

3

A bad day

Before you watch

1 Work with a partner. Put the words in the box under the correct headings.

office desk manager security pass sales figures screen
boss meeting reception keyboard receptionist e-mail

Place	Office equipment	Document	Person	Other
<i>office</i>	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

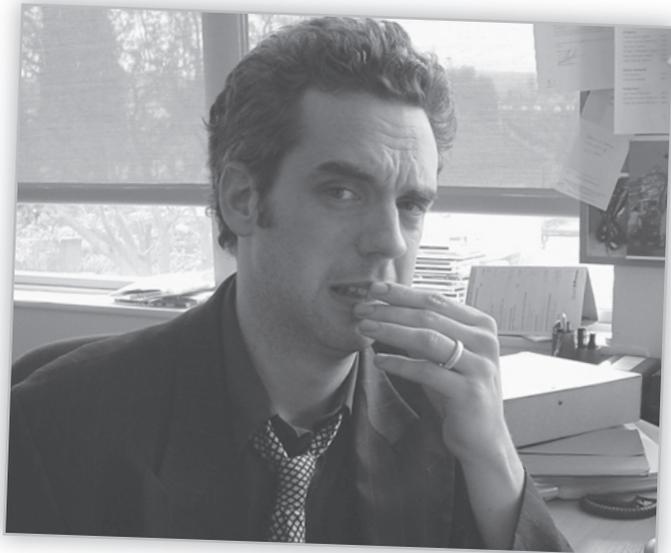
2 Work with a partner. Imagine you work in an office. Put the items in the list in order from the most serious action (10) to the least serious action (1).

- | | |
|---------------------------------|---|
| a) arriving late in the morning | f) not following instructions correctly |
| b) not attending a meeting | g) wearing the wrong clothes |
| c) falling asleep in a meeting | h) forgetting your security pass |
| d) surfing the net | i) damaging office equipment |
| e) losing a document | j) receiving personal e-mails |

Have you ever done any of these things? Tell your partner.

3 You are going to watch a mini-drama about Jack's bad day. Work with a partner. Read the sentences people say in the programme. Discuss which of the actions in Exercise 2 you think Jack does in his day.

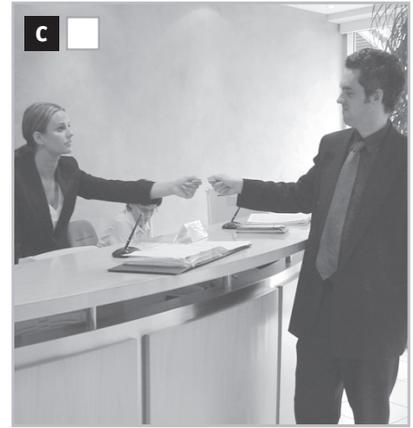
- | | |
|---|--------------------------|
| a) 'Here's your temporary pass.' | <input type="checkbox"/> |
| b) 'Sorry, I tried to call.' | <input type="checkbox"/> |
| c) 'Meeting?' | <input type="checkbox"/> |
| d) 'My plane arrived terribly late.' | <input type="checkbox"/> |
| e) 'Have you found that e-mail yet?' | <input type="checkbox"/> |
| f) 'I think I deleted it by mistake.' | <input type="checkbox"/> |
| g) 'I asked for the sales figures for Australia!' | <input type="checkbox"/> |
| h) 'What is it? On your screen?' | <input type="checkbox"/> |



While you watch

4 Watch the programme. Are the sentences in Exercise 3 said by Jack (J), Jack's boss, Nina (N) or the receptionist (R)? Write the letters in the boxes in Exercise 3.

5 Watch the programme again and put the scenes in the correct order.



After you watch

6 Match the parts of the story to the photos in Exercise 5. Write the letter of each photo in the boxes.

- 1) Nina stopped Jack in the corridor. She was annoyed that he was late.
- 2) There was supposed to be a meeting at eleven o'clock with the accounts department. Nina and Jack waited for half an hour but the people didn't come.
- 3) Nina came to Jack's office at the end of the day. She tried to be sympathetic. But then she saw something on his screen. Oh dear, Jack!
- 4) Jack went to Nina's office. He didn't have the e-mail but he had the sales figures. The wrong ones!
- 5) It was Monday morning and Jack was late for work. He didn't have his security pass with him. The receptionist called his boss.
- 6) Kim came to Jack's office. Jack dropped his coffee. Oh, no!

7 Complete these sentences from the programme with the words in the box.

take	disturb	believe	yet
terribly	sure		

- a) Sorry to _____ you.
- b) I'm _____ sorry.
- c) Are you _____ you invited them?
- d) Have you found that e-mail _____ ?
- e) Don't _____ all day.
- f) I don't _____ this!

8 Work in groups. Discuss these questions.

- a) Was the receptionist too hard on Jack? Why/why not?
- b) Did Jack arrange a meeting with the accounts department?
- c) Were the wrong sales figures Jack's or Nina's fault? Why?
- d) Was the picture of Nina on Jack's screen his fault? Why/why not?
- e) What do you think Jack should do next?