



معهد إشرقة المستقبل  
Eshraqat Al Mostakbal Inst.  
العالي للتدريب | Higher Training



المؤسسة العامة للتدريب التقني والمهني  
Technical and Vocational Training Corporation

# دبلوم إدارة الموارد البشرية

## لغة انجليزية (١)

### (١١١ انجل متكافئ ١١ انجل)

## المستوى الأول

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# INTRODUCTION



# UNIT 1 : NEW FACES

## Unit goals :

- 1- Introducing yourself**
- 2- talking about yourself**
- 3-introducing other people**

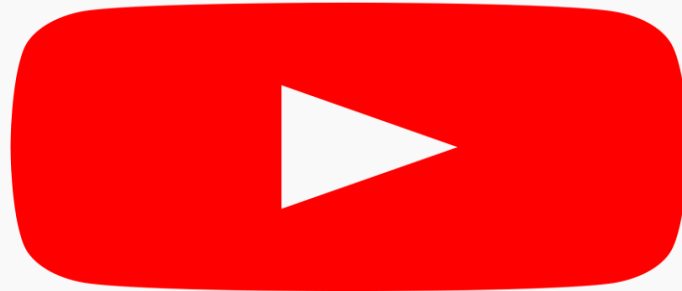




**When you meet someone new , what do you say in your language ?**

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# **AN EXAMPLE OF INTRODUCING YOURSELF**



**<https://www.youtube.com/watch?v=UnEmEbWytI8>**

# HOW TO INTRODUCE YOURSELF ?

**There is a range of ways to introduce yourself and people.**

**Introducing yourself:**

**Here are expressions to introduce yourself:**

**My name is ...**

**I'm ....**

**Nice to meet you; I'm ...**

**Pleased to meet you; I'm ...**

**Let me introduce myself; I'm ...**

**I'd like to introduce myself; I'm ..**



# INTRODUCING OTHERS:

**Here are expressions to introduce others:**

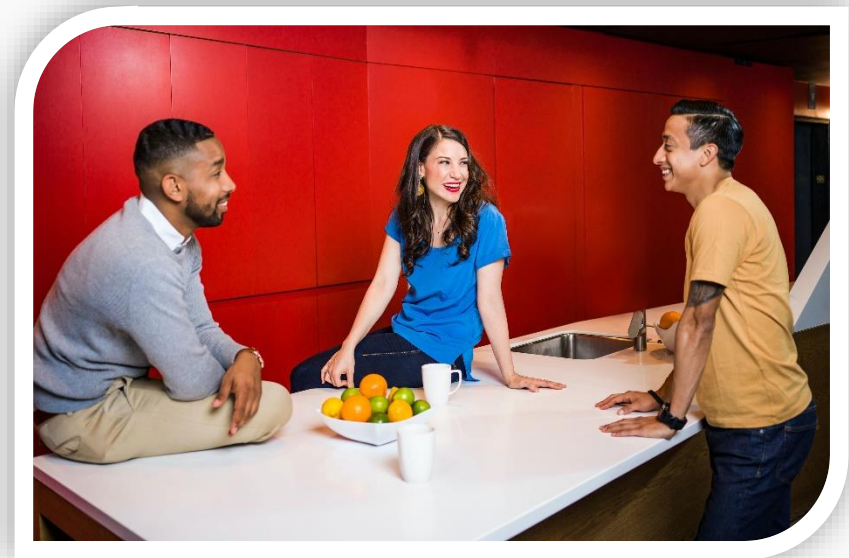
**Jack, please meet Nicolas.**

**Jack, have you met Nicolas?**

**I'd like you to meet Liza.**

**I'd like to introduce you to Betty.**

**Leila, this is Barbara. Barbara this is Leila.**



# USEFUL RESPONSES WHEN INTRODUCING YOURSELF OR OTHER PEOPLE:

**Nice to meet you.**

**Pleased to meet you.**

**Happy to meet you.**

**How do you do?**





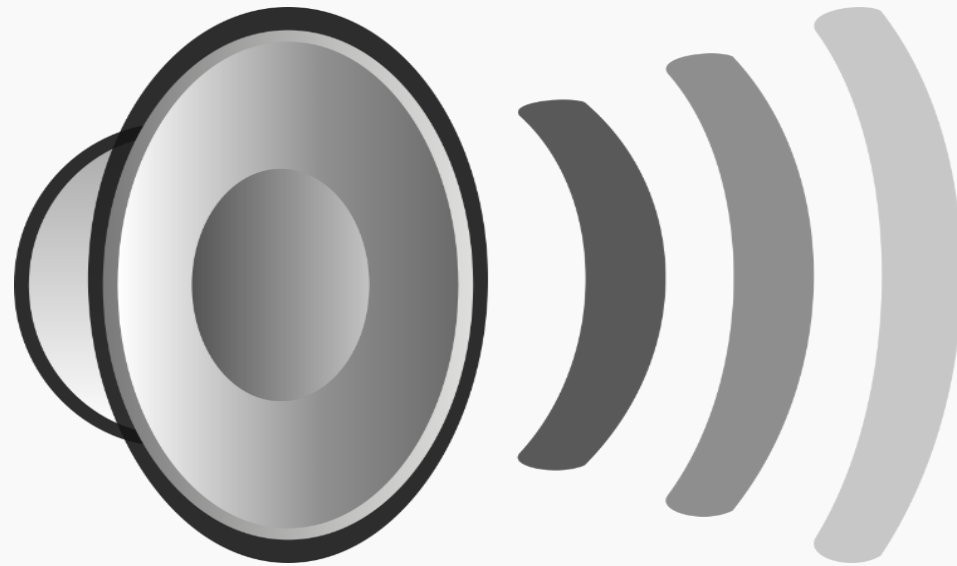
# READING

## Introducing Yourself

- Example Dialogue:
- Elizabeth : Hello, I'm Elizabeth Mandel
- Chuck : Hi! My name is Charles Chang. But please call me Chuck.
- Elizabeth : Nice to meet you, Chuck. You can call me Liz.
- Chuck : Ok, and what's your last name again?
- Elizabeth : Mandel.

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<https://www.tolearnenglish.com/free/audio/1g.php>



# PUT THE WORDS IN THE CORRECT ORDER TO MAKE SENTENCES FROM LISTENING TO YOUR TEACHER .

Mr .Hamed \ like \ Jacob Travis \ I'd \ like \ to \ introduce \ you

**Mr.Hamed ,I'd like to introduce Jacob Travis to you .**

Works \ the \ Jacob \ in \ our \ company \ of \ marketing \ department

**Jacob works in the marketing department of our company.**

Mr.Hamed \ is \ the \ company \ our \ of \ director

**Mr.Hamed is the director of our company.**

Have \ do \ large \ a \ you \ HR \ department \ here \ ?

**Do you have a large HR department here?**

# ACTIVITY

**Introduce yourself to other students in class**

**For example :**

**Hello , I'm .....**

**I'm ..... (age)**

**I'm from .....**

**I'm a student at.....**

**I work for .....**

**I study .....**

**My major is .....**

**My hobbies are..... \ I like.....**



# UNIT 2 : AROUND THE OFFICE



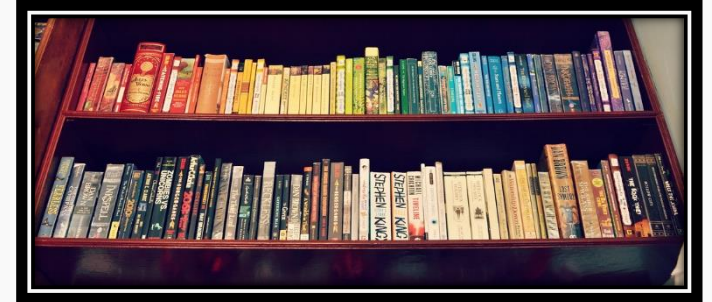
## UNIT GOALS :

**1-TALKING ABOUT THINGS IN THE OFFICE.**

**2-TALKING ABOUT WORKPLACES AND LOCATIONS**

## New words:

- **Bookshelf**



- **Printer**



- **Computer**



■ **Books**



■ **Mouse**



■ **Lamp**



■ **Phone**



■ **Calculator**



■ **Desk**





## ■ Keyboard



## ■ C.D



## ■ Monitor



# PRINTER



# CALCULATOR



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# BOOKS



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# MONITOR



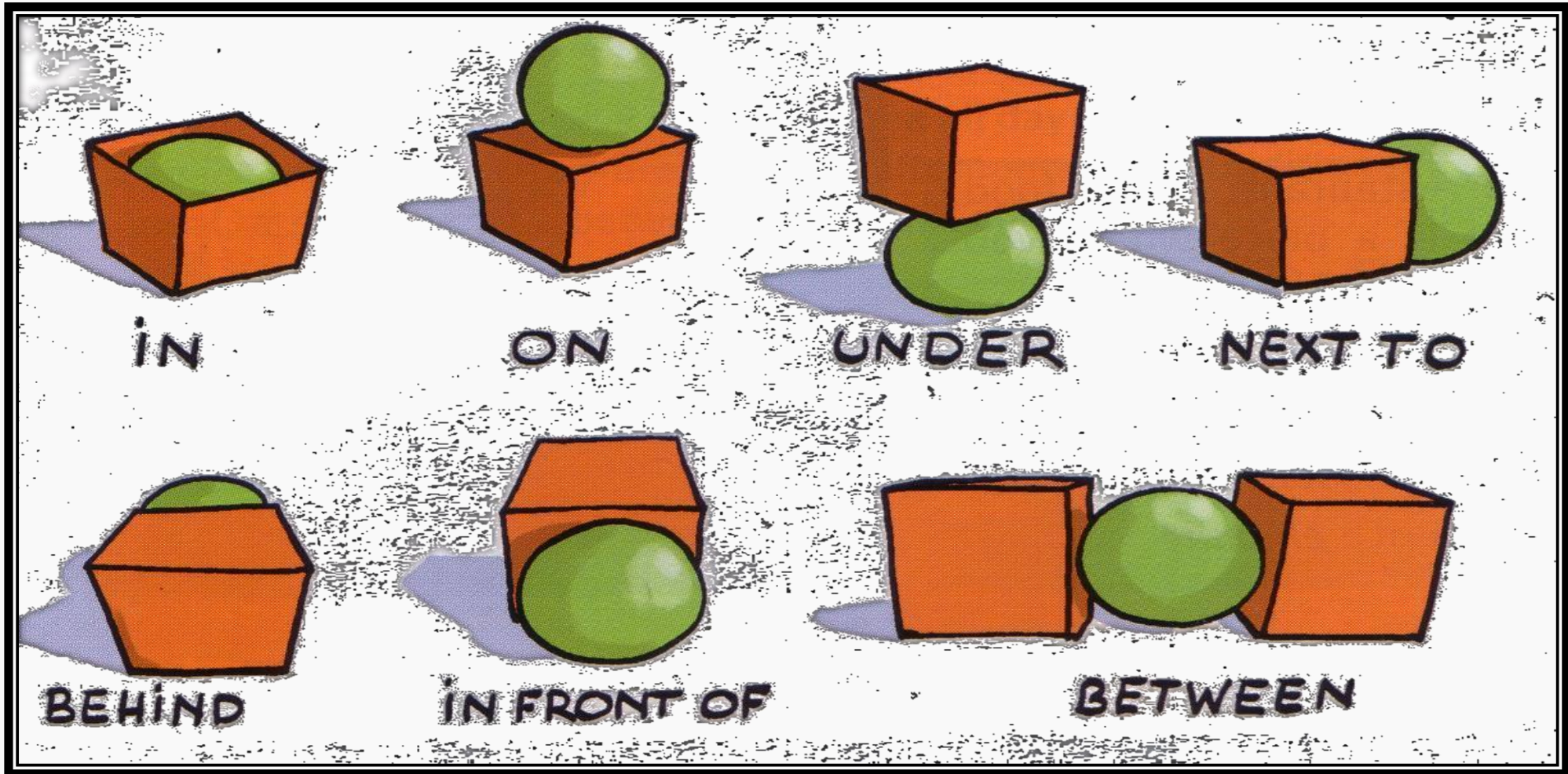
# DESK





- **Each student write a sentence including our new vocabulary**

# PREPOSITIONS OF PLACES





# PREPOSITIONS OF PLACE

## I True or False.

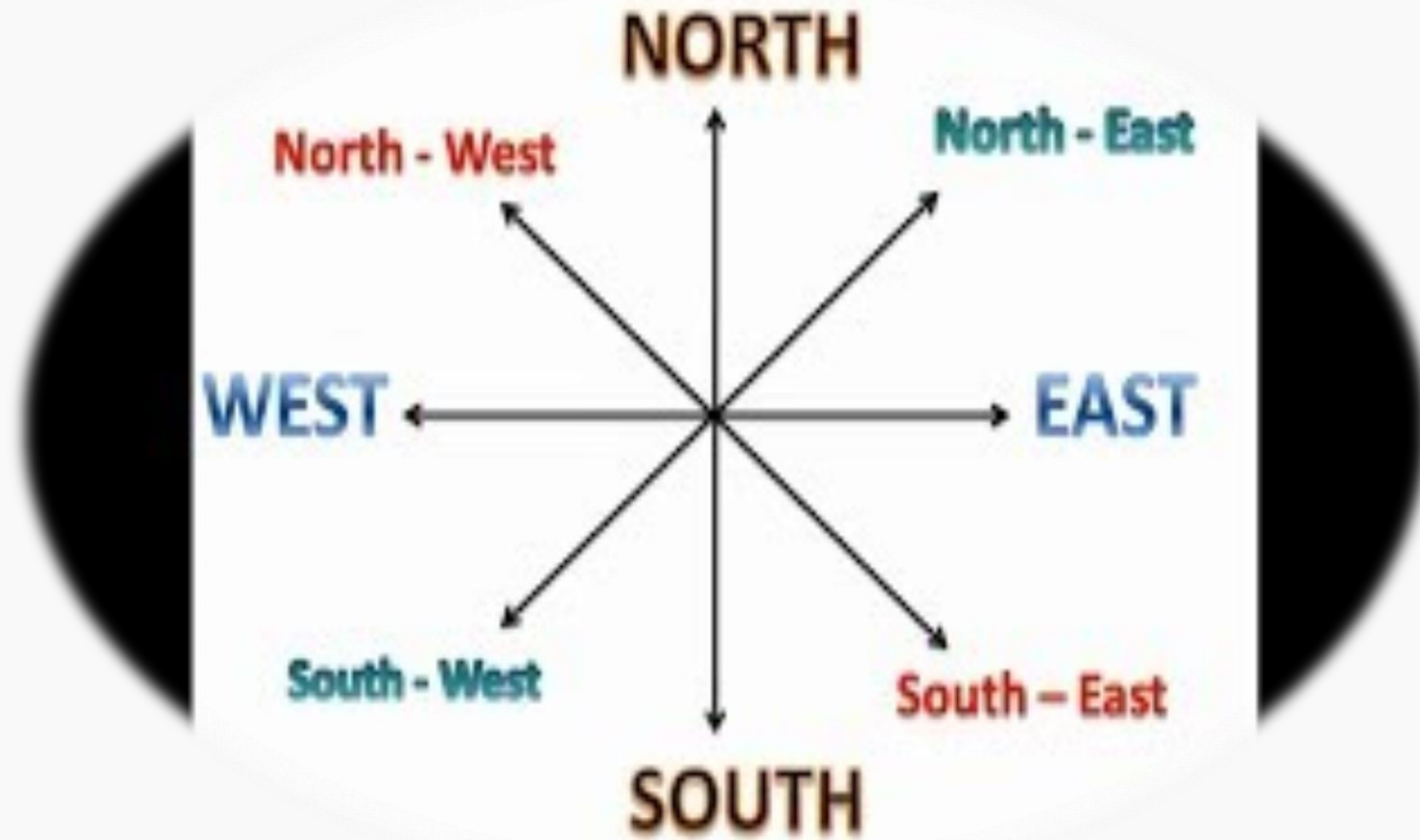


- |  |      |       |
|--|------|-------|
| 1.- The radio is in the table.         | TRUE | FALSE |
| 2.- The telephone is behind the plant. | TRUE | FALSE |
| 3.- The book is on the table.          | TRUE | FALSE |
| 4.- The lamp is under the sofa.        | TRUE | FALSE |
| 5.- The TV is front of the sofa.       | TRUE | FALSE |
| 6.- The clock is on the books.         | TRUE | FALSE |
| 7.- The bike is behind the sofa.       | TRUE | FALSE |
| 8.- The rug is under the table.        | TRUE | FALSE |
| 9.- The pillows are in the sofa.       | TRUE | FALSE |



- 1) The clock is ..... **on** .....the wall.
- 2) The ball is ..... **under** .....the table.
- 3) The cat is ..... **Next to** .....the armchair.
- 4) The table is ..... **Next to** .....the armchair.
- 5) The carpet is ..... **on** .....the floor.
- 6) The lamp is ..... **on** .....the table.
- 7) The flowers are ..... **in** .....the vase.
- 8) The table is ..... **between** .....the chair  
and the armchair.

# LOCATIONS



## MY OFFICE :



- **Like most offices, my office is a place where I can concentrate on my work and feel comfortable at the same time. Of course, I have all the necessary equipment on my desk. I have the telephone next to the fax machine on the right side of my desk. My computer is in the center of my desk with the monitor directly in front of me. I have a comfortable office chair to sit on and some pictures of my family between the computer and the telephone. In order to help me read, I also have a lamp near my computer which I use in the evening if I work late. There is plenty of paper in one of the cabinet drawers. There are also staples and a stapler, paper clips, highlighters, pens and erasers in the other drawer. I like to use highlighters to remember important information. In the room, there is a comfortable armchair and a sofa to sit on. I also have a low table in front of the sofa on which there are some industry magazines.**

## Choose the correct answer based on the reading.

1. What do I need to do in my office?

A) relax **B) concentrate** C) study D) read magazines

2. Which piece of equipment do I NOT have on my desk?

A) fax B) computer C) lamp **D) photocopier**

3. Where are the pictures of my family located?

A) on the wall B) next to the lamp **C) between the computer and the telephone** D) near the fax

4. I use the lamp to read:

A) all day B) never C) in the morning **D) in the evening**

5. What do I keep on the table in front of the sofa?

A) company reports B) fashion magazines C) books **D) industry magazines**

## TRUE OR FALSE

### DECIDE IF THE STATEMENTS ARE 'TRUE' OR 'FALSE' BASED ON THE READING

1. I work late every night.  False
2. I use highlighters to help me remember important information.  True
3. I keep reading materials that are not related to my job in the office.  False
4. I don't need a lamp to help me read.  False
5. It is important to me to feel comfortable at work.  True

## LISTENING PART .. FILL IN THE BLANKS WITH THE RIGHT WORD

- 1- The book is on the table.
- 2- My phone is in my mom's bag.
- 3- The printer is behind the chair.
- 4- My father is Next to the red car.
- 5- The papers are under her laptop.
- 6- My friend was standing between me and my aunt.
- 7- I would love to visit South Africa.
- 8- My friend lives in North Korea.

# UNIT 3 : PRODUCTS AND SERVICES

## UNIT GOAL : DESCRIBING PRODUCTS AND SERVICES





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## What are Products and Services?

**A product is a tangible item that is put on the market for acquisition, attention, or consumption, while a service is an intangible item, which arises from the output of one or more individuals. ... In fact, a majority of products carry with them an element of service.**

# The difference between products and services



- **Soft drink:** product
- **Mobile phone:** product
- **Internet access:** services



- **Banking:** services
- **Air travel:** services



# NEW VOCABULARIES

■ Fast



■ Big



■ Tasty



■ Cheap



■ Comfortable



■ Enjoyable



■ Convenient



■ Good



# Match the adjective 1-8 to their opposite a-h

1-UNECONOMICAL

e

2-BIG

a

3-CHEAP

d

4-SLOW

g

5-INCONVENIENT

b

6-ATTRACTIVE

f

7-BORING

c

8-SAFE

h

A-SMALL

B-CONVENIENT

C-EXCITING

D-EXPENSIVE

E-ECONOMICAL

F-UNATTRACTIVE

G-FAST

H- DANGEROUS



**EACH STUDENT WRITE A SENTENCE USING  
ONE OF THE ADJECTIVES**



## **Unit 4 : Time Zones**

**What time is it?  
It is.....**

# **WHY TIME IS IMPORTANT ?**

**Time is extremely important in our life, it helps us to organize and structure our daily activities. Time plays an important role in our lives. One can gain experience and develop skills over time, time also helps to heal things whether external wounds or feelings. Time is the ultimate measure. Activities when performed on time will be fruitful and results will be great.**

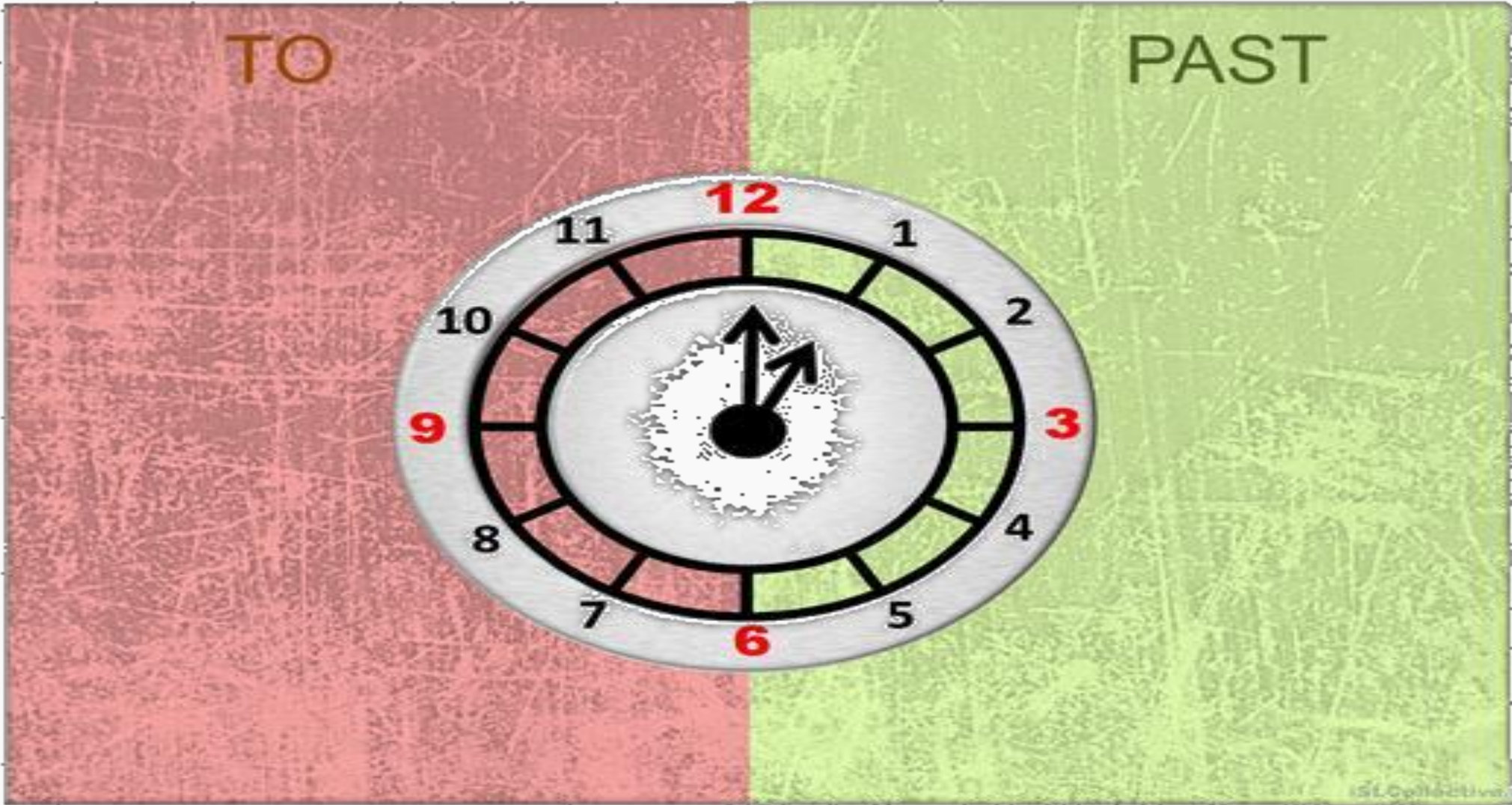
**Though time has no beginning and no end either. But we are able to measure it as years, months, days, hours, minutes and seconds. We also have words like past, present and future, all associated to time. Time flows, it keeps on moving. What was yesterday, is not today. What is today will not be tomorrow.**

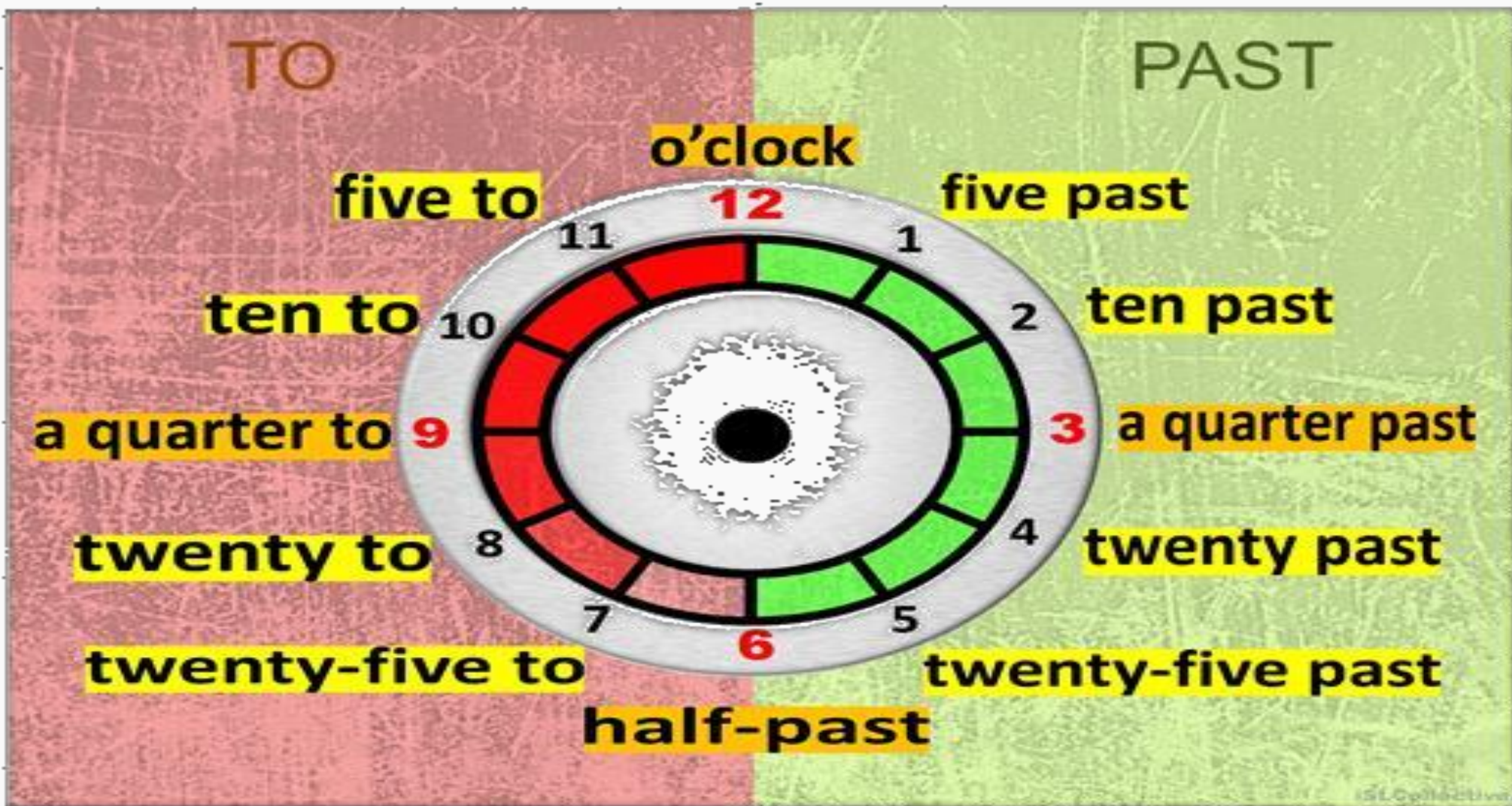
**We need time in every aspect of life. We need time to work, to rest and to accomplish all the chores of living. We need time to understand the prevailing circumstances and even people. Most of the relationships require more time than what we actually have. Also we need time to produce, maintain and consume things.**



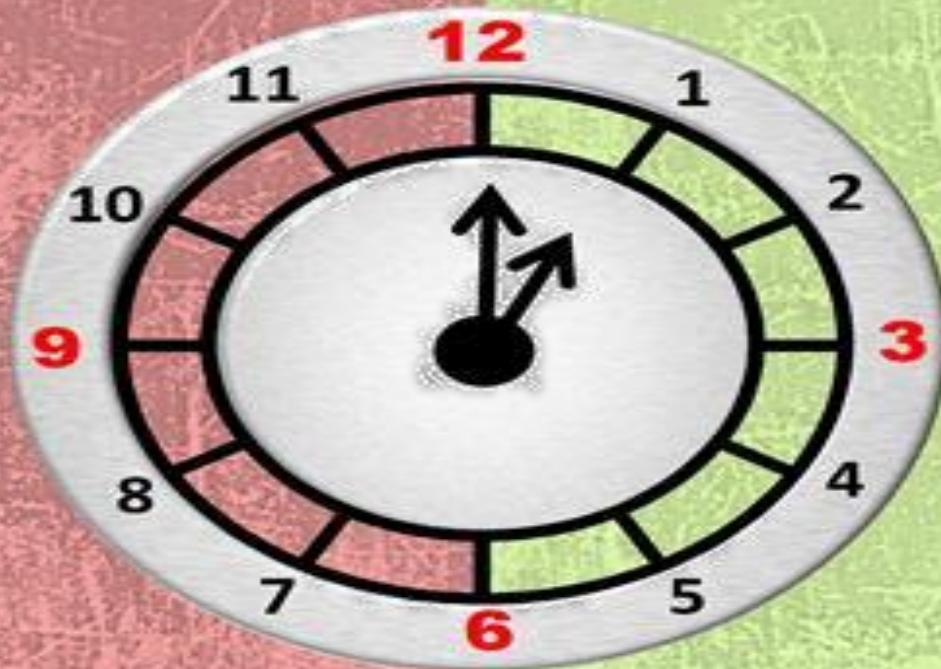
## TRUE OR FALSE

1. Time doesn't play an important role in our lives. **False**
2. time has no beginning and no end either. **True**
3. we are able to measure time as years, months, days, hours, minutes and seconds. **True**
4. We can't gain experience and develop skills over time. **False**





**WHAT'S THE TIME?**



**It's one o'clock**

# WHAT TIME IS IT?



**It is seven  
o'clock**

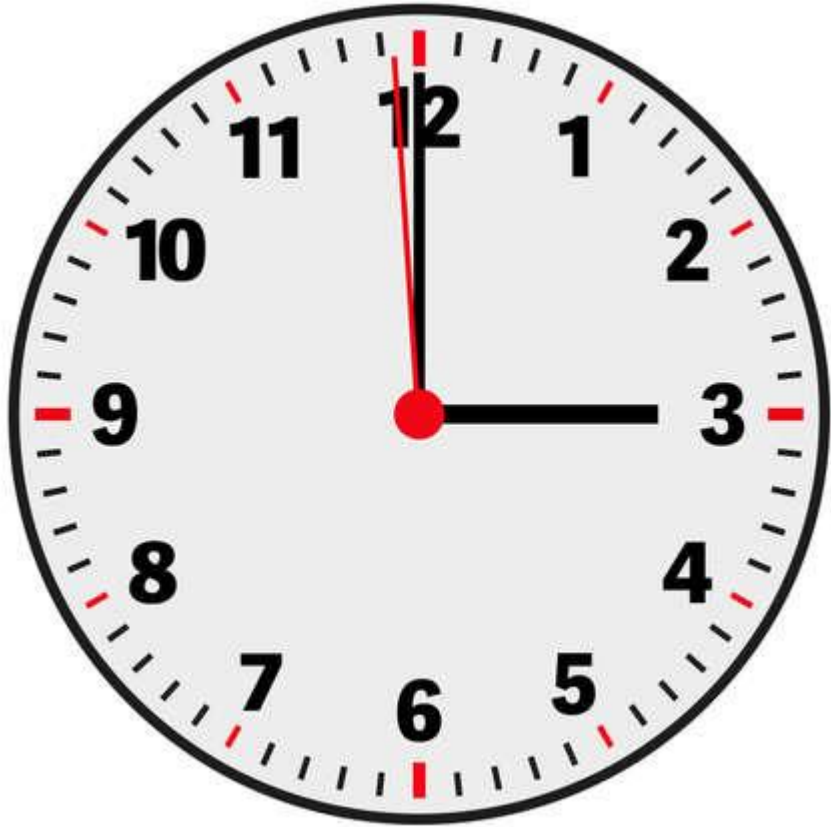


**It is four  
o'clock**



**It is two  
o'clock**

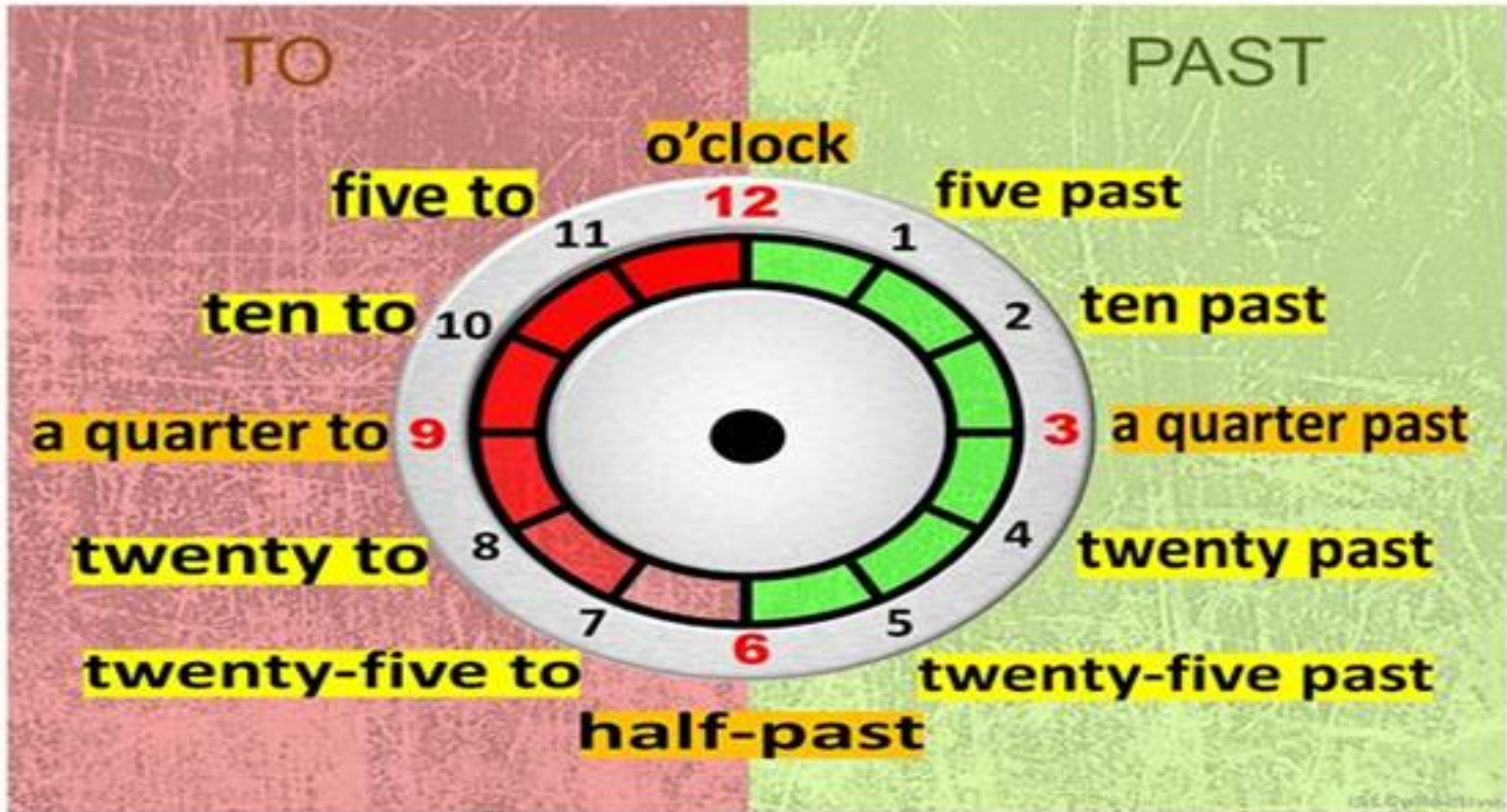
**It is .....o'clock**



**It's three o'clock**



**It's eleven o'clock**



# WHAT'S THE TIME?



**It's five past nine**



**WHAT'S THE TIME?**



**It's ten past six**

# WHAT TIME IS IT?



**It is a quarter  
past one**



**It is a quarter  
past two**



**It is a quarter  
past ten**

**It is a quarter past...**

WHAT'S THE TIME?



It's twenty past two

WHAT'S THE TIME?

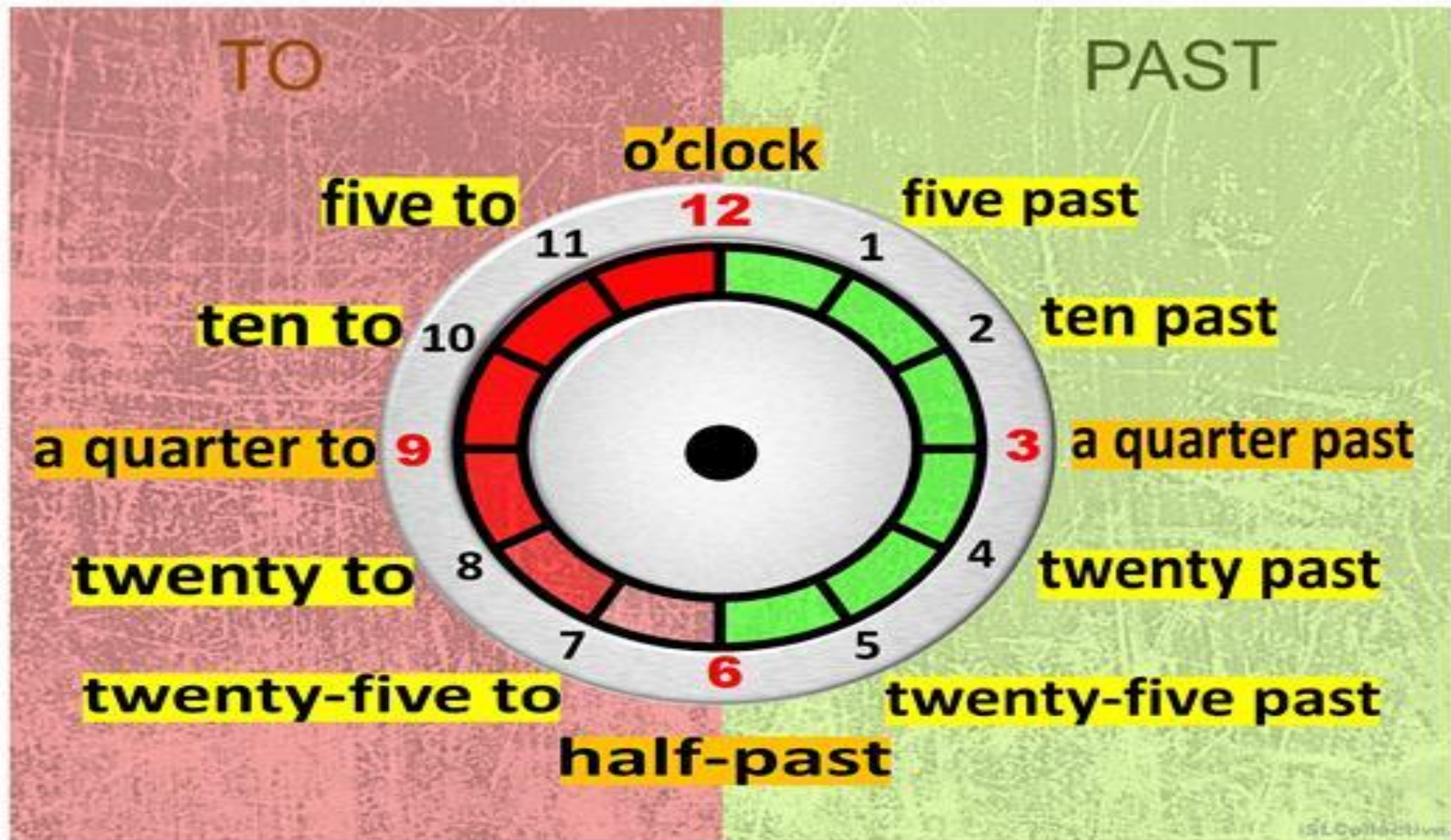


It's twenty-five past eleven

WHAT'S THE TIME?



It's half-past three



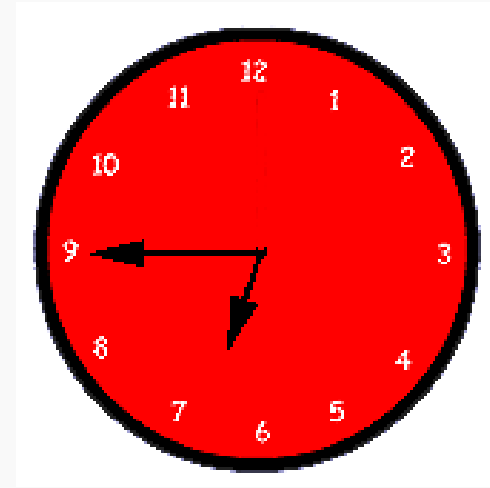
# WHAT TIME IS IT?



**It is a quarter to four**



**It is a quarter to nine**



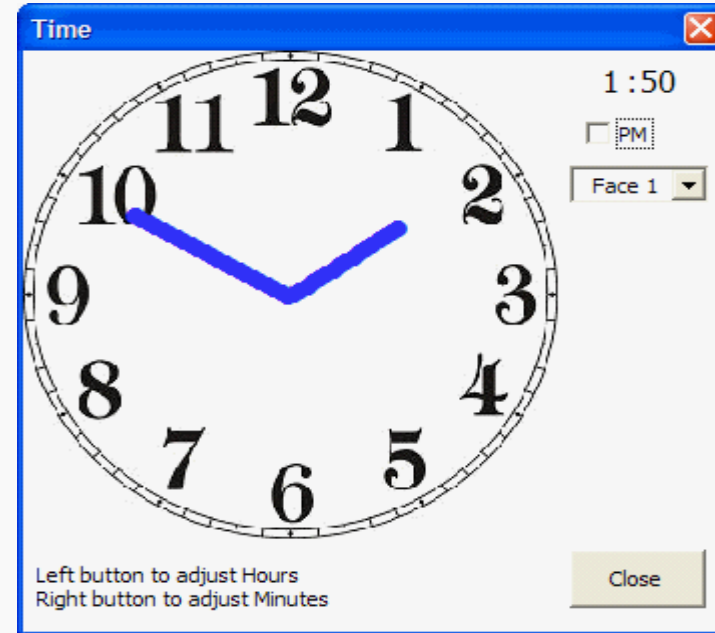
**It is a quarter to seven**

**It is a quarter to....**

# WHAT TIME IS IT?



**It is twenty-five to eleven**



**It is ten to two**

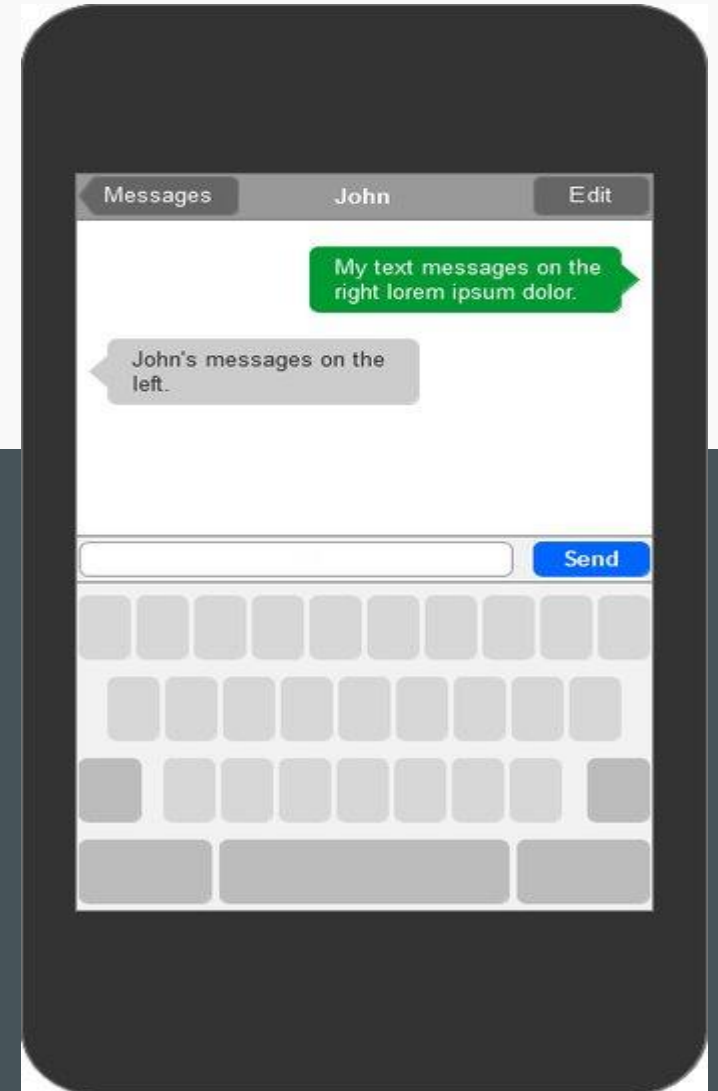
**It is ..... to .....**

# UNIT 5 : ON THE PHONE

## UNIT GOALS :

1-REQUESTING INFORMATION

2-TELEPHONE PHRASES



# LANGUAGE FOCUS:

## MATCH THE EXPRESSIONS 1-6 TO THOSE WITH A SIMILAR MEANING A-F

1. Can I have your name, please?
2. Just a moment , please
3. I will put you through
4. This is tony Markham
5. His line's busy right now
6. Would you like to leave a message?

- a) Can you hold, please? 2
- b) He is on another call at the moment 5
- c) Can I take a message ? 6
- d) May I ask who's calling ? 1
- e) Tony Markham speaking 4
- f) I will connect you. 3



## READING

**DISCUSS THESE STATEMENTS ABOUT MAKING PHONE CALLS. WHICH ONE DO YOU THINK IS A GOOD ADVICE ?**

- 1- Make a note of the things you want to talk about .**
- 2- Phone at lunchtime .**
- 3- If the other person already knows you, don't say your name.**
- 4- If you get through to someone's voicemail, don't leave a message.**
- 5- Say the name of your company in a message.**

# LISTENING



## Shannon and Katie's Voice Mail Message

right get message  
tone available reached  
possible calling

**Hello! You've Reached (1) Shannon and Katie. We're not Available (2) to take your call right (3) now, but if you leave us a message (4) after the tone (5) we'll get (6) back to you as soon as Possible (7) . Thanks for Calling (8) and have a great day.**

### Questions:

- 1. Shannon did not say that she was not home. Why not?**
- 2. When did Shannon say to leave your message?**
- 3. When did Shannon say she would return calls?**

**Do you hate mobile phones?  
Or do you hate the people who use them?**

During a theatre production in New York recently, the star of the show was very surprised to hear a mobile phone ring. But even worse than that, a woman in the audience answered the phone and clearly said, "It's almost finished," then went on to make plans for dinner after the show.



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# **DISCUSS**

**What do you think of what the woman did ?**

**Do you use your phone in public places ?**

**Does it annoy you when people use mobile phones in public places ? Which places ?**

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# MAKING PHONE CALLS 😊

## Let's talk about your PHONE use

- How often do you use the phone?
- What type of phone do you use ?  
(mobile / land-line /on-line )
- Who calls you the most?
- Who do you call the most?
- What functions do you perform on your phone?
- What is the average time spent on each call?
- How long do you spend on the phone daily?
- How long have you lasted without your phone?



When you answer  
a land-line phone:



Formal:

Good morning. This is Sydney Transport.

May I help you?

Good afternoon. Hotel Hilton.

This is John Axe speaking.



Informal:

Hello. Smith residence.

# Asking who is calling:

## Formal:

May I have your name, please?

May I ask who's calling, please?

## Informal:

Who's calling, please?

Who's speaking, please?





Asking who the  
caller wants to  
talk with:



**Formal:**

Who would you like to speak with?

**Informal:**

Who do you want to talk [speak] to?

# Asking the purpose of the call:

## Formal:

Could I ask what this is in connection with, please?

May I ask what this is about, please?



## Informal:

Can you tell me what's it about?

## When the call is for you:

Formal: ..... speaking

Informal: It's me.



## When you can't talk to the caller:

- I'm driving at the moment.
- Can I call you back in ..... minutes?
- I can't speak at the moment. Can I get back to you later?



## Asking the caller to wait



Formal:  
Could you please  
hold the line for a  
moment?

Informal:  
Hang on a second.

When you don't understand what the caller said:



- Could you speak more slowly?
- Excuse me, would you mind repeating it, please?
- Could you please spell that for me?

## To check what the caller said:

- You said ....., didn't you?
- O.K. Let me read that back to you.
- Could you send me an email or a text message confirming these details?



# When someone can't come to the phone?

## Formal:

I'm sorry, Mr. Axe is unavailable at the moment. Would you like to leave a message?



Informal: Sorry they're not here,  
Can I take a message?





## How to take a message:

- Who's speaking? What's your phone number?
- What's the message?
- “please call/ will call back/ returned your call”



# Ending a phone call:

## Formal:

Thank you for your call.

*(if they say "Thank you for your help", you reply "You're welcome")*

Goodbye





## listening

**1. The caller wants:**


- a. to leave a message**
- b. to speak to Ms Stone**
- c. to speak to Ms White**

**2. The caller can't speak to Ms Stone because:**

- a. she isn't in her office**
- b. she's speaking on another line**
- c. Barbara White is in her office**

**3. The caller decides:**

- a. to leave a message**
- b. to speak to another person**
- c. to ring again later**

<b>3973 7123</b>	<b>7256 8822</b>	<b>2392 6429</b>
A	B 	C

<b>9762 7156</b>	<b>2233 3000</b>	<b>8700 4425</b>
D 	E	F

<b>8951 7322</b>	<b>1984 0908</b>	<b>4652 7777</b>
G	H	I 

# Introduction

## ❖ INTRODUCING YOURSELF

✓ This is



✓



speaking.

## ❖ ASKING WHO IS ON THE PHONE

✓ Excuse me, who is this?

✓ Who is calling, please?



ESLCC.com



## asking for someone

✓ Can I speak to  , please?

✓ Is  in, please?

### ❖ NO

- ✓ "I'm afraid he/she is out right now."
- ✓ "I'm sorry, but he/she is not in right now."

### ❖ YES

- ✓ Can you hold on a minute, please?
- ✓ Just a moment, please.



## message

### ❖ TAKE A MESSAGE

✓ "Can I take a message?"

### ❖ LEAVE A MESSAGE

✓ Can you tell him / her...?



# UNIT 6 :PLACING AN ORDER

## ( ORDERING AND COMPLAINING)





# ONLINE SHOPPING

**My name is Sara, and I love shopping online. I prefer mobile phone apps, but sometimes I use my computer. The phone is more convenient for me, and I can even do my shopping from bed!**

**I love shopping so much that I buy everything I need at home. I get food, electronics, books, and even large pieces of furniture like my sofa and bookshelves all online! But I still prefer getting clothes from a store so I can try them on to be sure they fit me fine.**

**Yesterday, I bought a birthday present for my mother, and it arrived today! That saves me a lot of time. I am a very busy person, and I am a little forgetful too. If I think of something I need, then it is wonderful that I can buy it at that moment.**

**My friends aren't as comfortable with buying things online as I am because they think that it can be dangerous. Of course, bad things sometimes happen, but I am very careful with all of my personal details. I think the biggest fear that people have with using their credit cards online is that someone will steal their number. It is important to be sure that the web page is secure. You can see this if the address has got an "s" in it, like <https://>. That "s" means it is safe.**

**People should not be afraid of shopping online. I think it will be the only way we will do our shopping in the future!**

**What is Sara's favorite way of shopping?**

**a. On her computer.**

**b. On her phone.**

**c. In a shop.**



**What doesn't Sara buy online?**

**a. Food.**

**b. Furniture.**

**c. Clothes.**



**What does the word 'it' refer to in paragraph 3?**

**a. Shopping online.**

**b. A present.**

**c. Her mother's birthday.**



**Why does Sara think online shopping is very convenient?**

**a. It's fast.**

**b. It's cheap.**

**c. It's good quality.**



**What does 'steal' mean in paragraph 4?**

**a. To take without permission.**

**b. To use something that is not yours.**



**Sarah thinks that shopping online ...**

**a. Is often dangerous.**

**b. Is always safe.**

**c. Is safe if you are careful.**



**Sara's thinks that in the future ...**

**a. online shopping will be safer.**

**b. a lot of people will shop online.**

**c. everybody will only shop online.**





### *Shop assistant*

Can I help you?

What size do you wear?

What colour would you like?

How does it fit?

Do you like this one?

Anything else?

Would you like a bag?

Do you have a shopping card?

How would you like to pay?

Is it all for you?

Just a moment.

Here you are...

Sorry, we have only got ... Have a nice day.

### *Customer*

Can I try it on?

Can I pay in cash/ by credit card?

Can I try it?

Where are changing rooms?

Do you have this in other colours/in ... size?

How much is this?

Is there any discount?

It is too big/small.

I'll take it/them.

I am looking for ...

I would like to return ...

# COMPLETE THESE SENTENCES BY USING THE WORDS IN THE BOX

**Three      many      much      a few**

**A: Hello**

**B: Hello sir , how can I help you**

**A: We need     a few     lab coats**

**B: How     many     ?**

**A: Emm, three ... four .... Six will be fine.**

**A:He needs     three     pairs of overalls.**

**A:How     much     are they ?**

**B: \$50 for each**

# WHAT IS YOUR FAVORITE WAY TO BUY THESE THINGS ?

<b>Clothes</b>	<b>Furniture</b>	<b>Pens and pencils</b>	<b>Books and papers</b>
<b>Computer software</b>	<b>Food</b>	<b>Gloves</b>	

<b>By visiting a store</b>	<b>By phone</b>	<b>By fax</b>	<b>On the internet</b>	<b>From a salesperson</b>

# Everyday English

## Complaints in English



### MAKING COMPLAINTS

[www.englishlessonviaskype.com](http://www.englishlessonviaskype.com)

- I'm having problems + *-ing form*
- I think there is a problem with ...
- I think there's something wrong with ...
- I've a problem with ...
- (something) doesn't work
- I'm afraid that's not good enough



[www.englishlessonviaskype.com](http://www.englishlessonviaskype.com)



[www.englishlessonviaskype.com](http://www.englishlessonviaskype.com)

### RESPONDING TO COMPLAINTS

- What seems to be a problem?
- I'm really sorry to hear that
- I understand why you are upset
- I'll look into it
- I'll get back to you
- Let me check with ...
- Let me review this situation

# Unit 7: RESERVATION



## Train and Flight Reservations



## Concert Reservation



## Restaurant reservation

Booking a table



Candle light dinner



## Hotel Reservation

Booking a room



## Traveling Reservation



## Cruise Reservation



## Bus Reservation



Volvo Online Bus Booking



# **Making Reservation**

**If you want to make a reservation, you can**

**Use the following expressions:**

- **I'd like to make a reservation**
- **I'd like to book a room for January 3<sup>rd</sup>**
- **I'm going to book a double room this weekend**

**We can also use some expressions to ask about facilities, payment, and other needs.**

**The expressions are :**

- **Can I reserve a table for two for lunch?**
- **Can I book a train seat for tomorrow morning?**
- **Could I make a reservation for my trip to Bali next week?**



- **What facilities does the hotel offer?**
- **How should I pay?**
- **What is the parking situation at the restaurant?**
- **Can we have a table by the window?**
- **Can I pay at the check-in desk when I pick up my ticket?**
- **etc**

# Handling Reservation

**When you want to make a reservation, you can simply do it by phone, email, or another way. Some expressions usually used by reservation clerk are:**

- **May I help you?**
- **For when?**
- **How many rooms/tables do you reserve?**

- **How will you pay?**
- **Can you tell me your address?**
- **What sort of room do you need?**
- **I'm sorry to inform you that all rooms have been reserved.**
- **Which flight do you want to reserve?**
- **Sorry, I am afraid to inform you that all tables have been booked.**

- **How many persons will come?**
- **Let me repeat the information I have.**
- **Etc.**

# Activity 1: Incomplete dialog

*Complete the dialog using the words in the right box.*

Receptionist: Good morning. Can I help you ?

Guest: Yes. I would like to reserve a room in this hotel.

Receptionist: Double or single ?

Guest: Single room please.

Receptionist: May I know your name please ?

Guest: I am Mr. Dedi.

Receptionist: Could you please fill in this form?

Guest: OK.

Receptionist: How would you like to pay?

Guest: By credit card.

Receptionist: Enjoy your stay here!

Guest: Thank you.

- Thank you
- May I know your name please?
- By credit card
- Single or double
- I would like to reserve a room
- Can I help you



# UNIT 8 : GETTING AROUND

## Unit goals :

**1-getting around town**

**2-arriving for an appointment**



# HOW DO YOU GET TO WORK / SCHOOL ?

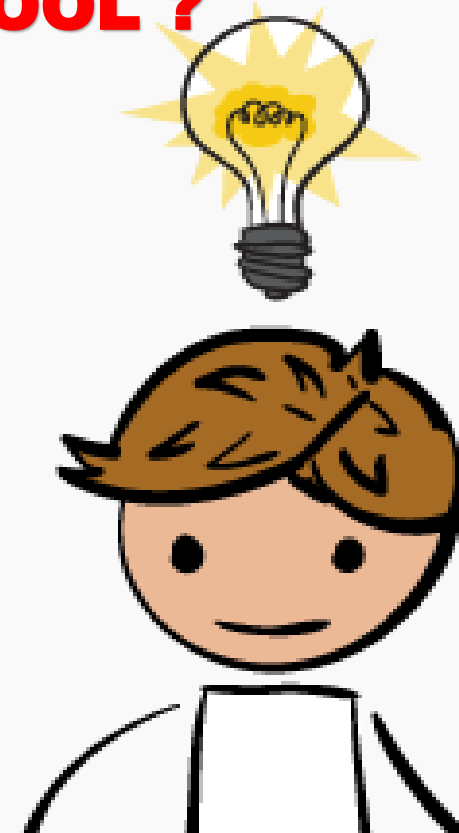
**BY CAR**

**BY BUS**

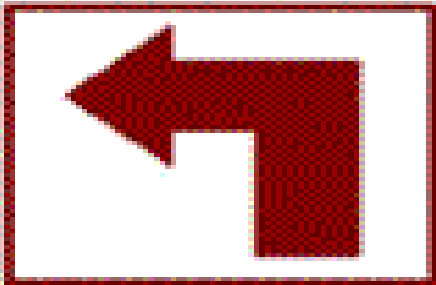
**BY TRAIN**

**BY BIKE**

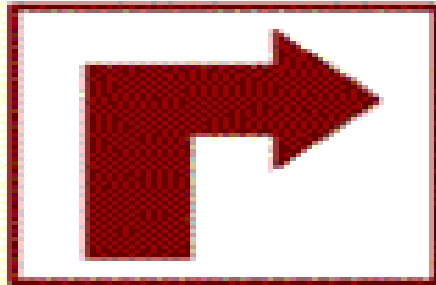
**ON FOOT**



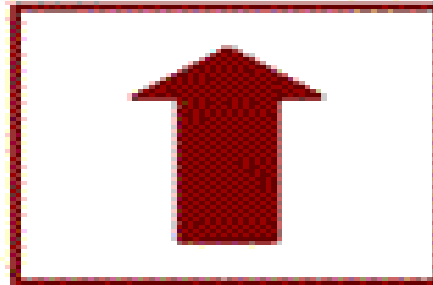
# DIRECTIONS



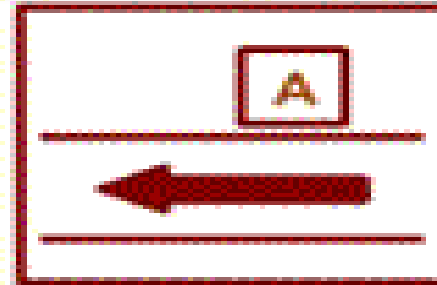
turn left



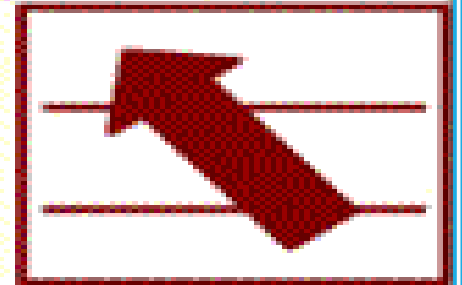
turn right



go straight  
ahead

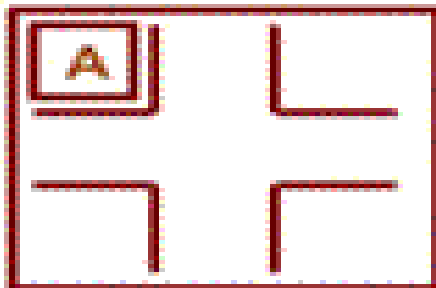


go past ...

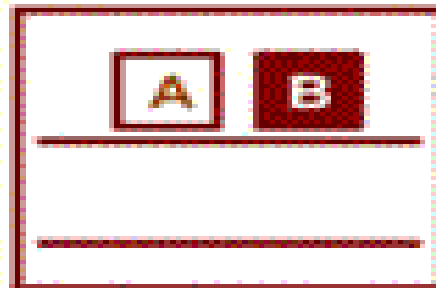


cross

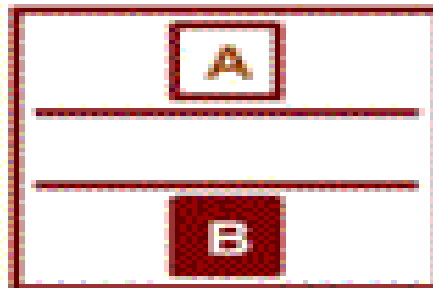
## PREPOSITIONS OF PLACE



at the  
corner of ...



next to



opposite



between



# How to Ask for & Give Direction

## Asking For Direction

- Where is...?
- How do I get to ...?
- How do you get to the ...?
- Where can I find the...?
- Is there...near here?
- How can I get to...from here?
- Can you show me the way to...?
- Can you tell me how to get to...?
- What's the best way to get to...?
- Can you give me directions to the...?
- Is there a... around here?
- What's the quickest way to get to...from here?
- What's the easiest way to get to the...from here?



## Giving Directions

- Go+ direction (right/left/down/up/through)
- Turn left/right
- Take the first (turning) to the left/right.
- Go past the restaurant/school...
- The...is beside/in front of/next to...the...
- The easiest way is to...
- The quickest way is to...
- The best way is to...
- Take + road name
- Stay on + road name for + distance or time
- It's on + street name...
- It's across from...
- It's opposite...
- It's near...



# Directions



Read the directions below and follow the directions on the map. Then write the correct place name in the blank space below.



1. Where is the \_\_\_\_\_?  
Go straight two blocks and turn left. It's on your left.



2. Where is the \_\_\_\_\_?  
Go straight one block and turn left. It's on your right.



3. Where is the \_\_\_\_\_?  
Go straight two blocks and turn right. It's on your left.



4. Where is the \_\_\_\_\_?  
Go straight three blocks and turn right. It's on your right.



5. Where is the \_\_\_\_\_?  
Go straight one block and turn right. It's on your left.



6. Where is the \_\_\_\_\_?  
Go straight two blocks and turn left. It's on your right.

# WHAT TO SAY WHEN YOU ARRIVE TO YOUR APPOINTMENT ?

**Receptionist: Good evening.**

**Linda: Good evening, I'm Linda Baker from Green &Blue. I have an appointment with Mr. Handerson at five o'clock.**

**Linda: We spoke over the phone earlier.**

**Receptionist: Yes, let me check. Please take a seat in the hall.**

**: (few minutes later)**

**Receptionist: Mr. Handerson will be with you in a few minutes. Would you like something to drink?**

**Linda: No, thank you.**



# UNIT 9 : ABOUT THE COMPANY



## 1977-2016

From its start, Apple has shaped and influenced more markets than nearly any company in any industry.



**1977**

Apple II  
Personal computing

**1984**

Macintosh  
Simple user interface

**1985**

LaserWriter  
Desktop publishing

**2001**

iPod  
Digital music players

**2003**

iTunes store  
Online music

**2007**

iPhone  
Smartphones

**2010**

iPad  
Tablets

## WRITE THE PAST FORM OF THESE VERBS

sell

develop

make

meet

introduce

launch

**sold**

**developed**

**made**

**met**

**introduced**

**launched**

---

**I sold** my car yesterday .

**I developed** a program when I was a student.

**She made** a cake.

**We met** each other last week.

**I introduced** myself last class.

**My uncle's company launched** a new product last month.

Write the past form of these verbs

**Build**    **change**    **decrease**    **expand**    **increase**    **leave**    **move**

**Built**    **changed**    **decreased**    **expanded**    **increased**    **left**    **moved**

---

**They **built** a beautiful house last year.**

**She **changed** her style.**

**I **decreased** the heat before an hour (or an hour ago).**

**They **increased** the prices.**

**The village **expanded** into a town .**

**He **left** the company last month.**

**We **moved** away from the car.**



**Write 3 sentences using unit 9 verbs in the past simple form .**

# UNIT 10 : ROUTINES

TALKING ABOUT WHAT IS HAPPENING NOW

TALKING ABOUT WHAT YOU DO EVERY DAY

TALKING ABOUT HOW OFTEN YOU DO THINGS



# WE USE PRESENT SIMPLE TO TALK ABOUT OUR DAILY ROUTINE.

## DAILY ROUTINES



**Get up**



**Do yoga**



**Take a shower**



**Have breakfast**



**Brush my teeth**



**Get dressed**



**Go to work**



**Start work at 8**



**Have a meeting**



**Have lunch**



**Finish work**



**Arrive home**



**Cook dinner**



**Have dinner**



**Watch TV**



**Go to bed**

[www.englishstudyonline.org](http://www.englishstudyonline.org)

## Pictures



# Daily routine for adults



Read the composition then put the pictures in order and write the correct numbers into the circles next to the pictures.

On weekdays I get up at six o'clock.

I go to the bathroom, have a shower, then I feel a bit fresher. I brush my teeth, comb my hair and get dressed.

I don't have breakfast at home. / I have breakfast, and then I eat a sandwich and drink a cup of coffee or tea. That's why I can concentrate better at work.

At about 7 o'clock I go to work on foot / by car / by bus.

I work from half past seven am to five pm.

I have lunch at about noon.

After work I do the shopping, pick up my children from school and we go home.

At home I cook something for dinner or make some sandwiches.

At about half past six we have dinner. We usually eat something warm / cold food.

After dinner I wash up and tidy up the flat.

Then I play with my children or watch TV or read a book / a magazine / a newspaper. I seldom surf the net.

I always tell a tale to my children before they go to bed, then I have a bath, clean my teeth and go to sleep.

I fall asleep at ten pm.



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# TALKING ABOUT THINGS THAT IS HAPPENING NOW

## Present continuous tense

∩ This tense has **two** words.

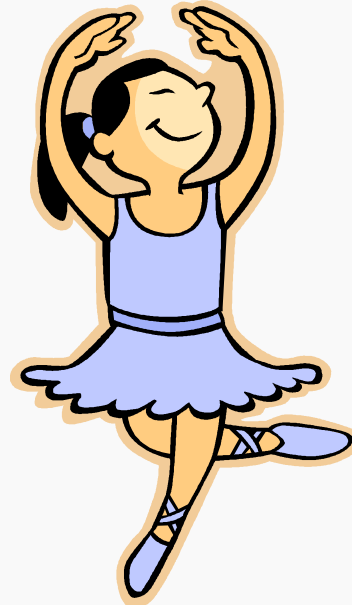
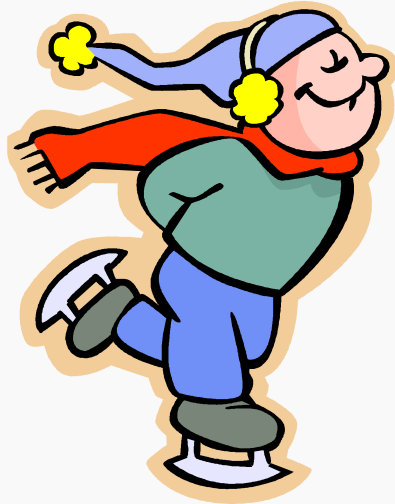
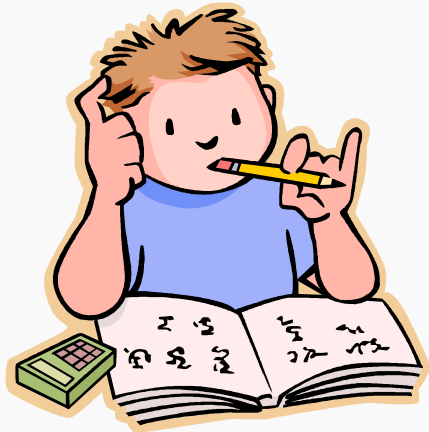
be



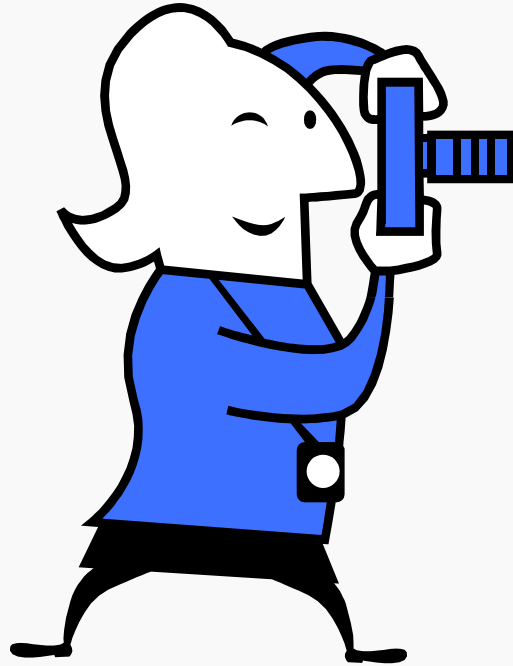
-ing

Subject	Verb (be)	Main Verb (+ing)	
I	am / 'm	draw <b>ing</b>	a picture.
He She It	is / 's	sleep <b>ing</b>	in the room.
You We They	are / 're	watch <b>ing</b>	a film.

**What are they doing?**



**WHAT ARE THEY DOING?**



She's taking  
photograph.



He's using the  
computer.

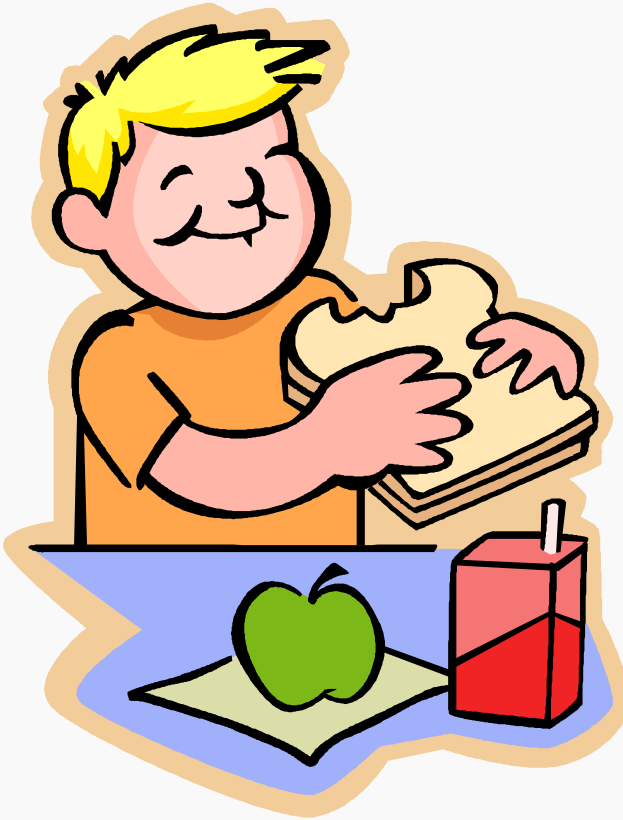




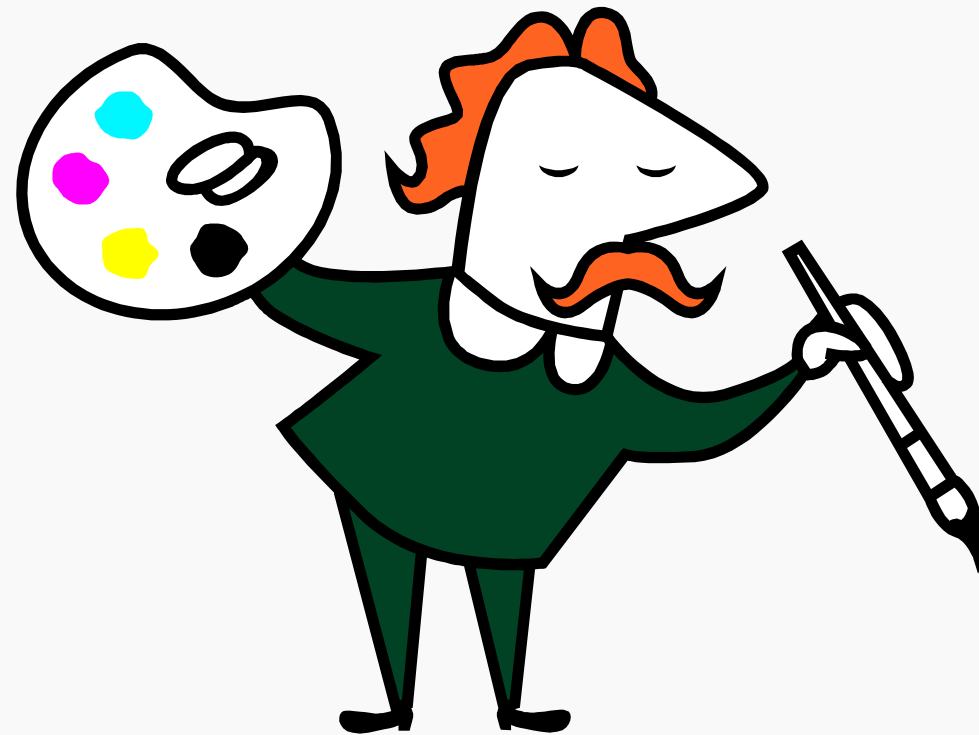
He's cooking.



She's playing tennis.



He's eating.



He's painting.



He's reading.

# DIALOGUE

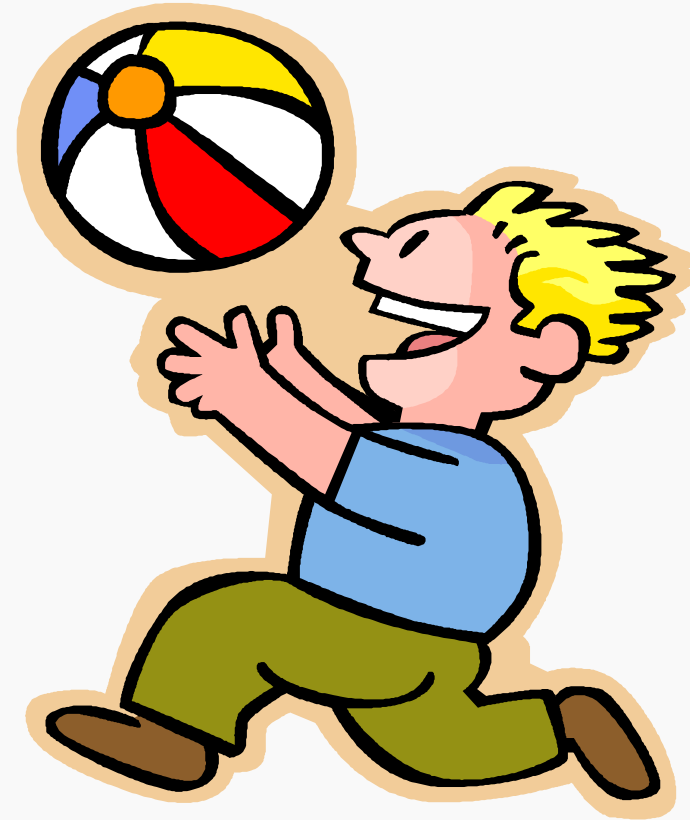
**A: What do you do every day?**

**B: I make dinner at 8 o'clock**

**I study my exams**

**A: What are you doing now?**

**B: I am playing with the ball.**



# FREQUENCY ADVERBS

FREQUENCY ADVERBS	%	Examples
<b>always</b>	100%	I <b>always</b> get up at about 6:30 am.
<b>almost always</b>	90%	I <b>almost always</b> get to class on time.
<b>usually</b>	75%	I <b>usually</b> eat lunch at 12:30.
<b>often</b>	50%	I <b>often</b> watch TV after dinner.
<b>sometimes</b>	25%	I <b>sometimes</b> read a book in the evenings
<b>seldom</b>	10%	I <b>seldom</b> go to bed before 10:00 pm.
<b>never</b>	0%	I <b>never</b> sleep more than eight hours.