

11

Things to do

Memo

LANCASTER   
BANK

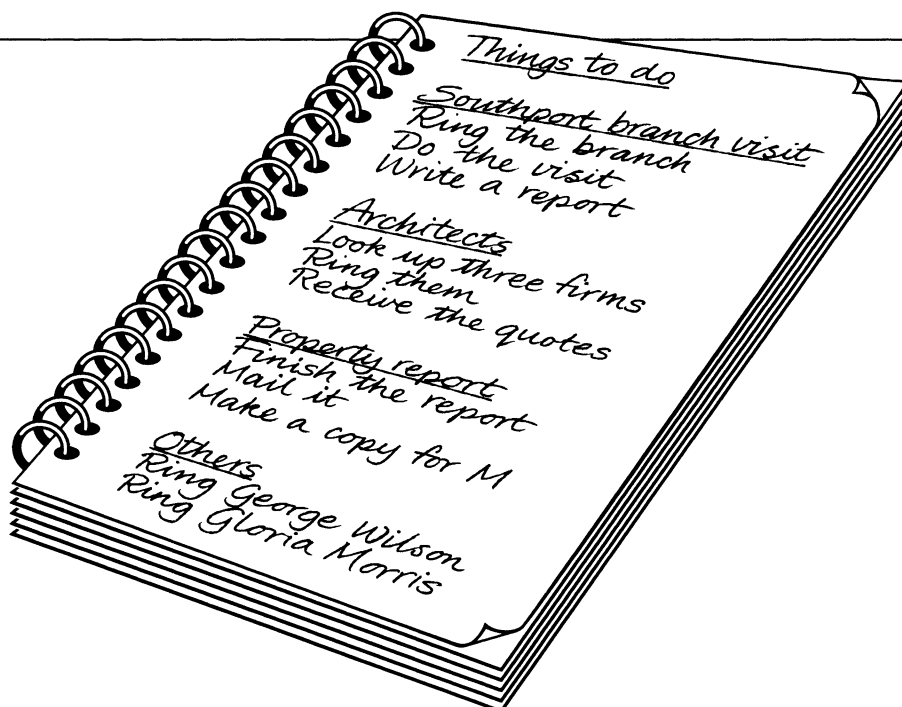
Friday 26/02

Dear A,

I'll be away at the conference all next week. There are a few things that need doing. Could you take care of them for me?

- Ring George Wilson at CYK. They're £8,000 over the overdraft limit on their account and he hasn't answered my letters. Find out what's happening.
- Finish writing the report on future trends in property prices and mail it to the Regional Management Board. Make a copy for me and leave it on my desk.
- Ring three architects and ask for a written quotation from each one for redesigning the entrance hall of the bank.
- Ring Gloria Morris (the candidate for Second Assistant Manager) and make an appointment for her to come in for an interview the week after next.
- Do an inspection visit of the Southport branch. Ring them before you go to fix up a date. When you finish the visit, can you do me a report?

Thanks very much. See you when I get back.

*Things to do* Worksheet

11

**ACTIVITY**

Pairwork: speaking

**AIM**

To role play a telephone conversation between a boss and an assistant.

**GRAMMAR AND FUNCTIONS**

Asking and answering questions

Present perfect simple with *yet, already and still*

**VOCABULARY**

*account, overdraft, quotation, trends, property prices, to mail, conference, appointment, branch*

**PREPARATION**

Make one copy of the worksheet for each student in the class.

Cut the lower section off half of the copies.

**TIME**

15-20 minutes

**PROCEDURE**

- 1 Tell the class that they are going to practise asking and answering questions and using the present perfect. Set up the situation: a bank manager is away for the week at a conference and has left a memo for an assistant detailing tasks to perform. On Thursday morning the manager calls the bank to check on the assistant's progress.
- 2 Divide the class into equal numbers of assistants and bosses.
- 3 Give each of the assistants the complete worksheet. Give the bosses just the top part (the memo).  
The bosses go through the memo and prioritise the five tasks from most to least important.  
The assistants have a budget of six ticks. They can tick off six of the eleven items on the things-to-do list and consider them done. The other five are not done.  
Don't let them spend too long on this. There is no right answer. They should just fill it out the way they want to.
- 4 Ask the students to work in pairs: a boss and an assistant in each pair. If you like, ask them to sit back-to-back to make the conversation more telephone-like.
- 5 Ask the students to act out the conversation. The bosses try to find out what has and hasn't been done, what the results were and when the assistant plans to do the other things, paying special attention to the tasks she or he prioritised (step 3).

**FOLLOW-UP**

Working in pairs, the students write a fax, either from the boss to the assistant or vice versa, summarising the conversation.