

A wooden desk with various school supplies. At the top, an open notebook with lined pages is visible, with a person's hands resting on it. Below the notebook, a silver pen lies horizontally. To the right, a large textbook titled 'English Literacy Strategy Book 1' is prominently displayed. Behind it, another textbook titled 'English Key Stage 3' is partially visible. In the bottom left corner, a red and blue textbook with the names 'Helen Chilton' and 'Helen Tillovine' is partially visible. The entire scene is framed by a white, hand-drawn style border.

# English

Dr A.F.R DIB

# 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.

# Introduction

- 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.

# Introduction

- 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.

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

# Introduction

- 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.

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

## Context

- 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.

# Introduction

- 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.

# Introduction

- 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.

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

You are a surveyor.

We are students.

He is an architect.

They are doctors.

# Introduction

- Key Expressions for Introductions

## Important

We can say the verb “**to be**” in the contracted or shorter form in informal situations.

I am,

I'm,

you are,

you're,

he is,

he's,

she is,

she's,

it is,

it's,

we are,

we're,

they are.

they're.

I am an intern.

I'm an intern.

You are a surveyor.

You're a surveyor.

He is an architect.

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.



# Introduction

- 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".

# 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.

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

## 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:** 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

## 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:** 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

## 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, 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

## 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:** After lunch I return 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

## 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, 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

## 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:** 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

## 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, 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.*

# A Typical day at work

- 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 arrives

she arrives

it arrives

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 arrives, she arrives, it arrives.*

- *He wants to chat.*
- *She leaves the office at 7:00 PM.*
- *Maya attends meetings every day.*
- *Ahmed files 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, sandwiches, 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 Maya?**"

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 of the 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 works here.
- Karim likes 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.

Coordinating by Phone


## Coordinating by Phone

Majda calls Amel for suggestions about planning a conference

 **Amel** Epic Events. This is Amel. How may I help you?

 **Majda** Hi, Amel. This is Majda Shami from Global Voice.

 **Amel** Hi, Majda. It's great to talk to you again to review the plans for the conference.


 **Majda** I'm glad to have your help. This is the first time I've planned a conference, and what's more, a conference for 200 attendees.

 **Amel** It's good that we are planning one year in advance. Do you have exact dates?


## Coordinating by Phone

Majda calls Amel for suggestions about planning a conference

 **Majda** Yes, I do. The conference starts on Monday, June 2nd, and ends on Friday, June 6th.

 **Amel** For those dates, I recommend the Star Hotel.

 **Majda** I'm not familiar with the Star Hotel. Can you tell me about it?


 **Amel** It's located on 3rd Avenue near many offices and government buildings. It has plenty of parking, it's also accessible by metro. Best of all, it has all the facilities we need in one location. Two auditoriums, 12 meeting rooms, three banquet halls, and 10 executive suites for special guests.

## Coordinating by Phone


Majda calls Amel for suggestions about planning a conference

 **Majda** That sounds perfect.

 **Amel** We should meet with the hotel managers as soon as possible.

 **Majda** Can you please schedule a meeting with them next week?

 **Amel** Of course. Next, I suggest that we think about how to register the 200 attendees

 **Majda** I think we should use an online registration system, that way we can process all of the attendees' payments and easily maintain contact with everyone.

## Coordinating by Phone

Majda calls Amel for suggestions about planning a conference



**Amel**

Excellent. Let me arrange it. It's a good idea to have a website for the conference and connect the registration system to it.



**Majda**

What else should we think about?




**Amel**


We need a marketing plan. I recommend using the online system to help us market the event by sending out emails. It's not a good idea to only use the website for marketing, though. We should arrange a social media campaign and connect the website to all of the major social media platforms.




## Coordinating by Phone

Majda calls Amel for suggestions about planning a conference

 **Majda** My colleagues, Ahmed and Imene, know a lot about social media; we should ask for their help.

 **Amel** Let's think about the price of the conference. How much does it cost for attendees?  
I recommend that you consider different prices for students and professionals.


 **Majda** I think that for a five-day conference, the price should be 25.000 DA for students and 70.000 DA for professionals.

 **Amel** It's a good idea to offer a discount in hotel rooms for attendees during the conference.


## Coordinating by Phone

Majda calls Amel for suggestions about planning a conference

 **Majda** Yes, of course.

 **Amel** Now, let's think about the on-site details. With 12 meeting rooms, each session can have 16 or 17 people attend.


 **Majda** That's a good small audience size.

 **Amel** I suggest that we walk through the venue and see it from the attendees' perspective, that way we can predict any problems they might have. We should, of course, provide a map of the venue for the attendees.


## Coordinating by Phone

Majda calls Amel for suggestions about planning a conference

 **Majda** Let's walk through the venue next week during our meeting with the hotel managers.


 **Amel** Let's talk more about the materials for the attendees. I recommend a standard welcome kit containing a pen, notebook, name tag, and the conference information booklet.

 **Majda** Can you print the conference logo on the bags, pens, and notebooks?

 **Amel** Yes, absolutely. Please send me the logo by May 19th and expect the materials to be ready by May 26th.

## Coordinating by Phone

Majda calls Amel for suggestions about planning a conference

 **Majda** Excellent. I think this event is in good hands with Epic Events. Let's have a follow-up meeting in two weeks. When is a good time for you?

 **Amel** Can you meet on Friday morning at 10:00?

 **Majda** That's Friday the 15th?

 **Amel** Yes, the 15th.

 **Majda** 11:00 is better for me because I have another meeting.

## Coordinating by Phone

Majda calls Amel for suggestions about planning a conference



**Majda** Okay, 11:00 it is. See you then.



**Amel** Thank you, Majda. See you then.

# Coordinating by Phone

- Focus on vocabulary

**100**

one hundred

**1000**

one thousand

**10,000**

ten thousand

**100,000**

one hundred thousand

**101**

one hundred and one

**115**

one hundred and fifteen

**250**

two hundred and fifty

**3,738**

three thousand, seven  
hundred and thirty-eight

**634,975**

six hundred and thirty-four  
thousand, nine hundred and  
seventy-five

# Coordinating by Phone

- Focus on vocabulary

<b>1st</b>	first
<b>2nd</b>	second
<b>3rd</b>	third
<b>4th</b>	fourth
<b>5th</b>	fifth
<b>6th</b>	sixth
<b>7th</b>	seventh
<b>8th</b>	eighth
<b>9th</b>	ninth
<b>10th</b>	tenth

<b>11th</b>	eleventh
<b>12th</b>	twelfth
<b>13th</b>	thirteenth
<b>14th</b>	fourteenth
<b>15th</b>	fifteenth
<b>16th</b>	sixteenth
<b>17th</b>	seventeenth
<b>18th</b>	eighteenth
<b>19th</b>	nineteenth
<b>20th</b>	twentieth

<b>21st</b>	twenty-first
<b>22nd</b>	twenty-second
<b>23rd</b>	twenty-third
<b>24th</b>	twenty-fourth
<b>25th</b>	twenty-fifth
<b>26th</b>	twenty-sixth
<b>27th</b>	twenty-seventh
<b>28th</b>	twenty-eighth
<b>29th</b>	twenty-ninth
<b>30th</b>	thirtieth
<b>31st</b>	thirty-first

Usually, we add the ending **-th** to a cardinal number.

Notice the exceptions in spelling

# Coordinating by Phone

- Focus on vocabulary



We write

19<sup>th</sup> May



May 19<sup>th</sup> or 19



We write with numbers

19/05

05/19



We say

The nineteenth of May

May nineteenth



# Coordinating by Phone

- **Focus on Grammar** Making Suggestions

I **recommend**... and I **suggest** ... are two ways of making suggestions.

I recommend + **[noun]**

I recommend **the Star hotel**

I suggest + **[noun]**

---

I recommend + **that** + **[subject]**

I suggest **that we** think about ...

I suggest + **that** + **[subject]**

# Coordinating by Phone

- **Focus on Grammar** Making Suggestions

We could also make suggestions in the following way:

**[Subject]** + **should** + **[verb]**      **We should** **meet** with the hotel managers as soon as possible.

---

**[Subject]** + **recommend/suggest** + **[ing verb]**      **I recommend** **using** the online system.

---

**It's a good idea to** + **[verb]**      **It's a good idea to** **offer** a discount on hotel rooms

**It's not a good idea to** + **[verb]**      **It's not a good idea to** only **use** the website.

# Coordinating by Phone

- Test

Majda calls Amel for planning a conference



**Amel :** Hi Madja, this is Amel, I have a question. What time should we meet with the hotel managers?




**Maya :**

1. I suggest meet at 10:00
2. I suggest we should meet at 10:00
3. I suggest that we meet at 10:00

## Coordinating by Phone

- Test

Majda calls Amel for planning a conference

 **Amel :** Hi Madja, this is Amel, I have a question. What time should we meet with the hotel managers?


 **Maya :**

1. I suggest meet at 10:00
2. I suggest we should meet at 10:00
3. I suggest that we meet at 10:00

# Coordinating by Phone

- Test

Majda calls Amel for planning a conference

 **Amel :** Hi Madja, this is Amel, I have a question. What time should we meet with the hotel managers?

 **Maya :** I suggest that we meet at 10:00.

 **Amel :** How should I prepare for the meeting?

1. You should make a list of questions for the managers.


 **Maya :** 2. You shoulds make a list of questions for the managers.

3. You should to make a list of questions for the managers.

# Coordinating by Phone

- Test


Majda calls Amel for planning a conference

 **Amel :** Hi Madja, this is Amel, I have a question. What time should we meet with the hotel managers?

 **Maya :** I suggest that we meet at 10:00.

 **Amel :** How should I prepare for the meeting?

**1. You should make a list of questions for the managers.**

 **Maya :**


2. You shoulds make a list of questions for the managers.
3. You should to make a list of questions for the managers.

## Coordinating by Phone

- Test

Majda calls Amel for planning a conference

 **Maya :** You should make a list of questions for the managers.

 **Amel :** Do you have any other advice?

1. It's not a good idea to wait until the last minute to make this list.

 **Maya :** 2. It's not a good idea of to wait until the last minute to make this list.


3. It's not a good idea wait until the last minute to make this list.

## Coordinating by Phone

- Test

Majda calls Amel for planning a conference

 **Maya :** You should make a list of questions for the managers.

 **Amel :** Do you have any other advice?

**1. It's not a good idea to wait until the last minute to make this list.**

 **Maya :** 2. It's not a good idea of to wait until the last minute to make this list.

3. It's not a good idea wait until the last minute to make this list.



## Coordinating by Phone

- Test

Majda calls Amel for planning a conference

 **Maya :** It's not a good idea to wait until the last minute to make this list.

 **Amel :** Ok. Any another advice?

1. I recommending a notebook.

 **Maya :** 2. I recommend to a notebook.

3. I recommend a notebook.

## Coordinating by Phone

- Test

Majda calls Amel for planning a conference

 **Maya :** It's not a good idea to wait until the last minute to make this list.

 **Amel :** Ok. Any another advice?

1. I recommending a notebook.

 **Maya :** 2. I recommend to a notebook.

**3. I recommend a notebook.**

Coordinates Meetings

# Introduction

## Context

- **Maya reserve a meeting room with Fouad, the office assistant.**

**Maya :** Good morning, Fouad, how are you?

**Fouad :** I'm good. Thanks. How are you?

**Maya :** I'm well thanks but very busy today.

**Fouad :** How can I help you?

**Maya :** I'm going to interview three candidates on Friday the 24<sup>th</sup> for a job in the finance department.

# Introduction

## Context

- **Maya reserve a meeting room with Fouad, the office assistant.**

**Fouad :** Okay, so do you need me to reserve one of the meeting rooms for you?

**Maya :** Yes, please.

**Fouad :** What time do you need the room?

**Maya :** Please can you book the room from quarter past 9 to 12 o'clock? We're going to interview people from 9:30, but I need a little time to arrive and organize myself before we start.

**Fouad :** Okay, let me see which reading rooms are available on Friday.... Okay, Meeting Room 3 is available here on third floor. Would you like me to reserve it for you?

# Introduction

## Context

- **Maya reserve a meeting room with Fouad, the office assistant.**

**Maya :** Is the meeting room on the second floor available?

**Fouad :** Unfortunately Samia is going to use the room all morning. I think she has a meeting with the clients.

**Maya :** Okay, no problem. Can you reserve Meeting Room 3 for me please?

**Fouad :** Certainly ..... done

**Maya :** Thanks.

# Introduction

## Context

- **Maya reserve a meeting room with Fouad, the office assistant.**

**Fouad :** The candidates to come to this reception desk when they arrive to the office to get a visitor's pass. Can you tell me their names, please? Also, what time are they going to arrive?

**Maya :** Okay, the first candidate is Ouaniss and he's going to be here at 9:30. Then second is Ines, and her interview is at quarter past ten. And Sophia is the third candidate at quarter to 11.

**Fouad :** Okay, would you like any food or drink prepared for them?

**Maya :** No, thank you. They aren't going to need any food. Just some tea and coffee please.

# Introduction

## Context

- **Maya reserve a meeting room with Fouad, the office assistant.**

**Fouad :** No problem. Send me their email addresses today and I can contact them and send them instructions for Friday.

**Maya :** Great. Can you remind them to arrive 10 minutes early so we don't start late.

**Fouad :** Yes. Oh by the way, I'm not going to be here on that day. I'm going on a holiday from the 13th to the 27th. Ahmed is going to replace me while I'm away.

**Maya :** Where are you going? Anywhere nice.



# Introduction

## Context

- **Maya reserve a meeting room with Fouad, the office assistant.**

**Fouad :** Yes, I'm going to the south with my family for two weeks. We're going to fly to Timimoun and then travel from Timimoun to Djanet. I can't wait.

**Maya :** Excellent. I hope you have a great time.

**Fouad :** Thanks.

# Introduction

## Context

- **Maya reserve a meeting room with Fouad, the office assistant.**

**Fouad :** Yes, I'm going to the south with my family for two weeks. We're going to fly to Timimoun and then travel from Timimoun to Djanet. I can't wait.

**Maya :** Excellent. I hope you have a great time.

**Fouad :** Thanks.

# Introduction

## Context

- **Fouad and Maya organizing a business trip to Brazil**

**Maya :** Good morning Fouad

**Fouad :** Good morning Maya, How are you?

**Maya :** I'm good, thanks. I'm going to travel to Sao Paulo on a business trip next week. I need your help to book the plane tickets please.

**Fouad :** What day and time are you going to travel

# Introduction

## Context

- **Fouad and Maya organizing a business trip to Brazil**

**Maya :** I am going to leave next Thursday. There is a flight at quarter to four or another at 5:30.

**Fouad :** How long are you going to stay in Sao Paulo?

**Maya :** I'm not going to stay for long, only three days. Can you buy tickets for Monday morning, please?

**Fouad :** Yes, certainly. I am going to buy the tickets now.

**Maya :** Great. Thank you.

# Introduction

## Context

- **Samia asks for directions to a meeting**

**Samia :** Hi, Maya.

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

**Samia :** I need to go to the bank, but I don't know the area very well. Are there any banks near here?

**Maya :** Yes, there are two near here. One of them is only five minutes away.

**Samia :** Perfect !

# Introduction

## Context

- **Samia asks for directions to a meeting**

**Maya :** Leave the office and turn left. Go straight ahead until there's a park in front of you. Then turn right, go straight ahead for two blocks and it's on the left, between the pharmacy and the movie theater. You can't miss it.

**Samia :** Ok, So I turn left out of this building, walk until the park is in front of me and then turn right?

**Maya :** Yes, that's right. Can you do me a favor when you go to the bank, please?

**Samia :** Of course. What do you need?

**Maya :** There is an amazing coffee shop just around the corner from the bank. Can you get me a cappuccino, please?

**Samia :** Of course.

# Introduction

## Context

- **Samia asks for directions to a meeting**

**Maya :** Thank you. So when you leave the bank, take a left, then take the first right down Main street. The coffee shop is on the right behind the shopping mall. There's a restaurant next to it.

**Samia :** So I take a left out of the bank, and then take the second right?

**Maya :** No, take the first right. It's only two blocks away.

**Samia :** First right.

**Maya :** There aren't many good coffee shops in this part of town, so I recommend you try the coffee from there.

**Samia :** Ok, I should be back in 30 minutes. See you later.

**Maya :** See you later.

# Introduction

## Context

- **Conversation between Samia and Maya**

**Samia :** Hi, Maya. Here's your coffee. It's not from the coffee shop you like. It's closed today.

**Maya :** Don't worry. Thank you for buying it for me. Where is it from?

**Samia :** There's a new coffee shop near here. It's from there.

**Maya :** Really? That's interesting. Where is it?

**Samia :** It's in front of the park.

**Maya :** Great, that is close.



# Introduction

## Context

- **Conversation between Samia and Maya**

**Samia :** Yes, it's around the corner.

**Maya :** There aren't many coffee shops in this area.

**Samia :** No, there aren't. There aren't any good places to buy lunch either.

**Maya :** I know a great Italian restaurant you can try.

**Samia :** How do I get to it?

**Maya :** Go right out of the office and then walk straight ahead for two blocks. The restaurant is on the left.

**Samia :** Thanks. I can go there for lunch tomorrow.

# Introduction

## Context

- **Conversation between Samia and Maya**

**Samia :** Thanks. I can go there for lunch tomorrow.

**Maya :** Don't worry. Thank you for buying it for me. Where is it from?

**Samia :** There's a new coffee shop near here. It's from there.

**Maya :** Really? That's interesting. Where is it?

**Samia :** It's in front of the park.

**Maya :** Great, that is close.

# Interviews

# Introduction

## Context

- **Maya talk to Fouad about past work activities.**

**Fouad :** Hello, Maya.

**Maya :** Hi, Fouad. Welcome back. How was your trip?

**Fouad :** The weather was beautiful in Timimoun and Djanet was spectacular.

**Maya :** That's great.

**Fouad :** And how were things here while I was away?

**Maya :** Well, if you remember, we talked about my plans to interview three candidates for the job in the finance department?

# Introduction

## Context

- **Maya talk to Fouad about past work activities.**

**Fouad :** Yes. The interviews were on Friday, the 24th?

**Maya :** Yes, that's right. They were.

**Fouad :** Were you able to use room three? Was everything in good condition?

**Maya :** Yes. The room was very comfortable. The interviews were engaging and the candidates were interesting.

**Fouad :** Great and you're still planning the human resources conference, right?

**Maya :** Yes, that's right. Last Friday after the interviews, I talked to Nassima Youlif from Epic Events.

# Introduction

## Context

- **Maya talk to Fouad about past work activities.**

**Fouad :** And how did that call go?

**Maya :** It went really well. It was really productive. We made a lot of progress, planning the conference.

**Fouad :** Excellent.

**Maya :** Nassima's ideas were helpful and her advice was effective. We decided on dates and a venue for the conference.

**Fouad :** What was your decision about the venue?

**Maya :** Nassima recommended the Star Hotel. It was interesting, because I didn't know about it before.

# Introduction

## Context

- **Maya talk to Fouad about past work activities.**

**Fouad :** Were there any other details to be discussed?

**Maya :** Yes. We talked about a website and a marketing plan for the event, the prices for the event, and the materials to provide. It was exhausting trying to think about everything at the same time. But Nassima was so organized that I know we will have a good plan.

# Introduction

## Context

- **Maya talk to Fouad about past work activities.**

**Fouad :** Were there any other details to be discussed?

**Maya :** Yes. We talked about a website and a marketing plan for the event, the prices for the event, and the materials to provide. It was exhausting trying to think about everything at the same time. But Nassima was so organized that I know we will have a good plan.



# Introduction

## Context

- **Maya and Nassima have a follow-up meeting.**

**Nassima :** Hi, Maya. Welcome back to the office.

**Maya :** Thank you, Nassima. It's great to be here.

**Nassima :** Would you like some coffee, tea, or water?

**Maya :** No, nothing for me. Thanks. I arrived early and had a coffee across the street.

**Nassima :** Well, we have a lot to follow up on, so let's get started.

# Introduction

## Context

- **Maya and Nassima have a follow-up meeting.**

**Maya :** Yes. Let me tell you about what I did this week. Yesterday, I brainstormed with a conference committee about the sessions during the conference. We discussed our ideas about topics for the conference sessions and we prepared a plan for the conference schedule.

**Nassima :** Did you file the plan in our shared folder?

**Maya :** Yes, I did. I checked to see that it was saved.

**Nassima :** Great.

# Introduction

## Context

- **Maya and Nassima have a follow-up meeting.**

**Nassima :** I talked to the managers at the Star Hotel, and they advised me on the best meeting rooms to use for particular activities. They recommended one meeting room for lectures and a different meeting room for group activities. I reserved the meeting rooms and I reserved a group of hotel rooms for guest speakers and attendees from out of town.

**Maya :** Did you ask the hotel management about the discount on hotel for conference attendees?

**Nassima :** Yes, I did. They offered a good discount for conference attendees to stay at the Star Hotel.

**Maya :** What else did you talk about with the hotel management?

# Introduction

## Context

- **Maya and Nassima have a follow-up meeting.**

**Nassima :** We also planned the meal services for every day of the conference. The hotel can provide breakfast and lunch each day.

**Maya :** We arranged for two dinners at restaurants outside the hotel, correct?

**Nassima :** That's correct. Also, it's possible to have catering services to provide some dinners in the hotel banquet rooms. The hotel manager commented on some caterers that he knew, and recommended one in particular. I scheduled another meeting for next week with the hotel management and the caterers.

# Introduction

## Context

- **Maya and Nassima have a follow-up meeting.**

**Maya :** I contacted two potential guest speakers last week. We chatted a bit about their speeches for the conference sessions and they are very enthusiastic

**Nassima :** I prepared the contracts for the guest speakers and emailed them to you yesterday.

**Maya :** Yes, I received them.

**Nassima :** I researched online reservation systems and web designers. I decided on one web designer. Can you meet with me and the web designer next Tuesday at 10?

**Maya :** Yes, I can.

# Introduction

## Context

- **Maya and Nassima have a follow-up meeting.**

**Nassima :** Well, that concludes my report. Do you have anything else?

**Maya :** Well, to close this meeting, I have some good news. The National Human Resources Association approved our plan for this conference, so they are now a sponsor.

**Nassima :** Wonderful. Congratulations. This is great for promoting the conference.

**Maya :** Well, thank you for your time today, and I look forward to our next meeting.

# Introduction

## Context

- **Maya and Nassima have a follow-up meeting.**

**Nassima :** My pleasure, Maya, see you on Tuesday.

**Maya :** See you then.

**Nassima :** Bye-bye.