes. Does Karim want to meet at this office?

📞 **Nassim :**

   1. Yes, he does.

   2. Yes, he do.

   3. Yes, he wants.

Making a Phone Call

- **Test**

  We have Maya calling Nassim

  📞 **Maya :**   Oh, yes. Does Karim want to meet at this office?

  📞 **Nassim :**

  1. Yes, he does.

  2. Yes, he do.

  3. Yes, he wants.

Making a Phone Call

- **Test**

  We have Maya calling Nassim

  📞 **Nassim :** Do you want me to send you Karim's notes?

  📞 **Maya :**

  1. Yes, I want.

  2. Yes, I do.

  3. Yes, I does.

Making a Phone Call

- **Test**

  We have Maya calling Nassim

  📞 **Nassim :** Do you want me to send you Karim's notes?

  📞 **Maya :**

  1. Yes, I want.

  2. Yes, I do.

  3. Yes, I does.