

Supervisors and Teamwork

OBJECTIVES

In this episode you will:

- *Learn about commands to tell someone what to do*
- *Learn “Let’s” to invite people to do something with you*
- *Learn what supervisors do and what teamwork is*

INTRODUCTION

 Read and understand

MS. GILMORE'S OFFICE

WIZARD

Hello and welcome back to English for All. In today's episode, you're going to learn about commands. Commands are used to tell somebody what to do. For example, Wizard Number Two, appear. Please,

An exact replica of himself appears next to him.

Mr. Wizard, sit down. *Wizard #2 sits down.*


Please, Mr. Wizard, stand up. *Wizard #2 stands up.*

See?

You'll also learn let's. Let's is used when we want to do something with

another person. For example, Mr. Wizard, let's sit down. Mr. Wizard, let's stand up. In today's episode, we will also cover supervisors and teamwork. Do you have a good supervisor where you work? Maybe you're a supervisor. Do you think teamwork is important on the job, huh? Well, it's time for our story. So please pay close attention. Mr. Wizard, let's disappear.

VOCABULARY

 Read and learn these words

Around	Take
Make	Bring
Advice	Hostess
Confusing	Sorry
Busy	Ready
Get	Young
Teamwork	Unlock
Hectic	Awful
Excuse	Difficult
Upset	Boss

 Put these words in alphabetical order. Use numbers 1-20.

1. Around		11. Take	
2. Make		12. Bring	
3. Advice	1	13. Hostess	
4. Confusing		14. Sorry	
5. Busy		15. Ready	
6. Get		16. Young	
7. Teamwork		17. Unlock	
8. Hectic		18. Awful	
9. Excuse		19. Difficult	
10. Upset		20. Boss	

COMPREHENSION

 Video script

MS. GILMORE'S OFFICE

Alejandro and Ms. Gilmore enter.

MS. GILMORE

So Alejandro, are you ready for your first day?

ALEJANDRO

Yes, I am.

MS. GILMORE

Good. I want to give you Jo's information.

ALEJANDRO

Great. Who is Jo?

MS. GILMORE

Jo's the assistant manager at La Adelita. But now manages Lozano' s when I'm not around. If you have any problems, Jo can help you.

ALEJANDRO

Great.

MS. GILMORE

Good luck.

LA ADELITA RESTAURANT

Alejandro looks at his watch. The staff wanders.

ALEJANDRO

Carmen, please put out the placemats.

CARMEN

Okay

ALEJANDRO

Paul, it's time to open the restaurant. Please unlock the front door.

PAUL

Okay!

ALEJANDRO

Pavo, please cut the vegetables for the salad.

CUSTOMER

I just don't believe this. I don't believe this. Look, we've been waiting here for five minutes and this table still hasn't been cleaned. We don't have all day

ALEJANDRO

Sir, ma'am. I'll have this table ready for you in a minute. Excuse me. Where's Trung?

CARMEN

I don't know

CUSTOMER

I've never had such bad service in all my life. Why don't we just get out.

LA ADELITA - BACK ROOM

Trung is sitting reading the newspaper. Alejandro sees him.

ALEJANDRO

Trung, what are you doing? Get in there right now. There are customers waiting.

TRUNG

I'm taking my break.

ALEJANDRO

I didn't say you could take a break. Get up off your seat, go into the dining room and clean off the table.

TRUNG

You are a busboy. You know how to clean tables. You go in there and do it.

CARMEN

That couple is really upset. I think they're going to leave.

ALEJANDRO

I apologize, sir, ma'am. I'll have this ready in a few. There you go. Please have a seat.

CUSTOMER

Yeah. Bring us two cups of fresh coffee.

ALEJANDRO

Yes, sir. There's your coffee, sir.

CUSTOMER

About time. Is this decaf?

ALEJANDRO

I'm sorry, sir. Did you say decaf?.

ALEJANDRO

Oh, I'm sorry Sir. Did you want decaf?

CUSTOMER

Weren't you listening? Yes. I've had it up to here. Let's go. Come on. Come on. I've had it.

They rise and head toward the exit. Alejandro follows them.

ALEJANDRO I'm sorry, Sir.

Just then, Ms. Gilmore enters. She sees everything.

CUSTOMER I'm sorry, too. Come on. Come on.

ALEJANDRO But really, I'm sorry, sir.

CUSTOMER I'll tell you what. We're never coming back here again. Never!

TRUNG Hello, Ms. Gilmore.

MRS GILMORE Hi Trung

TRUNG *(to Alejandro)* Alejandro, why did you pour his coffee? I'm the busboy. You're the assistant manager. Decaf, straight black. The way you like it, Ms. Gilmore.

Trung pours a cup of coffee and hands it to Ms. Gilmore.

MS. GILMORE Thank you, Trung.

She takes the cup of coffee and looks at Alejandro, concerned.

TRUNG So, uh, how was your day?

MS. GILMORE Well, it's not what I planned to find when I came back.

Next to the number, write Y for a correct statement, N for incorrect.

1. N Alejandro is scared on his first day at the new job.
2. Ms. Gilmore gives Alejandro Joe's number.
3. Trung is not very helpful the first day.
4. Trung does not obey Alejandro's orders.
5. The respectable couple is happy with the service.
6. Alejandro's first day at work is awful.
7. Alejandro tells the customers to go home.
8. The customers at La Adelita are very upset.
9. Trung thanks Alejandro for doing a good job.
10. Ms Gilmore wants two cups of coffee.

LIFE SKILLS

 Read and understand

ALEJANDRO'S BEDROOM

Alejandro is sitting with Sofia, having just told his story.

ALEJANDRO

It was awful.

SOFIA

What did Ms. Gilmore say?

ALEJANDRO

Ms. Gilmore said that I may not be ready to be an assistant manager.

SOFIA

Oh, Alejandro. Did you ask her for advice?

ALEJANDRO

I don't need advice.

SOFIA

There is nothing wrong with asking for advice when you need it.

ALEJANDRO

All I need is a little time. It'll be okay.

SOFIA

Well, I have a feeling you didn't ask her for advice because she's a woman. I know you.

ALEJANDRO

That's not true.

SOFIA

Well, man, woman -- it doesn't matter. People need to help each other out. Especially at work. It's called teamwork. Everyone works together.

ALEJANDRO Teamwork. Like when I was a busboy and I would help Elsie with her customers. And then she would help Juan, the cook, prepare the food. And so on.

SOFIA Exactly. And the important part of teamwork is asking for help when you need it.

ALEJANDRO *(not wanting to give in)* I think I'll be OK... Jo.

MS. GILMORE'S OFFICE

Alejandro enters.

JO Come in. May I help you?

ALEJANDRO Hi, I'm Alejandro, the new assistant manager at La Adelita.

JOE Oh, yes. Ms. Gilmore told me about you. So, How may I help you?

ALEJANDRO I'm looking for Jo. I wanted to ask him a few questions.

JOE I'm Jo.

ALEJANDRO *(surprised)*
You're Jo?

JOE Yes, it's short for Josephine. Um, so what can I do for you today?

ALEJANDRO So, you're Jo?.

JOE Yes, I'm Jo.


ALEJANDRO But you're a -- uh, you're the manager.

JOE Yes, I am. So you have some questions?

ALEJANDRO You're a manager?

JOE Yes. So you have some questions?


ALEJANDRO *(nervously)*
Oh...well...umm...

 Read and understand

Teamwork

It is important to understand the significance of teamwork at the worksite. Teamwork means everyone works together toward a goal. Each person's contributions are good for the team and good for the company. Doing one's duties efficiently brings the overall quality of the work to a higher level.

Teamwork also means you are never embarrassed to ask for help when you need it. It's also important to have good leadership at work. Great supervisors will bring the best out of each member of a team. They will provide direction and support to the team

 Next to the number, write T for a true statement , F for false.

1. T It is good to ask for advice at work.
2. Ignore the problems at work and they will disappear.
3. Working together makes things easier at work.
4. Nobody likes good workers.
5. If someone needs your help, don't help.
6. Teamwork makes everyone's job easier.
7. Don't be embarrassed to ask for help.
8. No supervision at all makes the best work environment.
9. Make everyone feel an important part of the team.
10. It's important to tell your co-workers they're doing a good job.

GRAMMAR


 Read and understand

- WIZARD** So, Alejandro's having problems with the restaurant. Hmm. And he looks uncomfortable asking Jo for help. Hmm. Is it because she's a woman? Is it because she's younger than he is? We'll find out in a minute if Alejandro's too proud to ask for help. But now, today's lesson. Commands. We use commands to give instructions and when we want someone to do something. Let's watch.
- ALEJANDRO** Get up off your seat, go into the dining room and clean off the table.
- CUSTOMER** Bring us two cups of fresh coffee.
- WIZARD** When we add "please" to a command, it's more polite.
- ALEJANDRO** Carmen, please put out the placemats.
- CARMEN** Okay.
- WIZARD** Great. We also learned about let's. We use let's when we want to do

something WITH another person. Now let's watch and listen.

CUSTOMER

Come on, let's get out of here!

 Read, understand and practice

Commands

We express commands with the imperative form. The subject “*you*” is understood and is not expressed. We use **don't** to express the negative of the imperative.

Examples:

Bring us water.

Go into the dining room.

Clean off the tables.

Please, come to my office.

Don't bring us water.

Don't go into the dining room.

Don't clean off the tables.

Please, don't come to my office.

Let's

We use “*Let's*” (let us) when we express invitation to do something. We express the negative by placing **not** after *let's*. We also use **please** to make commands more polite.


Examples:

Let's get to work.

Let's get out of here.

Let's not get to work.

Let's not get out of here.

 Choose the correct answer

1. Trung, b help Stephanie with her station.
a) you b) please c) need
2. Paul, tables 1 through 5.
a) let b) you c) take
3. It's almost time to open. get the place ready.

- a) let's b) lets c) don't
4. It's time to open. _____ the front door.
a) Let's b) Unlock c) Close
5. _____ sure we have enough chicken. It's our special today.
a) Don't b) Do c) Make
6. It's time to work. _____ waste time.
a) Do b) Don't c) Let's
7. This is a difficult job. _____ try to work together.
a) Do b) Let's c) Need
8. If you need help. _____ to get advice from a supervisor.
a) Try b) Let's c) Don't
9. My boss wants to celebrate. _____ organize a party.
a) Don't b) Let's c) Let
10. That couple is very upset. _____ for the mistake.
a) Let's b) Apologize c) Don't
11. Please _____ me a glass of water.
a) bring b) let's c) Don't
12. Come on, _____ get out of here.
a) let b) let's c) sorry
13. _____ for advice from your boss.
a) Ask b) Give c) Let's
14. This movie is awful. _____ see another.
a) Let's b) Want c) Be
15. _____ have a seat. I'll be right with you.
a) Won't b) Let me c) Please

SPECIAL SKILLS

 Read and understand



MS. GILMORE'S OFFICE

WIZARD

Good. Now, Alejandro's having problems. But will he ask for help? It's time for you to make a choice for him. Choice A -- Alejandro does not ask for help. Okay. Let's see what happens. And action.

Alejandro is about to ask a question, but he stops. Joe turns and sees him.

JOE

So, you have some questions?

ALEJANDRO

(Macho) Oh, well. No, I don't have any questions. I just wanted to meet you. Everything is running very smoothly.

JO

Really? When I started, it was very difficult for me. Everything was confusing and hectic.

ALEJANDRO

Ah, everything's just great.

JO

No problems with Trung, the busboy? He can be difficult sometimes.

ALEJANDRO

None at all.

JO

Well, great. It was a pleasure meeting you.

Nice meeting you.

JO

Good luck.

Alejandro coolly nods but is clearly disappointed in himself.

LA ADELITA RESTAURANT

The restaurant is open. There aren't very many customers. Alejandro and the day shift are there. A FEMALE CUSTOMER suddenly calls from across the room:

FEMALE CUSTOMER

Can someone get me some coffee?

#2

Alejandro turns to Paul, the waiter.

ALEJANDRO

Bring some coffee to the lady.

Paul looks at him sternly.

PAUL

Look, I'm not the bus boy.

He walks away. Alejandro looks around for Trung.

ALEJANDRO

Where's Trung?

Alejandro defeated brings the coffee to the lady. In the background, Ms. Gilmore enters and sees Alejandro.

The restaurant is empty. Ms. Gilmore looks over the receipts for the day. Alejandro enters.

ALEJANDRO

You wanted to see me?

MS. GILMORE

Alejandro, please sit down. Every time I see you, you're doing busboy work. You do very well as a busboy. But as an assistant manager, I don't think it's working out. I have to let you go. I'm sorry.

Alejandro, resigned, nods in agreement.

WIZARD

Ooh. Poor Alejandro. He did not ask for help. And now look at him. Wait a minute. We have one more choice. Let's see what it is again. Choice B -- Alejandro does ask for help. I like that one much better. Let's see what happens when Alejandro makes this choice. And action

Alejandro is about to ask a question, but he stops. Joe turns and sees him.

JOE

So, you have some questions?

ALEJANDRO

Uh, well. To tell you the truth, I'm having a difficult time. Um, I'm a little embarrassed to ask. But I can use some advice.

JOE

Embarrassed? Why?

ALEJANDRO

Well, I hate to admit it, but, uh, it's hard for me to ask for advice from a woman.

JOE

Well, don't be embarrassed. It's not hard for me to give advice to a man.

ALEJANDRO

Okay.

JO

Asking for help can be difficult. But I've learned that it's an important part of teamwork. So what kind of problems are you having?

ALEJANDRO Well, it's hard to keep up with everything.
JOE Okay. And when you're done counting receipts, make sure you put them in the folder.
ALEJANDRO Oh, yes. I understand it now.
JO Oh, and one more thing. Make sure that you always tell your co-workers that they're doing a good job.
ALEJANDRO Yes, you're right.
JOE Is there anything else?
ALEJANDRO Well, I had a problem with the busboy today. He was giving me some trouble..
JOE Oh, Trung?
ALEJANDRO Yes.
JOE He can be difficult. He probably thought he was going to be the next assistant manager. But, Alejandro, you're the boss when Ms. Gilmore is out. If Trung doesn't listen to you, then he shouldn't be working here.
ALEJANDRO You mean, I may have to fire him?
JOE As assistant manager, you're allowed to fire employees if it's justified. And this qualifies.
ALEJANDRO *(hesitantly)* Really?
JOE Having responsibilities isn't always easy, I know.

Alejandro thinks about this.
ALEJANDRO I'm learning that quickly.

They stand up.
JOE Well, if you have any other questions, call me.
ALEJANDRO Well, thank you very much for your help.
JOE You're welcome..

LA ADELITA RESTAURANT

Alejandro is going through some notes. His staff is scattered around.
ALEJANDRO Everybody, can we all come together please? I know my first day was not perfect. But I just want you to know that I'm happy about yesterday. Paul, you're an excellent t waiter. Lena, you are great with your customers. Pavo, your food is delicious. And Carmen, you are the most gracious hostess I've

ever seen.

Everyone gathers up, except for Trung, who sits in the background, reading his newspaper and chomping his gum.

CARMEN

Thank you.

ALEJANDRO (CONT'D)

The four of them, surprised by the compliments, start to beam. A few of them say, "THANKS."

As for Trung, I'm glad you brought the newspaper in today. Please turn to page 14 of the Classifieds. Now, read what it says right there in the job section

Trung hesitatingly does so

(pointing to ad in the paper) Now read what it says right there in the job section.

TRUNG

(reading) Busboy needed. Day shift. Cosmo's restaurant. What's this about?

Everyone watches anxiously

ALEJANDRO

That was my old job. They need a busboy. If you aren't happy here, I suggest you go over there.

TRUNG

You know, maybe I will.

ALEJANDRO

All right. If you don't want to stay here, take off the apron and leave. Do you want to stay or go?

Trung can't believe this is happening. He wasn't expecting this.

TRUNG

I think -- I think I want to stay.

TRUNG

I think I want to stay.

ALEJANDRO

Great. I'm happy to have you on our team. But if you want to stay, we have to learn how to work together. Help each other and take breaks only when I give you permission. Does everyone understand? Okay. Let's open up the restaurant.

Everyone agrees. Trung sees that he better agree, too.

REZA

The food here is really good. It just melts in your mouth.

ALEJANDRO Is everything OK, you guys?
REZA This place is amazing, Alejandro. You are an excellent manager.
ALEJANDRO Thank you, Reza, but I'm not the manager.
ELSI Not yet. But very soon, Alejandro.

Alejandro smiles.

REZA Hey, Alejandro, maybe then you'll get us a job here, eh?
ALEJANDRO Of course.

Ms. Gilmore enters and is pleasantly surprised to see how nicely everything is going.

Alejandro's shift just ended. Everything went smoothly. The restaurant is empty except for the shift crew. Alejandro looks at the receipts. Trung and the gang appear.

PAUL I think we're done.
ALEJANDRO Great. Thank you for your hard work. I'll see you all tomorrow.

They all leave, except for Trung.

ALEJANDRO (CONT'D) Can I help you, Trung?
TRUNG Yes, um, I just wanted to, uh, to thank you for giving me another chance.
ALEJANDRO You're welcome.
TRUNG You're a great assistant manager.
ALEJANDRO Thank you. Keep up the good work, huh?

TRUNG I will.
SOFIA *Sofia enters. Trung leaves* Hi.
ALEJANDRO Hi, honey.
SOFIA So, how did it go?
ALEJANDRO Very well. Thanks to you.
SOFIA Oh, Alejandro. I knew you could do it.
ALEJANDRO Are we ready to celebrate?
SOFIA Of course.
ALEJANDRO Let's go.

“LA ADELITA” RESTAURANT

Menu

Appetizers

Guacamole (avocado dip)	\$5.75
Quesadilla (flour tortilla with cheese)	\$3.75
Beef taquitos (3)	\$5.95
Chips and salsa	\$2.00


Lunch Specials*

Carne asada plate (broiled beef)	\$7.95
Beef or Chicken Fajitas	\$10.95
Enchiladas Suizas (green sauce)	\$8.95
Pork or beef Taco plate (3 tacos)	\$6.95
Fish Taco Plate (3 tacos)	\$8.95

*All lunch specials served with rice and beans / No substitutions

All Drinks \$1.25

Cake, Farts

 Read the information above and choose the correct answer.

1. a What's this?
a) A menu b) A work schedule c) A drink
2. How much are chips and salsa?
a) \$1 b) \$2 c) \$3

3. ___ How many appetizers are there on the menu?
a) 5 b) 7 c) 4
4. ___ How much is the fish taco plate and a drink?
a) \$12 b) \$10.20 c) \$11.20
5. ___ How many drinks can you buy with \$10?
a) 8 b) 10 c) 12
6. ___ What is the name of the restaurant?
a) Cosmo's b) Lozano's c) La Adelita
7. ___ How many taquitos are served in the beef taquitos order?
a) 4 b) 3 c) 2
8. ___ No substitutions means...
a) order from menu only b) no sandwiches c) no tax
9. ___ The restaurant doesn't sell...
a) wine b) Fanta c) lemonade
10. ___ How much are the fajitas?
a) \$9.95 b) \$15.95 c) \$10.95

CONCLUSION

Video Script

WIZARD

Oh, I like happy endings. Alejandro asked for help. You know, asking questions and working together is important at work, isn't it? Now, let's review some of the grammar we learned today. We learned about commands when we tell others what to do. And the use of the word let's when we want to do things together. Now, remember to practice your English. Practice with a friend or a group and you will learn more. Well, see you next time here on English for All.

ANSWERS

EPISODE FOUR

VOCABULARY			COMPREHENSION		LIFE SKILLS
1. 2	2. 13		1. N		1. T
3. 1	4. 7		2. Y		2. F
5. 6	6. 10		3. Y		3. T
7. 16	8. 11		4. Y		4. F
9. 9	10. 20		5. N		5. F
11. 17	12. 5		6. Y		6. T
13. 12	14. 15		7. N		7. T
15. 14	16. 19		8. Y		8. F
17. 18	18. 3		9. N		9. T
19. 8	20. 4		10. N		10. T

GRAMMAR				SPECIAL SKILLS	
1. b	2. c	3. a		1. a	2. b
4. b	5. c	6. b		3. c	4. b
7. b	8. a	9. b		5. a	6. c
10. b	11. a	12. b		7. b	8. a
13. a	14. a	15. c		9. a	10. c

