

Alex arrived at 8:45am in front of building B at Radial Systems Inc. He *picked up* some new dress shirts and ties over the weekend and is ready and excited to get started. At 8:55, Mr. Northman walks up and greets Alex. Let's see what Alex's job will be like.



The First Day

Your first day at a new job can be *stressful*. Here are some tips for getting through it.

- Put on clothes that make you look good. If you feel *confident*, you'll look confident.
- Smile, keep your head up and *make eye contact*.
- Introduce yourself and remember to be friendly.

Q. Warm Up Questions

- 1) What does the article recommend in order to make your first day go smoothly.
- 2) Who does Alex decide to talk to for advice?

Conversation



Mr. Northman: Good morning Alex. You're here *nice and early*. I like to see that.

Alex: Good morning Mr. Northman. I'm looking forward to learning about my new *responsibilities*.

Mr. Northman: Please, call me Erik. Well, follow me and I'll show you where you'll be working. You must be looking forward to meeting your new coworkers too.

Alex: I certainly am!

Q. Conversation Question

- 1) Who arrives first, Alex or Mr. Northman?
- 2) What question does Alex have for Mr. Northman?

Vocabularies

picked up: This is a common idiomatic way to say that someone bought something.

stressful: Being full of physical, mental, or emotional strain or tension.

confident: Having strong belief or full assurance.

make eye contact: Sometimes called "maintaining eye contact," this just means to look someone in the eye rather than looking away or down.

nice and early: A common idiom that has the same meaning as early.

responsibility: Being accountable for something. For example: "I have a responsibility to make sure that this report is finished by 9am tomorrow morning."

Grammar point

must + verb (simple present form)

Example: You **must** be looking forward to meeting your new coworkers too.

We can use **must** to show that we are certain something is true. Also, it is used to express a strong obligation. **Have to** has the same meaning as **must**.

- 1) I often forget where I put things. I ____ getting old. (be)
- 2) Many people move to Florida when they retire. It ____ nice to live there. (be)
- 3) He ____ there early. (arrive)
- 4) They ____ their home quickly. (sell)

Practice IT!

- 1) What are some things that you would recommend doing on the first day at a new job? Make a list with your classmates. What are some things that you should avoid doing?



- 2) Some new employees run into problems when trying to bring policies and procedures from their old company with them. Discuss the pros and cons of bringing methods from your previous company with you to your new one.

Job Titles



Alex and Mr. Northman have gone up to the office where Alex will be working. Alex has been hired as a Junior Sales Associate, an entry level position, and will be working under Mr. Northman directly. Though it is common in companies to be hired by HR staff, in Radial Systems Inc., they like to give managers an opportunity to manage the hiring process as well.

Why Job Titles Matter

A job title is a badge of authority. Not being granted the job title appropriate to your position in the company can undermine your authority both in the company, and to people outside the company as well, such as clients. Also, not getting the job title that you are due could hinder future career opportunities.

Q. Warm Up Questions

- 1) Do you agree with the article that job titles are important? Why or why not?
- 2) What are some problems that could occur if your job title doesn't match your responsibilities?

Conversation

Peter: Good morning, Alex. My name is Peter, and I work with the HR department. I wanted to tell you about your position from an organization standpoint. You were hired as a Junior Sales Associate. Generally speaking, after 18 months of excellent work, you'll be promoted to Sales Associate, or even Manager if you're determined to be a good fit, and there is a position open. Now, if you don't have any questions, let's get started on filling out some of the necessary paperwork.

Q. Conversation Question

- 1) What must Alex do in order to be promoted?



Vocabularies

HR: This is an acronym for "Human Resources." This is the department that manages and takes care of employees of the company.

hiring process: The process beginning when you are interviewed, and ending when you become an employee.

authority: Authority: The power to determine or settle issues. The person responsible for a certain thing.

undermine: To take something and make it ineffective, often by insidious activity.

hinder: To work against something or someone. To cause delay, difficulty or interruption in.

paperwork: Forms that need to be filled out during the hiring process.

Grammar point

shall + verb (simple present form)

Example: *Shall* I ask her to call you back when she comes in?

Shall is used to make offers and suggestions and to ask for advice.

- 1) ___ I ___ the window? (open)
- 2) ___ we ___ the budget meeting? (start)
- 3) What time ___ we ___ ? (leave)
- 4) What ___ I ___ for the party? (wear)
- 5) ___ I ___ with you? (go)
- 6) ___ I ___ a taxi? (call)



Practice IT!

- 1) "A recent survey of 1,500 office workers by the recruitment company, Office Angels, found that 70% would chose a more motivational role or job title over a pay raise."
- 2) Do you have a goal for which job title you want? For example: I want to be the President of the company. Share with the class.



While Alex is looking around the office, Mr. Northman introduces the staff, and explains a little about the hierarchy of leadership within Radial Systems Inc. Mr. Northman's boss, Edgar Calley, also meets Alex while checking in with the staff.

Conversation

Edgar: Good morning Erik, is this Alex?

Erik Northman: Yes, this is our newest Jr. Sales Associate. I was giving him an overview.



Edgar: Glad to have you on board, I'm looking forward to seeing more of you.

Alex: Thank you sir, you're the Vice President of Sales, is that right?

Edgar: That's right, you're getting a handle on things pretty quick!



Q. Warm Up Questions

1) According to the chart, who do the vice presidents oversee?

Q. Conversation Questions

- 1) What is the relationship between Erik and Edgar?
- 2) What praise does Edgar give Alex?

Vocabularies

Checking in: This is a way to say that Edgar was coming in to see how things were going with the staff, and checking to see if there were any problems.

finance: The management of money and other revenues. The Vice President of Finance would be in charge of overseeing all financial aspects of the business.

overview: A general outline of a subject or situation. In this case, Erik is giving Alex an explanation of the hierarchy, and introducing him to the staff.

have you on board: This is an idiomatic way of saying "Have you in the company."

Getting a handle on things: Another way to say "getting used to things."

Grammar point

Relative Pronoun: who

Example: Was it Jim **who** you were talking with earlier?

The pronouns which are used as conjunctions are called relative pronouns. **Who**, whom, whose, that, and which are relative pronouns. They refer to nouns mentioned before and of which we are adding more information. **Who** is used for people not things.

- 1) The lady ____ is standing over there is my English teacher.
- 2) I know a lot of people ____ go to the sports club.
- 3) Do you know the man ____ is waving at us?
- 4) There is nobody ____ works harder than Carol.



Practice IT!

- 1) What are some of the pros and cons of having a traditional corporate hierarchy? Do you feel that it's easier or harder to make changes in the company? Why?
- 2) At Radial Systems Inc., people are promoted generally every 18 months, assuming their performance is good, and there are positions open. What are the good and bad points of this policy?

Office with a Window



Erik Northman shows Alex where he'll be working. Alex is surprised to learn that he will be using an office rather than just a cubicle, and that his office has a window too! The view is of the employee parking lot, but it's still nice to have a window.

Advantages of an Office

- The increased privacy has been linked to greater productivity.
- A "safe zone" that is your work environment and isn't as easily invaded as a cubicle might be.
- Employees in cubicles have seen increased conflict, higher blood pressure and higher job turnover than employees that have their own office.

Q. Warm Up Questions

- 1) According to the article, what is a disadvantage of being in a cubicle?

Conversation

Erik Northman: This is where you'll be working.

Alex: In this office? This is really nice.

Erik Northman: We have high expectations for you, and you'll be using the phone quite a bit as a Jr. Sales Associate, so you'll need a bit of privacy. I'll give you some time to get settled in before we sit down and talk about your duties for this week.

Alex: Thanks, I'll see you soon.

Q. Conversation Questions

- 1) Why does Erik say that Alex needs an office?
- 2) What will Alex be doing now?



Vocabularies

cubicle: A small space that is partitioned off. In most offices, there are many cubicles all together.

productivity: Being able to work quickly and efficiently.

blood pressure: The pressure of blood inside the veins. A high blood pressure is dangerous.

turnover: A high job turnover means that employees join and quit the company very often. Turnover can be a good thing though, as it can mean efficiency, as in a fast food restaurant with high turnover.

privacy: Being free from intrusion and able to work without interruption.

get settled in: To get used to your surroundings, and set things up the way you'd like them to be set up.

Grammar point

Relative Pronoun: that

Example: **That** is the guy that Julie used to date!

The pronouns which are used as conjunctions are called relative pronouns. Who, whom, whose, what, **that**, and which are relative pronouns. **That** is used to refer to either persons or things, and it can replace who, whom, and which. **That** can be omitted when it make an objective clause.

- 1) This is the cat ____ was lost.
- 2) The car ____ I bought last year wasn't expensive.
- 3) It is the most interesting movie ____ I've ever seen.
- 4) Is there anything ____ I can do for you?
- 5) This is the only question ____ I don't understand.



Practice IT!

- 1) Do you prefer working in a cubicle or in an office? What are some of the advantages and disadvantages of cubicles? What about offices?
- 2) In your country, what type of working conditions are desirable? In a company, is it more desirable to have a corner office than another office? What other features are desirable?

Getting Office Supplies



Alex will spend most of his first day meeting various people and getting *accustomed* to office life, but first, he needs to pick up some important office supplies. First, he'll need to figure out who to talk to about getting *stocked up*.

Office Supplies and Employee Theft

It may start off as simply as taking home a pencil or pen tucked into a shirt pocket or dropped into a purse by accident. Maybe it's a box of highlighters and a binder for a child's school project. But employee theft of office supplies costs companies over fifty billion dollars each and every year and affects everyone, from the honest employee to the manager to the salesperson to the consumer who ends up paying higher costs overall. And far from being a *victimless crime*, the theft of office supplies has been found to be a major factor in many business *bankruptcies*!

Q. Warm Up Questions

- 1) According to the article, is employee theft something that companies should worry about?

Conversation

Rhonda: Hi Alex, I'm Rhonda, and I'm in charge of the *petty cash* in our office.

Alex: Hi Rhonda, so you're the person to talk to about getting some office supplies?

Rhonda: That's right, when I heard that you were starting, I actually put together a package of things for you. You might have seen it in your office, it's in a brown box.

Alex: Oh yeah, I did see that, but I wasn't sure what it was. I'll take a look. Thanks!

Q. Conversation Questions

- 1) What should Alex do in order to get his office supplies?



Vocabularies

accustomed: To get used to something. Getting accustomed to office life might include things like learning where the coffee machine and various office tools go, how to use the copy machine, etc.

stocked up: This is an idiomatic way of saying "to get the supplies that you need."

victimless crime: A victimless crime is one where there is no victim. Though this is a common phrase, it's very rarely true. Most crimes have a victim, even if it's not an obvious victim.

bankruptcy: When a person or company is unable to pay the debts that they owe, they may be forced to declare bankruptcy. This is a public declaration that they no longer have any money.

petty cash: A cash fund for paying small charges, as for minor office supplies or deliveries.

Grammar point

Relative Adverb: where, when, why

Example: I can't remember **where** I left my car keys!

Relative adverbs, **where**, **when**, and **why** are used to join clauses or sentences. They modify nouns denoting place (**where** clauses), time (**when** clauses), and of the noun reason (**why** clauses).

- 1) I understand the reason ____ Meg got upset.
- 2) This is the town ____ I was born.
- 3) I remember the day ____ I first met Mike.
- 4) What's the name of the restaurant ____ we ate last Sunday?



Practice IT!

- 1) What do you think about employee theft? Some people might say "it's just a few pens and some copy paper", but others might say that it's exactly the same as stealing from the company. What do you think?
- 2) What are some ideas that you can think of to reduce employee theft? Why do you think people take things from their company in the first place?



Alex learns about some of the other benefits to working at Radial Systems Inc., including an exercise room and shower facility. Alex also learns that the campus has a cafeteria and a park with a walking course for outside exercise.

Company Fitness Room

While not every company has a company fitness room, many larger companies do include this *amenity* for the benefit of their employees. While not as fancy as a *full-blown gym*, most company fitness rooms include one or two treadmills, some free weights, and sometimes even *elliptical* or weight machines.

Q. Warm Up Questions

- 1) According to the article, why do companies provide company fitness rooms?

Conversation



Erik Northman: So, how are you doing Alex? Did you get everything you needed for your office?

Alex: I sure did, Rhonda helped me out.

Erik: Great, I wanted to briefly show you some of the other *facilities* that we have here at Radial Systems Inc.

Alex: Sounds great, I already *grabbed* lunch at the cafeteria with some of the other employees.

Erik: Great, then I'll show you the fitness room.

Q. Conversation Question

- 1) What is Erik going to show Alex next?
- 2) What did Alex do for lunch?

Vocabularies

amenity: Any feature that provides comfort, convenience, or pleasure: *The house has a swimming pool, two fireplaces, and other amenities.*

full-blown: Fully or completely developed

elliptical: Something that is elliptical is in the shape of an ellipse. In this case, it's talking about a work'out machine where the user puts their feet in holders and "walks" while the machine tracks the walking.

facilities: Something designed, built, installed, etc., to serve a specific function affording a convenience or service: *transportation facilities; educational facilities; a new research facility.*

grabbed: A common way to say "got." Ex. I grabbed lunch at a fast food restaurant. Similar to "picked up."

Grammar point

Whoever, whatever, wherever, whichever, whenever and however

Example: You're welcome to come by whenever you're available.

The words whoever, whatever, wherever, whichever, whenever and however have similar meanings to "it doesn't matter who, what, which etc." They act as subject, object or adverb in its own clause. It also acts as conjunction joining its clause to the rest of the sentence.

- 1) ___ you say I'm not going to take him with me.
- 2) I can come ___ you are at home.
- 3) The company sent ___ was available.

Practice IT!

1) What amenities are good for a company to have? Is there anything that you think is very important for employee health, or do you think that employees should meet their own needs?

2) When looking for a new job, how important to you are the amenities at the company? Is it important for a company to have its own cafeteria, fitness room, etc?





Alex is getting pretty settled in at his new job and is enjoying the perks and responsibilities of his new job. He's just getting started though, and it seems that the first order of business is attending a lot of meetings.

Conversation

Erik: Well Alex, how are you doing? I know there's a lot to get adjusted to in the beginning, but soon it will feel like second nature.

Alex: I'm looking forward to hitting the phones and getting started on making some sales.

Erik: That's the spirit! I just wanted to give you a heads up about next Friday's meeting. After your first week of selling, I'd like you to give a short presentation on some of the things that you've done that have been successful during the week.

Alex: A presentation? Ok, I'll do my best.

Q. Warm Up Question

1) What is the important of a job title, and some of the problems that can occur if you don't have a job title that matches your responsibilities?

Q. Conversation Question

1) What will Alex be responsible for at the next meeting?

Matching

Line up the following words with their definitions.

- | | | |
|---------------|-------|---|
| 1) amenity | _____ | a general outline of a subject or situation. |
| 2) confident | _____ | to get used to something. |
| 3) overview | _____ | having strong belief or full assurance. |
| 4) turnover | _____ | to take something and make it ineffective. |
| 5) accustomed | _____ | any feature that provides comfort. |
| 6) undermine | _____ | employees join and quit the company very often. |

Grammar point

Complete the following sentences by filling the blanks.

- 1) () acts against the law will be punished.
- 2) This is the restaurant () I left my keys.
- 3) () we get Chinese food for lunch?
- 4) I remember the day () you were born!
- 5) Do you recognize the woman () is waving at us?
- 6) Do you need to do all this by yourself? You () be very busy.
- 7) I don't know the reason () he turned down the offer.
- 8) Can you read the sign () stands over there?
- 9) Read () books you like.
- 10) She plays the piano every day () busy she is.

(when must where shall why that whichever however
whoever who)

Practice IT!

- 1) Imagine that you are a manager in your company introducing a new employee for the first time. What information would be helpful for the person to know? What information might be too detailed for the first day?
- 2) What are some things that you could do to make a good impression during your first week of working at a new job? Or, if you hired a new employee, what would you like them to do during their first week of working at your company?