

***EASY at Work* Scope and Sequence**

EASY at Work addresses the language and cultural awareness needs of ESL/ESOL students entering the workforce or looking to improve their employability and job readiness skills.

Job interview skills, required qualifications for jobs, dress codes, workplace phone skills and etiquette, safety, common workplace terminology, extensive vocabulary and abbreviations, company structures and organization charts, and much more are covered.

Set in a hotel, where there are many job types and potential for customer interactions – from janitorial and safety through to retail and administrative - **EASY at Work** is applicable in all workplaces. See also our correlations to CASAS and the CASAS Workforce Skills Certification System.

Unit Title	Functional	Vocabulary	Grammar
Unit 1: Teresa’s New Job	Appropriate/Inappropriate Clothing, dress codes. Types of Service job, Company Organization charts, Departments Part/full time, job functions, shifts Employment forms, Employee benefits and details	Appropriate/Inappropriate Clothing Dress codes, Organization charts Employment forms Functions, shifts Employee benefits, Employee details	Do/Does Future/Going to Need/Want Wh- Questions Comparative/ Superlative
Unit 2: A Tour of the Hotel	Safety devices, Exit and Exit Escape Signs General Hotel Maintenance Retirement Benefits Peer to Peer Social Interaction Measurement and Sequence Answering the Phone	Exit and Exit Escape Signs Plumbing, Electrical and Gardening Equipment, Fitness Equipment Laundry Equipment And Processes Measurement and Sequence	Do/Does Can/Can’t Conditionals Comparative/ superlative Can and Can’t
Unit 3: The Lobby	Jobs And Functions In The Lobby Modes Of Transport, Parking Credit Cards, Disabled Access And Facilities Saying Thanks Dressing For The Job	Luggage Clothes	Imperatives – Negative/Positive Prepositions, Too/Very Regular Past & Irregular Past Ask and Tell

Unit Title	Functional	Vocabulary	Grammar
Unit 4: The Hotel Kitchen	Schedules, Shifts & Working Hours Work Uniforms, Standard Sizes, Kitchen Clothing. Kitchen And Restaurant Equipment, Utensils And Items. Kitchen Procedures And Exceptions Safe Working Environment Common Produce And Foods Dishwasher's Duties Career aspirations Hygiene Getting Things When Asked Joining Someone At A Table Problems with a boss, wanting a different job, but how if he can't get a good reference from his current boss?	Schedules, Shifts & Working Hours Work Uniforms and Standard Sizes Kitchen Clothing and sizes Kitchen And Restaurant Equipment Utensils And Items Common Produce And Foods Vocabulary For Prep Cook	Make/Made Wh- Questions Future/Going To Regular Past Will Say/Tell Wh- Questions Regular Past Say/Tell
Unit 5: Front of the House	Setting & Bussing Tables Taking And Leaving Phone Messages Reservations Serving Tables and Correct Serving Practices Food Handling	Vocabulary For Setting & Bussing Tables Host(ess) Vocabulary Food Items Table Sizes Breakfast Foods	Possessive Pronouns Prepositions Before/After Wants/Needs Past of "To Be" Irregular Past Sequence Words
Unit 6: Job Skills & Qualifications	Hotel Facilities, Locations And Directions Describing Job Qualifications Job Expectations Job Advertisement Descriptions, Abbreviations Work History Looking For A New Job	Job Advertisement Descriptions Borrow/Lend Job Ads: Abbreviations	Prepositions Modals Tag Questions Borrow/Lend Short Answers

Unit Title	Functional	Vocabulary	Grammar
Unit 7: Job Interviews	Job Experience And Qualifications Description Retail Functions And Equipment Job Interview Language Job Description & Self Description. First Impressions Questions About You Asking Questions, Asking About The Company Your Strengths, References End Of The Interview Difficult Questions	Job Interview Language Job Description & Self Description. Asking Questions Asking About The Company Your Strengths	Adverbs Of Frequency Habitual Present Comparative/Superlative Regular Past Irregular Past Tag Questions (Negative) Past Vs. Present Perfect
Unit 8: Breakfast, Lunch and the Beauty Salon	Multiple American Breakfast & Lunch Menu Items & Drinks (Non-Alcoholic) - their Naming Conventions and Commonly Used Idioms Coffee Options Restaurant Table and Section References Language Used in a Beauty Salon for Shampooing, Hair Cutting, Manicure and Nail Polishing. Saying "Sorry"	Multiple American Breakfast & Lunch Menu Items & Drinks (Non-Alcoholic) Their Naming Conventions and Commonly Used Idioms Coffee Options, Restaurant Table and Section References Shampooing, Hair Cutting Manicure and Nail Polishing	Have/Had Sequence Words Cause/Effect "Some" And "Any" "Eat", "Ate" & "Will Eat" Present, Past and Perfect "Much" And "How Much" "Have" And "Had"
Unit 9: Dinner Service <i>NOTE: The last lesson of this unit, Lesson 3, has the <u>only</u> references to smoking or alcohol in the "EASY at Work" series.</i> (continued)	Different Types of Alcoholic Drinks & Some of the Phrases Used for Them. Dinner Items And Their Many Variations & Associated Phrases. Clearing Tables And Processing The Check. Metric And Non-Metric Weights & Measures. Temperatures, Portions, Serving Size. Restaurant Table Mapping Serving Customers, Correcting Orders Teamwork (continued)	Different Types of Alcoholic Drinks Dinner Items. Metric And Non-Metric Weights & Measures Temperatures Portions Serving Size Food Preparation	Wh- Questions

Unit Title	Functional	Vocabulary	Grammar
Unit 9 (continued)	Selling the Specials Customer Requests Room Service Serving Beer and Wine		
Unit 10: Housekeeping	Dress Code, Personal Appearance & Uniforms Housekeeping Materials & Equipment Hotel Floor Plans Staff Safety Meetings Hotel Room Contents Asking For Help, Asking What To Do Helping Guests, Answering A Guest, Stopping A Guest. Giving Directions	Housekeeping Materials & Equipment Interacting With Guests. Toiletries And Room Supplies Furniture And Consumables	Who/Who's/Whose Something/Anything/Nothing Two-Word Verbs Clarifications Questions
Unit 11: Retail Sales	Admitting Mistakes Money And Types Of Payment Counting And Controlling Money Banking Deposits Procedures For Opening/Closing A Shop Retail Shop Equipment And Light Maintenance. Discussing Employees, Reporting A Problem Making Change Equipment Problems Helping Customers Out Of Stock Credit Card Problems	Money And Types Of Payment Retail Shop Equipment And Light Maintenance.	Prepositions Embedded Wh. Clauses Irregular Past Tense
Unit 12: Taking Care of Business	Perishables And Expiration Dates, Control Of Perishable Inventory Restocking In A Retail Environment Business Conference Set Up (continued)		Have/Had Count/Non-Count Nouns How Much/How Many It Is Difficult To (Verb) (continued)

Unit Title	Functional	Vocabulary	Grammar
Unit 12 (continued)	Business Center Equipment Shipping Procedures Making Complaints And Responding To Them Accepting Criticism		Reflexives Either/Neither Polite Requests “Have”, “Have Got” & “Had”
Unit 13: The Custodian Job	Custodial Activities Job Application, Job Qualifications Promotions, Job Benefits Making Phone Calls, Using A Message Machine Making Personal Invitations Correctly Answering The Phone At Work	Custodial Activities Job Application Job Benefits	Wh- Questions Contractions Comparative/ Superlative Irregular Past Past Vs. Present Perfect Adverbs Contractions Vs. Possessives Do You Know..? Could You Tell..?
Unit 14: Workplace Responsibility	Custodian Responsibilities & Activities Self Description At An Interview Interview Questions Employment Forms How To Call In Sick, Leaving Messages Resetting An Appointment Shifts, Hours & Overtime Asking For Permission Giving Orders , Work As A Team – Safety	Custodian activities Equipment Tools Shifts, Hours & Overtime	This/These It/They That/Those Future/Going To How Often/About Modals Two-Word Verbs Review Of Tenses Parts Of Speech.
Unit 15: Opportunity Knocking	Safety, safety signage, giving warnings Interacting with Customers after an Accident First Aid Kit & Materials , What To Say/ Not To Say Injuries: Swellings, Cuts, Pain, Calling 911 Teamwork, Awards, Goals, Mentoring	What To Say/ Not To Say First Aid Kit & Materials Injuries Giving Warnings What Do You Mean?	Who/Who’s/Whose Wh- Questions Say/Tell Review Of Tenses “Who” “Who’s” Or “Whose”