

Communicating with Urgency – Audio Conversation 1

In this conversation, Anna is speaking with the Head Chef. The kitchen is busy so she needs to talk directly and abruptly. Anna needs to respond to a problem quickly and listen for instructions. Anna and the Head Chef ask questions, repeat back, and rephrase what they each said to avoid miscommunication.

Listen online at: bit.ly/M2-U2-A1

Listening Exercise

In this listening exercise you will:

- » Listen for details
- » Identify types of language functions

To prepare for this exercise, read the focus questions. Then, as you listen, read along in the conversation transcript and fill in the blanks as best as you can. Underline any words or phrases that you would like to ask a question about.

After you listen, revisit the focus questions and write down your answers. Then, answer the language questions.

FOCUS QUESTIONS

1. After Anna realizes that the lettuce is almost gone, what does she say to get the Head Chef's attention?

2. Does Anna know where they keep the lettuce at first? How do you know?

MODULE TWO – UNIT TWO – COMMUNICATING WITH URGENCY

3. What small mistake does Anna make? What does the Head Chef say to her to let her know it is just a small mistake?

CONVERSATION TRANSCRIPT

Head Chef:	_____ (a) – we’re gonna need a dozen more salads, a big table just came in.
Anna:	Okay, on it! Hmm, the lettuce. _____ (b)!
Head Chef:	Yeah? Did you get that? Twelve more salads.
Anna:	I got it, but, the lettuce is running out.
Head Chef:	What?
Anna:	There’s no more lettuce. We’re down to the last few in the box.
Head Chef:	Oh. _____ (c)?
Anna:	Ah...ten, or so.
Head Chef:	Make as many as you can for now.
Anna:	Okay.
Head Chef:	I’ll check them when you’re done and I’ll send you down to storage after. Do you know where we keep the lettuce?
Anna:	No, I don’t know that yet.
Head Chef:	Do you know where the cans of pizza sauce are?
Anna:	Yes.
Head Chef:	They’re right below, and to the left. If you can’t find them, come get me.
Anna:	What’s that?
Head Chef:	_____ (d).
Anna:	Okay – _____ (e).
Head Chef:	Wait, wait...make those salads first, then go get the lettuce.
Anna:	Oh yeah, right. Sorry.
Head Chef:	No problem. If you can’t find the lettuce later, just come get me.
Anna:	Okay, thanks.

Score /5

LANGUAGE QUESTIONS

1. In which fill in the blank answer does the Head Chef interrupt Anna to get her attention? _____
2. In which fill in the blank answer does Anna repeat back information that the Head Chef has told her? _____
3. Which fill in the blank answer is a request for more information about the problem? _____
4. In which fill in the blank answer does the Head Chef rephrase what he said earlier? _____
5. In which fill in the blank answer does Anna interrupt appropriately to get the Head Chef's attention? _____

Score /5