

1

Office Supplies



Harper Insurance Supply Request Form

ITEM REQUESTED	REASON REQUESTED
Pens	We ran out of pens. We only have pencils .
Highlighters	The markers we have do not work for highlighting. They are too dark.
Staples	The stapler is out of staples. We need more to stay organized.
Tape	We want to see our sales goals. We could tape them to our office walls.
Legal pads	During meetings we need to take notes. We can also take notes on sales calls.
Envelopes	We need them for sending out customer correspondence.
Binders	Binders will help us keep documents together. This makes them easier to find.

Get ready!

1 Before you read the passage, talk about these questions.

- What are some common office supplies?
- Why should an office be well-stocked with supplies?

Reading

2 Read the supply request form. Then, choose the correct answers.

- What is the purpose of the form?
 - to define different office supplies
 - to explain how to use various office supplies
 - to ask for office supplies that the office needs
 - to list which office supplies the office currently has in stock
- Why does the office need legal pads?
 - to write letters to customers
 - to take notes during meetings and phone calls
 - to record sales goals
 - to create presentations
- Which of the following does the form NOT ask for?

A pencils	C staples
B binders	D envelopes

Vocabulary

3 Match the words (1-8) with the definitions (A-H).

- | | |
|-------------|-----------------|
| 1 — binder | 5 — highlighter |
| 2 — stapler | 6 — marker |
| 3 — pencil | 7 — envelope |
| 4 — pen | 8 — tape |

- A a material with one sticky side used to hold things together
- B a kind of bright marker used to draw attention to important information
- C a writing implement that uses ink
- D a flat paper cover with a sealable flap used when sending letters
- E a writing implement made of wood with a graphite center
- F a writing implement that produces wide, dark, often colorful lines
- G a device that joins multiple sheets of paper together
- H a hard cover in which papers can be held together with three rings

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 staple / pencil

- A A _____ holds papers together.
- B The man took notes with a _____.

2 binder / legal pad

- A You can write things down on a _____.
- B Put those papers in the _____ so we don't lose them.

5 Listen and read the form again. Why does the office need binders?

Listening

6 Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).

- 1 — The man needs to borrow a stapler.
- 2 — The woman offers the man a legal pad.
- 3 — The man also needs a binder.

7 Listen again and complete the conversation.

Employee 1: Hi, Gina. 1 _____ if I borrow your stapler?

Employee 2: Not at all, Ralph. Go 2 _____.

Employee 1: Thanks a lot! I ran out of 3 _____ this week!

Employee 2: Don't worry about it. Do you need any 4 _____?

Employee 1: Now that you mention it, do you have an 5 _____?

Employee 2: Yes I do. Here 6 _____. I've never even used it.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Do you mind ...

Do you have an extra ...

Thank you so much!

Student A: You are an office employee. Talk to Student B about:

- the office supplies you need to borrow
- why you need them
- your appreciation for the help

Student B: You are an office employee. Talk to Student A about the office supplies he or she needs.

Writing

9 Use the conversation from Task 8 to complete the supply request form.

Harper Insurance

Office Supply Request Form

Item: _____

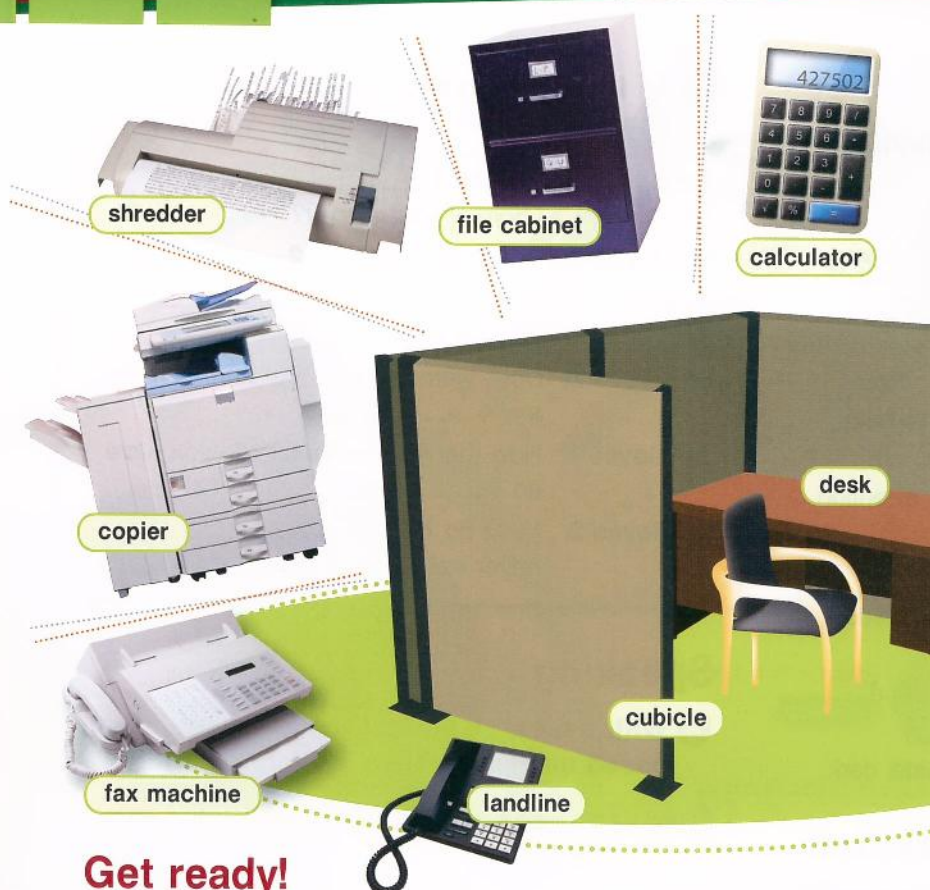
Reason: _____

Item: _____

Reason: _____

2

Office Equipment



Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common pieces of office equipment?
- 2 Why is it important to keep equipment properly maintained?

Reading

2 Read the to-do list. Then, choose the correct answers.

- 1 What is the purpose of the list?
 - A to define different kinds of office equipment
 - B to reprimand an employee for neglecting maintenance
 - C to outline an employee's specific duties for the day
 - D to give suggestions on maintenance to perform
- 2 Which of the following is NOT a duty given in the list?
 - A to oil the file cabinet
 - B to replace toner in the copier
 - C to put batteries in the new calculators
 - D to empty the shredder into the trash
- 3 Why does the employee need to check the landline?
 - A because the copier is broken
 - B because the fax machine isn't working
 - C because employees cannot make or receive phone calls
 - D because a new employee is starting on Monday and needs a phone

Fran,

Here is your to-do list for the day.

Thanks,

John

- 1 Replace the **toner** in the **copier**.
- 2 The **fax machine** is not working. Please check the **landline**.
- 3 The **shredder** needs to be emptied. Make sure to recycle the paper. Do not throw it in the trash.
- 4 We received a shipment of new **calculators**. Please put batteries in them. Then, place one on each **desk**.
- 5 A new worker is starting on Monday. He needs a **cubicle**. There is room in the southwest corner. You know where to find the extra dividers.
- 6 The **file cabinet** is sticking. Please oil it.

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|---------------|-------------------|
| 1 __ desk | 5 __ file cabinet |
| 2 __ toner | 6 __ fax machine |
| 3 __ shredder | 7 __ calculator |
| 4 __ cubicle | 8 __ landline |

- A a device used to send documents from one person to another
- B a machine used to destroy confidential or sensitive documents
- C a large set of drawers for storing files
- D a small room made with partitions in which people work
- E a device used for performing simple mathematical operations
- F a flat surface at which people work while sitting
- G a phone line that runs through the ground
- H powdered ink used by a copier

4 Choose the sentence that uses the underlined part correctly.

- 1 A I need to use the copier to reproduce some documents.
B He put the document in the shredder to send it to his client.
- 2 A The file cabinet needs new batteries.
B A cubicle is like a small office.
- 3 A I use my calculator when adding up my sales numbers.
B The fax machine is useful for printing documents.

5 Listen and read the to-do list again. What does the employee need to do with the calculators?

Listening

6 Listen to a conversation between a manager and a maintenance worker. Mark the following statements as true (T) or false (F).

- 1 ___ The man is checking on the woman's progress.
- 2 ___ The woman has not completed any of her tasks.
- 3 ___ The man wants the woman to look at the fax machine next.

7 Listen again and complete the conversation.

Manager: How far have you gotten on 1 _____ today?

Maintenance worker: I'm about 2 _____.

Manager: Did you have a chance to replace 3 _____ yet?

Maintenance worker: Yes, that's the 4 _____ I did.

Manager: Great, thank you. Did you get to the 5 _____?

Maintenance worker: No, I haven't 6 _____.

Manager: Please do that next. It's very important.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Have you had a chance ...

Did you get to ...

I'm about to ...

Student A: You are an office manager. Talk to Student B about:

- his or her progress
- what tasks he or she has completed
- what he or she should do next

Student B: You are a maintenance worker. Talk to Student A about your progress for the day.

Writing

9 Use the conversation from Task 8 to complete the maintenance request form.



JJ's Financial Maintenance Request Form

Equipment: _____

Problem: _____

Equipment: _____

Problem: _____

