

# 3

## A bad day

### Teacher's notes

### Summary

This DVD programme can be used as support to materials in Unit 6 of the Student's Book. It is a drama about an office worker who comes back from holiday and has a disastrous day at work.

#### Language focus

**Grammar:** past simple and present perfect

**Vocabulary:** *accounts, department, e-mail, keyboard, manager, meeting, office, reception, sales figures, screen, security pass, temporary pass*

### Procedure

#### Before you watch

- Put the students into pairs and tell them to put the words in the box under the correct headings. Check the answers and give the students the chance to ask for clarification of any new words.

**Place:** office reception  
**Office equipment:** desk screen keyboard  
**Document:** sales figures e-mail  
**Person:** manager boss receptionist  
**Other:** security pass meeting

- Put the students into pairs and tell them to do the activity. Encourage them to give reasons for their choices and negotiate with each other. The answers are up to the students.

Ask the students to remain in pairs and discuss which of the things in the list they have done. If they still go to school, you could change *meeting* to *lesson*, *document* to *book*, *security pass* to *homework* and *office* to *school*.

- Tell the students to read the sentences and discuss what they think happens in Jack's day. Tell the students not to worry about who says the sentences at the moment. At this point there are no right or wrong answers.

#### While you watch

- Play the programme. Ask the students to identify who says the lines.  
 Play the programme again and tell them to ask for the DVD to be paused when the lines are said.

a) Receptionist b) Jack c) Jack d) Jack  
 e) Nina f) Jack g) Nina h) Nina

- Play the programme again and ask the students to put the scenes in order.

a) 4 b) 3 c) 1 d) 2 e) 6 f) 5

If there is time, let the students watch the complete programme at the end so they can enjoy the whole film.

#### After you watch

- Tell the students to match the parts of the story with the photos.

1) d 2) b 3) e 4) f 5) c 6) a

- Ask the students to complete the sentences. Then discuss the usage of the sentences.

a) disturb b) terribly c) sure  
 d) yet e) take f) believe

a) is a polite way of disturbing someone.  
 b) is a polite way of apologising.  
 c) is a checking question. As it questions someone's performance it needs to be said politely.  
 d) is a checking question. As it questions someone's performance it needs to be said politely.  
 e) is an informal and impatient way of asking someone to hurry up.  
 f) is an exclamation of frustration about a situation.

- 8** Put the students into groups and tell them to discuss the questions. Encourage them to think about who is responsible for each action and give reasons. Answers are dependent on the students' opinions. The following are opinions that can be supported by evidence.

a) Was the receptionist too hard on Jack?  
Why/why not?

No, she was just following the regulations.  
Yes, she was a little inflexible and unfriendly, but perhaps Jack's attitude made her angry.

b) Did Jack arrange a meeting with the accounts department?

It's not clear from the programme but Jack's answer seemed a little unsure. It seems odd that he can't find the e-mail he said he sent. Perhaps he never sent one.

c) Were the wrong sales figures Jack's or Nina's fault? Why?

This was clearly Jack's fault. Nina said Australia. He was distracted and tired and didn't listen properly.

d) Was the picture of Nina on Jack's screen his fault? Why/why not?

Not really. A colleague sent it. But he wanted to look at it. If workers are sending pictures like that perhaps Nina isn't managing her team very well.

e) What do you think Jack should do next?

Jack should find the correct sales figures and arrange a new meeting with the Accounts Department. He should remember his security pass and try to arrive on time in the future.

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DVD script (05:39)

(R = Receptionist; J = Jack; N = Nina; K = Kim)

R: Excuse me, have you got your security pass?

J: Sorry?

R: Can I see your security pass, please?

J: Ah, no. I'm afraid not. It's in my other suit.

R: Then I'm afraid you can't go in.

J: Yeah, I'm a bit late this morning. I've been away on holiday and only got back last night, my flight was delayed.

R: I'm sorry, but it's the new regulation. What's your name?

J: Jack, Jack Brown.

R: And who's your manager?

J: Nina Miles. No, don't call her, I'm really rather late.

R: Oh, hello. Sorry to disturb you. I have a Jack Brown in reception. Yes, apparently his flight was delayed. OK. Here's your temporary pass.

J: Thank you.

N: Good morning, Jack.

J: Nina, I'm terribly sorry, I tried to call ...

N: I haven't got time for explanations. Did you arrange this morning's meeting before you left for your holiday?

J: Meeting?

N: With the Accounts Department.

J: Oh, yes.

N: It's extremely important.

J: Oh, don't worry. I've fixed everything. It's for eleven o'clock.

N: That's in ten minutes.

J: Oh, yes, of course. You see, my plane arrived terribly late.

N: So did you.

J: Jack Brown. Yes Nina, I'm coming.

N: So, did you have a nice holiday?

J: Yes, it was lovely.

N: Where did you go?

J: South of France. The weather was fantastic. We went swimming in the sea every day and er ... er, we had a swimming pool too ...

N: It's half past eleven. They're not coming, are they?

J: Maybe not.

N: Are you sure you invited them?

J: Of course I did. I sent an e-mail and um ...

N: Could you show me a copy of your e-mail, please? In my office after lunch.

J: No problem.

J: Jack Brown.

N: Have you found that e-mail yet?

J: Not yet, I'm still looking for it.

N: Well, don't take all day. And can you get me the Australian sales figures?

J: Sure.

K: Hi Jack! Butter-fingers.

J: Oh no!

K: I'll see you later.

N: Come in. Have you brought that e-mail, Jack?

J: Er, no, Nina. But I've got the sales figures.

N: What are these?

J: The sales figures for Austria.

N: I can't believe this, Jack. I asked for the sales figures for Australia!

J: Sorry!

N: Jack.

J: Nina!

N: Have you finished those sales figures?

J: Nearly.

N: And have you found that e-mail for the meeting?

J: I'm sorry, Nina. I think I deleted it by mistake.

N: You haven't had a good day, have you, Jack?

J: Not really.

N: Well, I'm going home now. Could you leave the figures on my desk before you leave?

J: Absolutely.

N: What is it?

J: What?

N: On your screen.

J: Nothing.

N: Could you move? Move, Jack!

J: Nina ... er ...