

COMMUNICATION

Verbs for work

LEVEL

Elementary (A2)

NUMBER

EN_A2_1042X

LANGUAGE

English

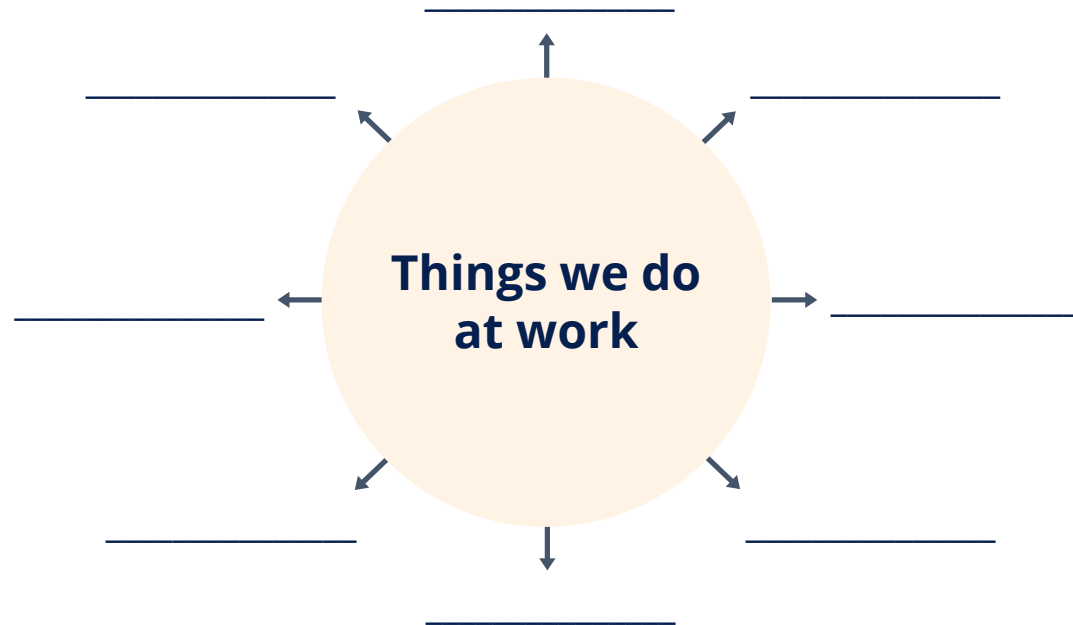
Learning outcomes

- I can talk about basic tasks at work.
- I can use verbs with multiple definitions such as 'to make' and 'to take'.



Warm-up

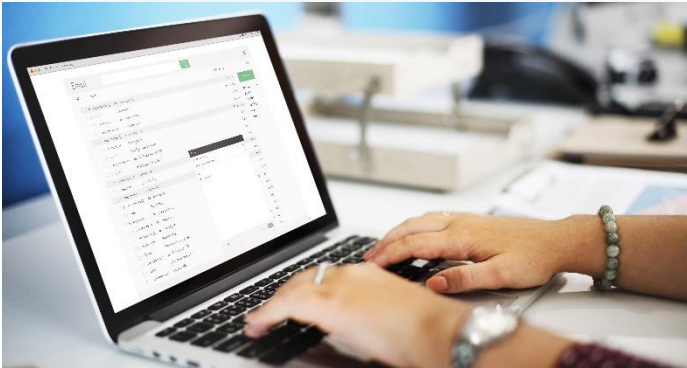
Brainstorm as many verbs related to work as you can.





Vocabulary

to receive



I **received** nine emails in one hour!

to send



I **send** many emails to clients every day.



I **got** an email from a client asking for the address of our new office.



We also say that we **got** an email. It's more informal than the verb **receive**.



Vocabulary

to check



I **check** my emails on my computer and on my phone.

to answer



In emails, I **answer** a lot of questions from customers.



Checking emails



How often do you **check** your emails?

I **receive** lots of emails, so I only **check** them in the morning.





Answering emails



May I speak to the manager? I **received** an email from her today.

I'll **check** if she's available. I'm sorry, she's unavailable right now.



I'll **send** her an email with my question.

Perfect. She **answers** all her emails quickly.





Match these to the correct verbs

to answer

to check



the question



the schedule



the phone



if someone's
available



Choose the correct verb

1 I _____ my emails every morning. I always answer quickly.

a. answer

b. check

c. send

d. receive

2 I _____ many emails from customers asking questions.

a. answer

b. check

c. send

d. receive

3 I _____ emails back to the customers with answers to their questions.

a. answer

b. check

c. send

d. receive



Find the 6 mistakes

When I get to my office in the morning, the first thing I do is get my emails. People always receive me lots of emails during the night because I work with companies from all over the world – my night is their day! I receive the important emails first and then I send my messages on my answering machine – people call me all night too! I usually have lots of questions for my clients too so I call them emails and they often reply quickly. I answer my schedule and then I go into a meeting with my boss; I always talk to him early in the day.

Correct the mistakes.



About you

What do you do when you get to work?

to check

to receive

to answer

to send



Vocabulary

to make



I **make** a lot of phone calls every day.

to take



May I **take** a message?



Vocabulary

to fix



Mechanics **fix** engines and make sure they keep working correctly.

to attend



I **attend** business meetings every day of the week.



Waiters and chefs



The waiter **takes** our order.

The chef **makes** our food.





What do they do?

1



A photographer **takes** pictures.

2



A videographer **makes** videos.

3



A receptionist **takes** messages and **makes** phone calls.

4



I **make** a lot of money, but I don't **take** enough time off.

to make and to take

- Note the different ways we use the verbs **to make** and **to take**.
- Can you think of any other ways we use these verbs?

to make

I **make** a phone call.

I **make** food.

I **make** an appointment.

I **make** a mistake.

to take

I **take** your order.

I **take** a message.

I **take** a picture.

I **take** notes at the meeting.



Complete the sentences

1 A dentist...

2 A waiter...

3 I make...

4 I attend...

a ...meetings every morning

b ...fixes problems with our teeth.

c ...takes our order and gives it to the chef.

d ...the schedule so everyone knows when they work.



Fill in the gaps

Complete the sentences using the words below.

to attend
businesswoman
to fix
to take
office
photographer
to make
mechanic

I don't know what I want to do when I leave school.

I really like _____ things with my hands, so maybe I will be a plumber or a _____.

But I also love _____ photos, so a _____ would also be a good job for me.

I don't really like _____ meetings, so I don't think I would be a good _____.

I don't like _____ phone calls or sending emails, so I don't think I would like working in an _____.



Choosing the right kind of work

You can do this activity **in breakout rooms** or **as a class**.

“

I really like fixing things with my hands...

What kinds of jobs could this person do?

Discuss some options with a partner.

Share your ideas with the class.





About you

Do you like fixing things with your hands?



Do you enjoy attending meetings?



Vocabulary

to write



I prefer to **write** notes by hand.

to type



I can **type** very quickly.



Vocabulary

to print



After I type a document on the computer, I **print** it to get a hard copy.

to read



I always **read** contracts carefully before I sign them.



Who writes?



A journalist **writes** articles for a newspaper.

A police officer **writes** tickets when someone breaks the law.





Reading and writing



Please **type** this document into the computer.

When you're done, **print** it and bring it to the meeting.



We'll **read** it during the meeting.

We'll **write** some notes on it. Then you can **type** those changes in again.





to write

- We use **to write** when we mean **using a pen and paper**, but we also use it when we mean composing anything with words, even if we are **typing**.

to write

Police officers **write** speeding tickets.

Journalists **write** newspaper articles.

The author **writes** a novel every two years.

I **write** emails every day.



What do you do at work?

attend meetings

prints
documents

answer
questions

write emails

check emails

answer phone
calls

take
messages

type documents

fix things



Choose one job

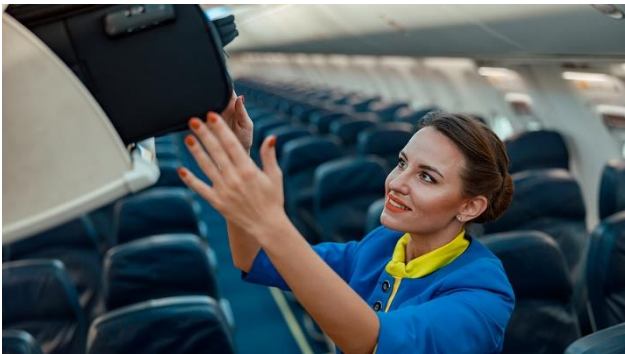
List **five tasks** they have to do. Can you think of any other unusual jobs?



Elephant painter



Dog groomer



Flight attendant



Popstar



End of the lesson

Idiom

to be on the ball

Meaning: to work well and complete tasks successfully

Example: Ellie was really on the ball today at work. She noticed a mistake in an important document for a client and fixed it in time.



Additional practice



Mix and match to make sentences

to check

to write

an email

a phone call

to read

to answer

a question

to receive

to make



Fill in the gaps

- 1 I _____ a meeting every morning.
- 2 I _____ my emails every morning, too.
- 3 I only _____ emails to customers in the afternoon, though.
- 4 I _____ messages for people who are unavailable.
- 5 I _____ those messages on paper and put them on the person's desk.

write
answer
check
attend
send



What do these people do at work?

Additional practice











**What task do you enjoy
doing the most at work?**

**Are there any tasks that you really don't like
doing? Why?**



Answer key

P. 10: 1. a or b 2. d 3. c

P. 11: get my emails = check my emails, receive me = send me, I receive the important emails first = I answer the important emails first, I send my messages = I check my messages, call them = send them, answer my schedule = check my schedule

P. 18: 1. b 2. c 3. d 4. a

P. 19: fixing; mechanic; taking; photographer; attending; businesswoman; making; office

P. 33: 1. attend 2. check 3. send 4. answer 6. write



Summary

Verbs to talk about tasks you do at work:

- *to receive; to send*
- *to check; to answer; to fix; to attend*
- *to write; to type; to print; to read*

Different uses of the verb *to make*:

- *I make a phone call.*
- *I make food.*
- *I make an appointment.*
- *I make a mistake.*

Different uses of the verb *to take*:

- *I take a message.*
- *I take your order.*
- *I take a picture.*
- *I take notes at the meeting.*



Vocabulary

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to send

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