

## Workplace Problems and Solutions

### 1: Reading

Ahmed works in a supermarket. Yesterday, he was late because his bus broke down. He told the manager, and she was understanding. Later, a customer was angry because an item was missing. Ahmed stayed calm and said sorry. He found the item and gave it to the customer. The customer smiled and said thank you.

### 2: Comprehension Questions

1. Where does Ahmed work?

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2. Why was he late?

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3. Who was angry?

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4. What did Ahmed do when the customer was angry?

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### 3: Vocabulary Match

#### A

1. Calm
2. Broke down
3. Understanding
4. Missing

#### B

- a. Kind and helpful
- b. Not there or lost
- c. Stopped working
- d. Not angry or scared

**4: Fill in the blanks**

Use these words: **angry, manager, bus, sorry**

1. Ahmed said \_\_\_\_\_ to the customer.
2. The \_\_\_\_\_ was understanding.
3. His \_\_\_\_\_ broke down.
4. The customer was \_\_\_\_\_.

**5: Unscramble the Sentences**

1. broke / Ahmed / the / manager / told / down / bus / his /

→ \_\_\_\_\_

2. was / angry / The / customer /

→ \_\_\_\_\_

3. calm / stayed / Ahmed

→ \_\_\_\_\_

**WORKPLACE PROBLEMS AND SOLUTIONS**

**WORD SEARCH**

**Find these words:**

1. WORKPLACE
2. PROBLEMS
3. SOLUTIONS
4. MANAGER
5. CUSTOMER
6. CALM
7. SMILED

T T F W K R X S V P E O A S  
 T Y Y C V P N N M S H Q U B  
 O V W H V E B O V L K K R G  
 L P Z S Q S B I P T A N W W  
 K N P Q D P B T R R P C S O  
 Y C Z I Z O K U O G D A O R  
 G S U A P F D L B O I T F K  
 R C I S P N S O L D K S J P  
 E A P D T M E S E L W L C L  
 G N Y Z I O R Z M S J Q N A  
 A H W L E Y M V S C K X R C  
 N Q E I R R F E B R R G K E  
 A D R H I O L T R A D O W L  
 M F R X D I T V R M A C R B