

Workplace Problems and Solutions

KEY VOCABULARY: 1

Word	Meaning (Simple)
Supermarket	A big shop for food
Broke down	Stopped working
Angry	Very upset or mad
Calm	Not angry or scared
Missing	Not there or lost
Understanding	Kind and helpful

KEY VOCABULARY: 2

Problem	Solution
I'm late	Say sorry, explain politely
Broken machine	Report to manager
Sick at work	Call and inform your employer
Rude customer	Stay calm, ask for help
Too much work	Ask for help or more time

Language Focus – Polite Phrases

- ◆ “Excuse me, can I talk to you?”
- ◆ “I’m sorry, I was late because...”
- ◆ “Can you please explain it again?”
- ◆ “There is a problem with...”
- ◆ “Can I help you with something?”