

UNIT 3 Getting Things Done

PREVIEW

Are you a PROCRASTINATOR?

Take the survey.

- At the beginning of every week, you _____.
 - ☐ a. always make to-do lists for your calendar
 - ☐ b. sometimes make to-do lists, but you often forget
 - ☐ c. don't bother with planning and just let things happen
- When you need to buy someone a gift, you _____.
 - ☐ a. get something right away
 - ☐ b. buy something a few days before you have to give it
 - ☐ c. pick something up on the day you have to give it
- When you have something that's broken, you _____.
 - ☐ a. immediately take it in to be repaired
 - ☐ b. wait for a convenient time to take it in
 - ☐ c. never get around to taking it in
- When you have a lot of things you need to do, you _____.
 - ☐ a. the hardest things first
 - ☐ b. the easiest things first
 - ☐ c. anything but what you need to do
- When you need to get something done in a short amount of time, you _____.
 - ☐ a. feel motivated to work even harder
 - ☐ b. feel a little nervous, but you get to work
 - ☐ c. have a hard time doing it
- You _____ feel bad when there are things you haven't gotten done yet.
 - ☐ a. always
 - ☐ b. sometimes
 - ☐ c. rarely

Your results
 If you answered "a" four or more times:
 You are a classic procrastinator! You tend to put things off.
 If you answered "b" four or more times:
 You are a bit of a procrastinator, but you try to get things done on time.
 If you answered "c" four or more times:
 You are organized and self-motivated. You never put off what you can get done now.

A PAIR WORK Compare responses on the survey with a partner. Does your score accurately describe the kind of person you are? Explain, using examples.

B DISCUSSION Based on the survey questions, what is a procrastinator? What do you think it means to be an "organized and self-motivated" person? What do you think are the advantages of being that type of person?

COMMUNICATION GOALS

- Offer a solution.
- Discuss how long a service will take.
- Evaluate the quality of service.
- Plan an event.

C PHOTO STORY Read and listen to some customers placing orders at a copy shop.

ESSENTIAL FOR TODAY'S WORLD
 Understand English speakers from different language backgrounds.
 Customer 2 = Chinese speaker



Manager: What can I do for you today, Ms. Krauss?
Customer 1: I need to have these documents copied a.s.a.p.* Do you think you could make 300 copies by 11:00?
Manager: I'm afraid that might be difficult. I've got a lot of orders to complete this morning.
Customer 1: Sorry. I know this is last minute, but it's really urgent.
Manager: Well, you're a good customer. I'll get someone to take care of it right away.
Customer 1: Thanks a million. You're a lifesaver!

Manager: Excuse me... Hello.
Customer 2: Hi, Sam. Ken Li here.
Manager: Hi, Mr. Li. How can I help you today?
Customer 2: Well, I'm going through my to-do list, and I just realized I need to have fifty 30-page sales binders made up for our meeting next week. Any chance I could have them first thing tomorrow morning?
Manager: Tomorrow morning? No sweat. Can you bring the documents in before noon?
Customer 2: Absolutely. I owe you one, Sam!

Manager: Sorry to keep you waiting, Ms. Krauss.
Customer 1: Well, I see you've got a lot on your plate today. I won't keep you any longer.
Manager: Don't worry, Ms. Krauss. Your order will be ready on time.
Customer 1: Should I give you a call later?
Manager: No need for that. Come in at 11:00, and I'll have your documents ready.
Customer 1: Thanks, Sam.

*a.s.a.p. = as soon as possible

D FOCUS ON LANGUAGE Find an underlined expression in the Photo Story you might use for each of these situations. (Two of the expressions can be used for the same situation.)

- You need something a.s.a.p.
- You can see that someone is really busy.
- There isn't a lot of time to do something.
- You want to assure someone that a request is no problem for you.
- You want to express gratitude for a favor.
- You don't want to take too much of someone's time.

SPEAKING

Based on the survey on page 26, how would you describe each character in the Photo Story? Complete the chart and then compare opinions with your classmates. Which character are you the most like?

| | Procrastinator? | Organized? | Explain |
|------------|--------------------------|--------------------------|---------|
| Sam | <input type="checkbox"/> | <input type="checkbox"/> | |
| Ms. Krauss | <input type="checkbox"/> | <input type="checkbox"/> | |
| Mr. Li | <input type="checkbox"/> | <input type="checkbox"/> | |