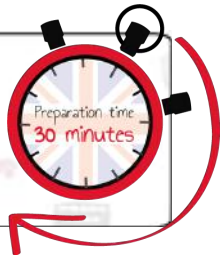
Happy Customer, Happy Co-worker

EAE Learning objectives for this lesson

Discuss work related issues. Comprehension activites. Practice dialogues. Learn and practice idiomatic expressions.



Activity One - ***Discussion***



- Do you agree that customers are happy if co-workers are happy?
- Is the opposite true?
- What else contributes to customer satisfaction?
- What makes a co-worker happy (the three main points).
- When did someone last smile at you?
- How did it make you feel?
- When did you last smile at someone?
- Do you think that having positive contact with other people makes you happy?

Activity Two - ***Smile Effect***

What effect does a smile have on you?

Read the article from 'Psychology Today' and answer the comprehension questions which follow. Make sure that you read the text and answer the questions at home before the lesson. Look up any words or experssions you don't know in the dictionary. Try this online one whcih helps you review the context: http://www.linguee.fr/

How Smiling Affects Your Brain

Each time you smile you throw a little **feel-good** party in your brain. The act of smiling activates neural messaging that benefits your health and happiness.

For starters, smiling activates the release of neuropeptides that work towards **fighting off** stress. Neuropeptides are tiny molecules that allow neurons to communicate. They facilitate messaging to the whole body when we are happy, sad, angry, depressed, excited. The feel good neurotransmitters dopamine, endorphins and serotonin are all released when a smile **flashes across** your face as well. This not only relaxes your body, but it can lower your heart rate and blood pressure.

The endorphins also act as a natural pain reliever. Finally, the serotonin release brought on by your smile serves as an anti-depressant/**mood lifter**.

How Smiling Affects Your Body

You're actually better looking when you smile – and I'm not just trying to **butter you up**. When you smile, people treat you differently. You're viewed as attractive, reliable, relaxed and sincere. A study published in the journal Neuropsychologia reported that seeing an attractive smiling face activates your orbitofrontal cortex, the region in your brain that process sensory **rewards**. This suggests that when you view a person smiling, you actually feel **rewarded**.



Research also shows that both men and women are more attracted to images of people who are smiling.
How Smiling **Affects** Those Around You

Did you know that your smile is actually contagious? The part of your brain that is responsible for your facial expression of smiling when happy or **mimicking** another's smile resides in the cingulate cortex, an unconscious automatic response area. Research shows that when you smile people **can't help** but smile back. If they don't, they're making a conscious effort not to.
The world is simply a better place when you smile.

Comprehension Questions:

1. What kind of a party is 'thrown' in your brain when you smile? (To throw a party means to organise a party).
2. What does the expression 'for starters' mean in the text? Can you find another way of saying that?
3. What helps you fight off stress?
4. Can you use the phrasal verb 'to fight off' in another setnence?
5. What flashes across your face and releases chemicals? (To flash across - to apear and disapear quickly).
6. Why does a smile act as a mood lifter?
7. What else is a mood lifter in your experience?
8. What does the expression 'to butter someone up' mean?
9. What is a sensory reward in your understanding?
10. Did you find this article interesting?



Do you agree???

Activity Three - ***Expressions***
Read the expressions and try to use them in a sentence:

- Turn your frown upside down
- To grin from ear to ear
- Keep smiling
- To be all smiles
- To wipe the smile off someones face
- To put a smile on someones face

Activity Four - ***Idioms - Moody - Which of the expressions below are POSITIVE and which are NEGATIVE?***

to be moody - to be in a bad mood - to be in a good mood - to be in a strop - to be as happy as Larry - to be grumpy - to be on cloud nine - to be mardy - to go off on one - to be in a foul mood - to be over the moon - to be extatic - to be argumentative - to have a face on - to pull a face.

At home - listen to the amazing Alex Turner describing a moody situation - https://www.youtube.com/watch?v=Lp1fQ51YZMM

Arctic Monkeys - Mardy Bum. (Enjoy..)
Tell your teacher what this song is about..

Activity Five - ***Song***
I love your smile - Shanice - https://www.youtube.com/watch?v=N-JXhyDrU0M

Listen to the song and follow the lyrics, and then - With your teacher have a conversation using the lyrics. You have to try to make the conversation make sense but it can only use words or sentences from the song (with slight changes).

Sittin' in my class, just driftin' away
Starin' into the windows of the world, yeah
I can't hear the teacher, his books don't call me at all
I don't see the bad boys tryin' to catch some play

'Cause I love your smile
I love your smile

The clock at work says, "Three"
And I wanna be free
Free to scream, free to bathe, free to paint
My toes all day
My boss is lame you know, and so is the pay
I'm gonna put that new black mini on my charge anyway

'Cause I love your smile
Hey said, "I love your smile"

Time came and showed me your direction
Now I know, I'll never ever go back
Taught me that
I can be a better girl with love you give
You rock my world
You dig

I'm showin'
The life that I'm livin'
This is the life that I have
And it's given to you

Yeah and it's true
La-d-da
Twinkley D
Do you?



Believe in a girl
Like me
Shanice is the one
For you to be with
But when I'm caught
All alone
I start stressing
It's from a state of depression

And the thunder clouds of doubt move in
I begin to wonder "do you still love me?
But after that
My whole world is beautiful

Time came and showed me your direction
Now I know I'll never ever go back
Taught me that
I can be a better girl with love you give
You rock my world
Smile

I do, I love smile
Yes I do boy
I love the smile
I love your smile, baby
I love your smile

Activity Six - ***Mottos or Slogans*** - Feel good!

In English we like to use phrasal verbs, short expressions, mottos or slogans to explain what we think about something. In general in English we prefer to express ourselves with shorter sentences than the French. This is particularly true in any kind of business communication. We are concise and to the point but always polite. French is an abstract language whereas English is very concrete. French people are all educated to be analytical, (France is the only European country where philosophy is a mandatory course part of the high school program.) As an obvious result of their education, French people translate an action using nominal forms revealing their analytical minds. They attach more importance to conceptual notions. On the other hand, Anglo-Saxons are pragmatic thinkers: they chronologically describe actions, this shows that they value facts. English has short sentences and simple syntax using the repetition of a word or a group of words (using pronouns such as it, they, this, that, etc.) at the beginning of several consecutive sentences. French usually has long sentences with complicated syntax, which involves the use of relative clauses (subordination) and also a lot of connectors, unlike English.

On the next page you will find some examples of mottos - which do you like the best? Which are the most relevant to the subject of our discussion today?



Activity Seven - ***Dialogues***: Use some of the expressions, slogans and phrasal verbs learned today in these dialogues which you can act out with your teacher.

- You are a manager and you are in your department when you notice a customer being completely ignored by one of your co-workers. You explain to your co-worker how a simple smile could have made their shopping experience much better!
- You are in a shop buying groceries and the person on the cash till is really grumpy. She doesn't even say hello or smile. As you leave you decide to say something to her about how simply smiling could have really made your day nicer.
- A beautiful girl/guy smiles at you. It's love at first sight and you decide to tell them that they rock your world!
- Your colleague is always in a bad mood. You decide to confront him and tell him how his grumpy humor affects you at work.

