



Fran,
Here is your to-do list for the day.
Thanks,
John

- 1 Replace the **toner** in the **copier**.
- 2 The **fax machine** is not working. Please check the **landline**.
- 3 The **shredder** needs to be emptied. Make sure to recycle the paper. Do not throw it in the trash.
- 4 We received a shipment of new **calculators**. Please put batteries in them. Then, place one on each **desk**.
- 5 A new worker is starting on Monday. He needs a **cubicle**. There is room in the southwest corner. You know where to find the extra dividers.
- 6 The **file cabinet** is sticking. Please oil it.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common pieces of office equipment?
- 2 Why is it important to keep equipment properly maintained?

Reading

2 Read the to-do list. Then, choose the correct answers.

- 1 What is the purpose of the list?
 - A to define different kinds of office equipment
 - B to reprimand an employee for neglecting maintenance
 - C to outline an employee's specific duties for the day
 - D to give suggestions on maintenance to perform
- 2 Which of the following is NOT a duty given in the list?
 - A to oil the file cabinet
 - B to replace toner in the copier
 - C to put batteries in the new calculators
 - D to empty the shredder into the trash
- 3 Why does the employee need to check the landline?
 - A because the copier is broken
 - B because the fax machine isn't working
 - C because employees cannot make or receive phone calls
 - D because a new employee is starting on Monday and needs a phone

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|---------------|-------------------|
| 1 __ desk | 5 __ file cabinet |
| 2 __ toner | 6 __ fax machine |
| 3 __ shredder | 7 __ calculator |
| 4 __ cubicle | 8 __ landline |

- A a device used to send documents from one person to another
- B a machine used to destroy confidential or sensitive documents
- C a large set of drawers for storing files
- D a small room made with partitions in which people work
- E a device used for performing simple mathematical operations
- F a flat surface at which people work while sitting
- G a phone line that runs through the ground
- H powdered ink used by a copier

4 Choose the sentence that uses the underlined part correctly.

- 1 A I need to use the copier to reproduce some documents.
 B He put the document in the shredder to send it to his client.
- 2 A The file cabinet needs new batteries.
 B A cubicle is like a small office.
- 3 A I use my calculator when adding up my sales numbers.
 B The fax machine is useful for printing documents.

5 Listen and read the to-do list again. What does the employee need to do with the calculators?

Listening

6 Listen to a conversation between a manager and a maintenance worker. Mark the following statements as true (T) or false (F).

- 1 ___ The man is checking on the woman's progress.
- 2 ___ The woman has not completed any of her tasks.
- 3 ___ The man wants the woman to look at the fax machine next.

7 Listen again and complete the conversation.

Manager: How far have you gotten on 1 _____ today?

Maintenance worker: I'm about 2 _____.

Manager: Did you have a chance to replace 3 _____ yet?

Maintenance worker: Yes, that's the 4 _____ I did.

Manager: Great, thank you. Did you get to the 5 _____?

Maintenance worker: No, I haven't 6 _____.

Manager: Please do that next. It's very important.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

- Have you had a chance ...*
Did you get to ...
I'm about to ...

Student A: You are an office manager. Talk to Student B about:

- his or her progress
- what tasks he or she has completed
- what he or she should do next

Student B: You are a maintenance worker. Talk to Student A about your progress for the day.

Writing

9 Use the conversation from Task 8 to complete the maintenance request form.



JJ's Financial Maintenance Request Form

Equipment: _____

Problem: _____

Equipment: _____

Problem: _____
