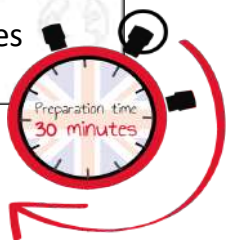
Arriving at the factory

EAE Learning objectives for this lesson

Practice giving directions, polite expressions, vocabulary and dialogues



Activity one: **Questions**

1. What is your job?
2. Who do you interact with each day?
3. How many different people come to see you each day?
4. What questions do you often get asked?
5. Are people often polite or rude when they speak to you?

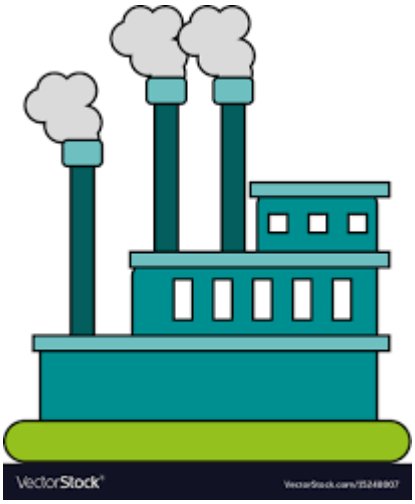
Activity two: **Expressions**

Here are some polite expressions you can use when welcoming people and responding to their questions

Welcoming
Welcome to the factory
How may I help you?

Saying sorry
I'm afraid that ….
I am sorry but...
Please accept my apologiesn, but

Asking a question
Could I get you a drink?
Would you like something to drink?
Is there anything else I can help you with?



Direct questions can seem impolite sometimes, especially when asking a stranger.
For example: Where is the office? Is ….. available?

Could is softer than can and it is often considered more polite when asking about ability.
Could we go to the cinema today?
Could you tell me when the museum opens?

May is the most polite way to ask for permission.
May I go to the toilet?
May I have a pen?



Activity three: **Which is more polite?**
Choose the most polite expression from the two choices

Can I help you?	May I help you?
Hello	Welcome

What is the polite way to say the following:

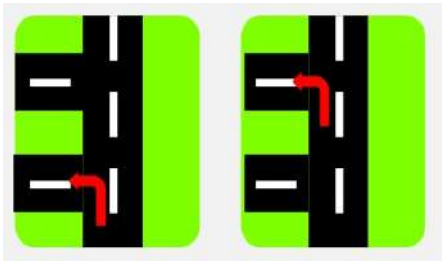
He is not available
Where do you want to go?
What do you need?

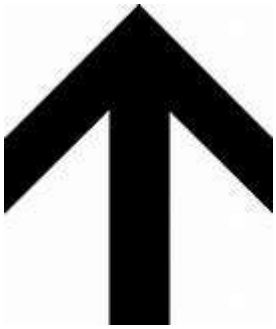
Activity four: **Giving directions**
Label the arrows the the correct directions. What other directions can you think of?

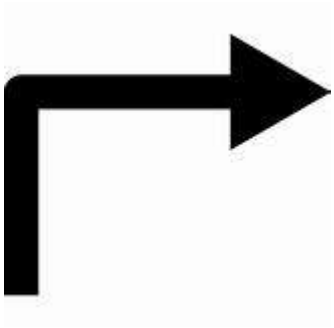
Go left / turn left
Go right / turn right
Go straight
Go back

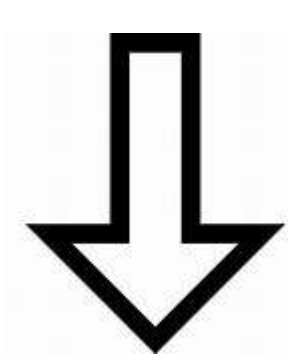
Turn right at the corner
Turn left at the corner

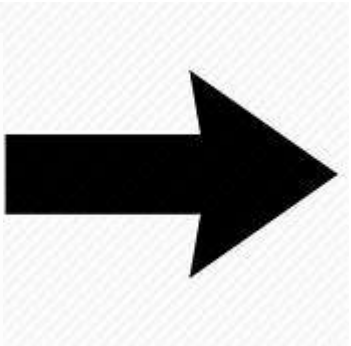
Take the second left
Take the first right
Take the second right
Take the first left

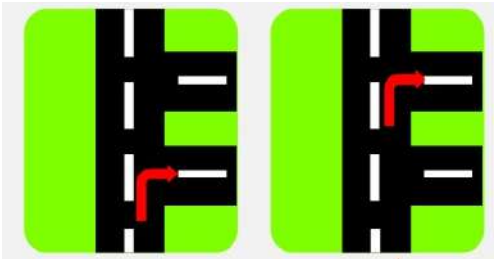














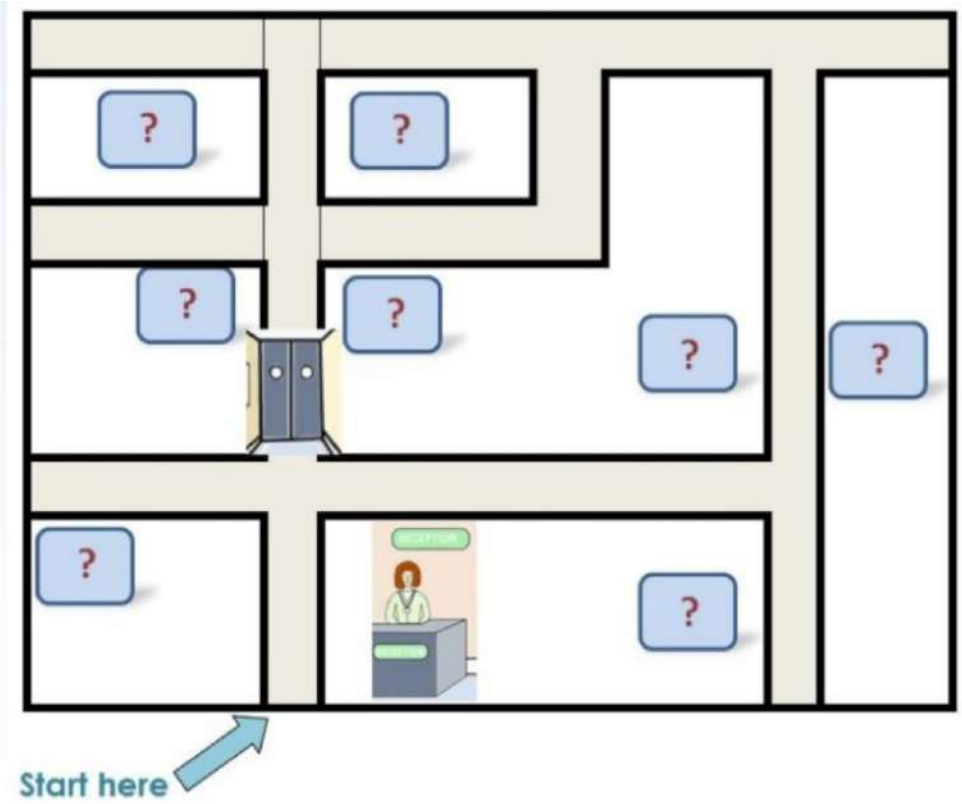
Activity five: **Follow instructions**

Read the instructions below and label the factory plan with the following locations

1. The director's office

2. The warehouse

3. The main production area



Where is the director's office?

“Walk straight on and go through the security doors. Then take the first door on the left and the director's office is on the left”.

Please could you tell me how to get to the warehouse?

“Walk past the welcome desk and turn right. Then walk down the long corridor and turn right. The warehouse is on the right in the middle of the corridor”.

Where is the main production area?

“Walk straight on and go through the security doors. Then take the first turning on the right and the main production area is through the first door on the left”.

Activity five: **Direct your teacher**

Direct your teacher to the different parts of your company from where you work –
Where is the office? Where is the toilet?

Activity seven: **Dialogues**
Here are some examples of questions and different responses in situations you can encounter at work

Arriving at the factory:

Welcome desk:

Hello. Welcome to the factory! How can I help you?



Lorry driver:

Hello, I've come to pick up a delivery ...
I was wondering if you could tell me...
I was wondering if you could help me with ...
I have (a problem) (a question)...
I have a meeting with (name) at (time).

Asking the visitor to wait

Welcome desk:

I'm afraid (name) is busy right now, would you mind taking a seat and waiting for a moment?
Can I get you a drink?

Lorry driver:

Please could you show me how to get to (the warehouse) / (the depot) / (X's office)
Thank you very much for your help

Activity eight: **Create your own dialogue**
Now with your teacher, act out some situations that you encounter at work

Someone arrives and need to speak to someone who is not available

Someone arrives and needs to find the toilet

The person who arrives wants to know where the offices are

The driver asks you where he can park his lorry

Create some more dialogues with your teacher based on the situations you encounter at work

