

Say it again at work

**Everyday conversations for workers in
food production and services**

AUDIO SCRIPTS

Project manager: Lilliana Hajncl



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Funded under the Workplace English Language and Literacy (WELL) Program by the Australian Government Department of Industry, Innovation, Science, Research and Tertiary Education.

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ISBN 978-0-7306-5753-8

Published by

AMES
PO Box 4728 Melbourne 3001

www.ames.net.au

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CD production: Kite Media (info@kite-media.com)

Scripts

Theme 1 - Starting a new job

Dialogue 1 - At reception 1 (CD 1 Track 01)

Sandy: Can I help you?

Maria: Yes, I'm Maria Da. I'm starting work here today.

Sandy: Oh right. Do you know which area?

Maria: No, but I have to report to Janice White.

Sandy: I'll call her for you.

Dialogue 2 - At reception 2 (CD 1 Track 02)

Sandy: Can I help you?

Zaw: Yes. Could I speak to Frank Costa please?

Sandy: I don't think he's in yet. Would you like to wait?

Zaw: Yes, thanks. I'm starting here today. I'm a packer.

Sandy: Oh, I see. Well, he shouldn't be long.

Zaw: Thanks.

Dialogue 3 - Following directions 1 (CD 1 Track 03)

Sandy: Jan's in the boning room now. She'll meet you at the boot rack area.

Maria: OK. Could you tell me how to get there please?

Sandy: Sure. You'll have to go out this door, turn right and right again.

Maria: Right and right again.

Sandy: Yes. You'll see an exit sign. Go through the door and down the stairs. Just wait there.

Maria: Thanks.

Dialogue 4 - Following directions 2 (CD 1 Track 04)

Sandy: He's on his way. He said he'd meet you here.

Zaw: Thank you.

Sandy: You can wait in the Induction Office. It's just across the hall.

Zaw: Thanks.

Dialogue 5 - Asking for assistance 1 (CD 1 Track 05)

Maria: Can you tell me where I can find Janice White please?

Ronda: Yes, she's just over there, the tall woman with red hair.

Maria: Oh, thanks.

Dialogue 6 - Asking for assistance 2 (CD 1 Track 06)

Edris: Can I help you?

Emali: I'm looking for Yosef Asfaw.

Edris: I'll take you to him.

Emali: Thanks.

Dialogue 7 - Meeting a supervisor 1 (CD 1 Track 07)

Edris: Yosef, there's someone here to see you.

Emali: Hi Yosef. I'm Emali Kanani. I'm starting here today.

Yosef: Hi Emali. Thanks Edris. I can take it from here.

Dialogue 8 - Meeting a supervisor 2 (CD 1 Track 08)

Maria: Excuse me. Janice?

Jan: Yes. You must be Maria. You can call me Jan.

Maria: Nice to meet you, Jan.

Dialogue 9 - Meeting a supervisor 3 (CD 1 Track 09) (Knock on door)

Sandy: Zaw, this is Frank, the Packing Room Manager.

Zaw: Nice to meet you Frank. I'm Zaw Cung.

Frank: Hi Zaw. Well, if you'll just give me a moment, we'll get you started on your induction.

Zaw: OK.

Dialogue 10 - Induction 1 (CD 1 Track 10)

Jan: We'll start with your induction.

Maria: Induction?

Jan: Yes. There're a lot of things you have to know about before you can start work - how to use the equipment safely, emergency procedures, protective clothing and so on ... where everything is, who you'll be working with ...

Maria: Oh, I see. What do I have to do?

Jan: Just come with me. We'll go to the lockers first and you can leave your bag there.

Maria: OK.

Dialogue 11 - Induction 2 (CD 1 Track 11)

Yosef: Let's get you an apron and I'll show you around.

Emali: OK.

Yosef: I'll take you to the lockers first and you can leave your bag there.

Emali: Thanks.

Dialogue 12 - Induction 3 (CD 1 Track 12)

Yosef: Now I'll take you to the training room to watch a workplace safety video.

Emali: OK.

Yosef: Everybody here needs to know how to keep the workplace safe.

Emali: All of us?

Dialogue 13 - Meeting your buddy 1 (CD 1 Track 13)

Yosef: And this is the seedling area. You'll start here.

Emali: Good.

Yosef: You can start working with Edris.

Emali: He was the one who introduced me to you?

Yosef: Yes. He'll show you what to do.

Emali: OK.

Dialogue 14 - Meeting your buddy 2 (CD 1 Track 14)

Jan: Maria, this is Ronda.

Maria: Hi Ronda.

Ronda: Hi Maria.

Jan: Ronda will be your buddy.

Maria: Buddy?

Jan: Yes, she'll look after you. Watch what she does and ask her anything.

Maria: OK.

Ronda: Just follow me Maria.

Dialogue 15 - Meeting your buddy 3 (CD 1 Track 15)

Ronda: You can ask me anything Maria.

Maria: Anything?

Ronda: Yeah, you know... once we had someone who stayed home because he thought another worker was angry with him.

Maria: Really?

Ronda: Yes. But he wasn't. So... if anything's worrying you about work, it's better to come in and talk about it. I can help you sort it out.

Maria: Thanks Ronda.

Dialogue 16 - Asking for information 1 (CD 1 Track 16)

Maria: What's that?

Ronda: It's the tea bell.

Maria: How long do we get?

Ronda: 15 minutes. We have it in the lunch room. Come with me - I'll show you.

Maria: Thanks.

Dialogue 17 - Asking for information 2 (CD 1 Track 17)

- Maria:** Do we have to pay for coffee?
- Ronda:** No, biscuits, coffee and teabags are free.
- Maria:** Can we take it outside?
- Ronda:** No we can't take any food outside this room.
- Maria:** Why not?
- Ronda:** Because we don't want peanuts or anything getting into our products. Some people are allergic to things like that.
- Maria:** What does allergic mean?
- Ronda:** It means that eating certain foods can make some people very sick. They could even die!
- Maria:** Oh, I see.

Dialogue 18 - Asking for information 3 (CD 1 Track 18)

- Maria:** Excuse me Ronda?
- Ronda:** Yes?
- Maria:** Where are the toilets?
- Ronda:** The Ladies is through that door and to the right.
- Maria:** Thanks.

Dialogue 19 - Asking for information 4 (CD 1 Track 19)

Emali: What do I do if a customer asks me a question?

Edris: Say, 'Sorry, I've just started here,' and tell them to ask me.

Emali: OK.

Dialogue 20 - Asking for information 5 (CD 1 Track 20)

Emali: Hi Frank. Can I talk to you for a minute?

Frank: Sure.

Zaw: There seems to be a problem with my pay. I wasn't paid for Saturday morning.

Frank: Let's see. Look, you can go and see Helen in HR. She'll fix you up.

Zaw: OK. Thanks.

Theme 2 -Policies and Procedures

Dialogue 21 - Clocking on 1 (CD 1 Track 21)

Zaw: Hi, I'm Zaw.

Denzel: I'm Denzel.

Zaw: I've forgotten how to clock on. Can you show me?

Denzel: Sure.

Zaw: Thanks.

Dialogue 22 - Clocking on 2 (CD 1 Track 22)

Jan: Have you clocked on, Maria?

Maria: Not yet.

Jan: You have to do it as soon as you arrive so that they know how many hours you've worked and how much to pay you.

Maria: Oh! I'll do it right now.

Jan: And if you can't come in or you're going to be late, make sure you call *before* your shift starts.

Maria: Before?

Jan: Yes. Otherwise it can hold up production and we can lose a lot of money.

Dialogue 23 - Clocking on 3 (CD 1 Track 23)

Maria: So what do I do first?

Jan: First enter your worker number.

Maria: OK.

Jan: Now place your hand on the scanner.

Maria: Like this?

Jan: Yes. That's good. And you have to do it again before and after lunch, and before you go home.

Maria: OK, thanks.

Dialogue 24 - Requesting leave 1 (CD 1 Track 24)

Emali: Yosef, can I speak to you for a moment?

Yosef: Sure.

Emali: I'll need to take leave next Monday.

Yosef: Oh, Monday?

Emali: Yes. My Mum is having a procedure in hospital.

Yosef: Oh, I see.

Emali: There's no one else to take her.

Yosef: I understand. Just grab a leave form from the office.

Emali: Thanks.

Dialogue 25 - Requesting leave 2 (CD 1 Track 25)

Zaw: Hi Frank. I need to take tomorrow morning off if that's OK.

Frank: Oh, why's that?

Zaw: I have to pick my father up from the hospital.

Frank: How is he?

Zaw: He's getting better. I can be in by lunchtime.

Frank: No problem. Make sure you fill in a leave form.

Dialogue 26 - Requesting leave 3 (CD 1 Track 26)

Emali: Sorry Yosef. I've forgotten where you said the leave forms were.

Yosef: They're in the office.

Emali: Ah. Thanks.

Yosef: No worries.

Dialogue 27 - Asking to leave early 1 (CD 1 Track 27)

Ronda: Excuse me Jan. Is it OK if I knock off a bit early on Friday?

Jan: Um, why's that?

Ronda: I need to take my son to the doctor.

Jan: Oh, that's no good. Is it serious?

Ronda: No, but it was the only time I could get.

Dialogue 28 - Asking to leave early 2 (CD 1 Track 28)

Zaw: Frank, can I have a word?

Frank: Sure.

Zaw: I'll need to leave half an hour earlier on Friday. I have to catch the train at four. Is that OK?

Frank: Oh, I see. Yes that'll be fine, Zaw. Just remember to clock off.

Zaw: OK. Thanks Frank.

Dialogue 29 - Ringing in late 1 (CD 1 Track 29)

Frank: Zaw, you were late in this morning!

Zaw: Yeah, sorry. My mother is sick so I had to take my little brother to school.

Frank: Why didn't you ring and let me know?

Zaw: Oh sorry, I forgot.

Frank: If you're late, it messes up the schedule. You have to ring and let us know so I can put someone else on to take your place.

Zaw: OK. I will. Sorry Frank.

Dialogue 30 - Ringing in late 2 (CD 1 Track 30)

Yosef: Yosef speaking.

Emali: Hi Yosef, it's Emali. I'm running about half an hour late.

Yosef: Oh, what's up?

Emali: My car broke down.

Yosef: OK. I'll see you after nine?

Emali: Yes, thanks.

Dialogue 31 - Ringing in sick 1 (CD 1 Track 31)

Frank: Frank speaking.

Zaw: Hi Frank. It's Zaw.

Frank: Where are you, mate? It's after 9!

Zaw: I can't come in today. I'm sick. I think I'm getting the flu.

Frank: Well you could have rung earlier. The production line has been held up waiting for you.

Zaw: Sorry Frank.

Frank: Next time make sure you ring before your shift starts so we can find someone to replace you.

Zaw: Oh, OK Sorry.

Dialogue 32 - Ringing in sick 2 (CD 1 Track 32)

Jan: Jan speaking.

Ronda: Hi Jan. It's Ronda.

Jan: Hi Ronda.

Ronda: Jan, I won't be in today. I feel really crook. I think I must be coming down with something.

Jan: Oh that's no good, Ronda. Take care. And remember, it's Monday so you'll need a medical certificate, or you'll lose a day's pay.

Ronda: Yes, I'm off to the doctor now. Thanks Jan.

Dialogue 33 - Roles and responsibilities 1 (CD 1 Track 33)

Maria: Jan, who do I call if I'm going to be away?

Jan: You call me on my mobile - because I'm your supervisor.

Maria: OK.

Jan: And if you can't get through, call Sandy in the office.

Maria: Thanks.

Dialogue 34 - Roles and responsibilities 2 (CD 1 Track 34)

Maria: Jan, can I speak to you for a moment?

Jan: Sure.

Maria: Who is the Health and Safety Officer here?

Jan: Oh, that'd be Catherine. Is everything ok?

Maria: Yes, thanks. I'm just getting to know who's who.

Jan: Good on you.

Dialogue 35 - Roles and responsibilities 3 (CD 1 Track 35)

Zaw: Hey Frank?

Frank: Yes, mate.

Zaw: Who runs this place?

Frank: You mean, who's the boss?

Zaw: Yeah.

Frank: Peter Bailey. He's the manager. He comes in a lot. He's very easy to talk to.

Zaw: Peter Bailey? OK. Thanks.

Dialogue 36 - Roles and responsibilities 4 (CD 1 Track 36)

Maria: Jan, Bob says I have to wash the floor. Do I have to do it?

Jan: Yes. He's the manager. We all have to do what he tells us.

Maria: Oh, I didn't know he was a manager.

Jan: Well, lucky you asked me!

Dialogue 37 - Roles and responsibilities 5 (CD 1 Track 37)

Emali: And who do we call if we're going to be late?

Edris: Just call the office. 7898 6651.

Emali: Hang on. I'll write that down.

Dialogue 38 - Roles and responsibilities 6 (CD 1 Track 38)

Maria: Jan, I've cut my finger.

Jan: That's no good, Maria. Go and see Michelle.

Maria: Sorry, who should I see?

Jan: Michelle. She's our First Aid officer. She'll fix you up.

Maria: OK, thanks.

Dialogue 39 - Locating forms 1 (CD 1 Track 39)

Frank: You need to fill in a Tax File Number declaration form.

Zaw: Where do I get one?

Frank: You'll find one in the office. Ask Helen in the Accounts Department.

Zaw: OK.

Dialogue 40 - Locating forms 2 (CD 1 Track 40)

Maria: Hi Jan. I'm moving house next week.

Jan: Oh really?

Maria: Which form do I fill in?

Jan: Go to the office and ask Sandy. She has all the forms.

Maria: Thanks.

Dialogue 41 - Locating forms 3 (CD 1 Track 41)

Maria: Hi Sandy. I'm moving house next week. Which form do I fill in with my new address?

Sandy: I've got it here. Just write down your name and work number here.

Maria: OK.

Sandy: And your new address here. Do you have a new phone number?

Maria: No. Just my mobile.

Sandy: What date are you moving?

Maria: Saturday the 15th.

Sandy: Write that in as well... just here.

Dialogue 42 - Asking for help to fill in a form 1 (CD 1 Track 42)

Zaw: Excuse me Frank?

Frank: Yes Zaw?

Zaw: I need a bit of help with my Tax form.

Frank: Oh. You'll have to speak to Helen in the office.

Zaw: Thanks.

Dialogue 43 - Asking for help to fill in a form 2 (CD 1 Track 43)

Zaw: Excuse me Helen?

Helen: Yes.

Zaw: I'm Zaw Cung. I've just started.

Helen: Yes.

Zaw: Would you be able to help me with my Tax form?

Helen: You'll have to come back in your tea break or after you knock off.

Zaw: After work?

Helen: Yes, I'm afraid so. I can see you at four.

Zaw: OK. Thanks Helen.

Dialogue 44 - Asking about workplace policies and procedures 1 (CD 1 Track 44)

Ronda: Could you tell me when can I apply for permanency?

Jan: Oh, sure. When you show you are capable.

Ronda: Capable? What does that mean?

Jan: It means when you know how to do the job well.

Ronda: Uh huh.

Jan: Usually after three months.

Ronda: I see. Thanks.

Dialogue 45 - Asking about workplace policies and procedures 2 (CD 1 Track 45)

Zaw: Hi Frank. Any chance of overtime work?

Frank: There's no overtime at the moment. Sorry.

Zaw: Can we get it sometimes?

Frank: Only if there's a breakdown and we have to stay back.

Zaw: I see. Thanks.

Dialogue 46 - Informing your supervisor 1 (CD 1 Track 46)

Zaw: Frank? Denzel has gone to the sick bay. He's not well.

Frank: What?

Zaw: He's sick. We'll need another hand in here.

Frank: Sure. Thanks for telling me, Zaw.

Dialogue 47 - Informing your supervisor 2 (CD 1 Track 47)

Ronda: Jan, I'm a bit worried about Maria.

Jan: Why?

Maria: She looks very pale, like she might faint.

Jan: Oh. Thanks for telling me.

Theme 3 - Occupational Health and Safety

Dialogue 48 - Protective clothing 1 (CD 1 Track 48)

Maria: What should I wear in the factory?

Jan: Don't worry. We supply your protective clothing.

Maria: That's good.

Dialogue 49 - Protective clothing 2 (CD 1 Track 49)

Jan: You have to wear rubber boots in this area. What size are you?

Maria: 36.

Jan: OK. Ah, and a dust coat, an apron, a hi vis vest and a hairnet.

Maria: What's a hi vis vest?

Jan: The bright orange vests. So it's easy to see you.

Maria: Oh OK. Do I have to wear a mask?

Jan: No, only men with beards need to wear a mask, but you'll need to cover your hair with a hairnet.

Maria: OK.

Dialogue 50 - Protective clothing 3 (CD 1 Track 50)

Yosef: You're wearing the right safety boots, Emali. But you need a good sunhat and sunscreen when you are working outdoors.

Emali: Yes, I've got a sunhat in my bag. Where can I get sunscreen?

Dialogue 51 - Finding out about Occupational Health and Safety 1 (CD 1 Track 51)

Ronda: Now wash your boots the bath tray.

Maria: Do we do this every time?

Ronda: Yes, every time you leave this room, before you put your boots away.

Maria: Uhuh. Why do we do that?

Ronda: It's so we don't carry dirt or germs from one place to another.

Maria: Oh, I see, that makes sense.

Dialogue 52 - Finding out about Occupational Health and Safety 2 (CD 1 Track 52)

Frank: We always wash our hands before we go in or out.

Zaw: Always? Why's that?

Frank: So we don't contaminate the products.

Zaw: Uh, what does contaminate mean?

Frank: It means we don't carry germs into the room. It could spoil our products.

Zaw: I see.

Dialogue 53 - OHS rules 1 (CD 1 Track 53)

Frank: Hey Denzel!

Denzel: Yes Frank?

Frank: Are you chewing gum?

Denzel: Oh yes, sorry. I forgot.

Frank: No food or gum in the plant. Go out and get rid of it.

Denzel: OK.

Frank: And remember to wash your hands going in *and* out.

Denzel: Of course. Sorry.

Dialogue 54 - OHS rules 2 (CD 1 Track 54)

Jan: Lovely engagement ring, Ronda. Congratulations.

Ronda: Thanks Jan.

Jan: But I'm afraid you'll have to take it off before you start work.

Ronda: What?

Jan: No jewellery in the plant, remember?

Ronda: Oh, no. I forgot. I'll put it in my locker.

Jan: Good.

Dialogue 55 - OHS rules 3 (CD 1 Track 55)

Maria: Why can't you wear your ring?

Ronda: We can't wear any jewellery for health and safety reasons.

Maria: That's a pity. So no earrings or anything?

Ronda: We can wear a wedding band...but no diamonds.

Maria: I'll remember that.

Dialogue 56 - OHS rules 4 (CD 1 Track 56)

Edris: Hey Emali. Have you forgotten something?

Emali: What?

Edris: Your boots. You can't wear sandals here.

Emali: Oh, I forgot! I'll go and change now.

Dialogue 57 - OHS rules 5 (CD 1 Track 57)

Yosef: Emali, have you finished with that hose?

Emali: Yes.

Yosef: Then roll it up. It's a safety hazard. Someone could trip on it.

Emali: OK. I'll do it now.

Dialogue 58 - OHS rules 6 (CD 1 Track 58)

Frank: Denzel?

Denzel: Yes?

Frank: Your work area is in a bit of a mess.

Denzel: Oh...yeah.

Frank: It's a safety hazard. Clean it up before the break.

Denzel: OK.

Dialogue 59 - Following OHS instructions 1 (CD 1 Track 59)

Jan: Ronda! Hold on a minute!

Ronda: Yes Jan? What's up?

Jan: You dropped your cutter! You'll have to wash and sanitise it before you use it again.

Ronda: Of course. I'll do it now.

Dialogue 60 - Following OHS instructions 2 (CD 1 Track 60)

Frank: Now, don't operate the machine until the safety rail is down.

Zaw: Like this?

Frank: Yes. Turn the key to start. Right?

Zaw: Turn the key to the right?

Frank: No to the left.

Zaw: Got it.

Dialogue 61 - Following OHS instructions 3 (CD 1 Track 61)

Zaw: Frank, this machine needs a clean. I've got some free time so I could do it if you like.

Frank: Thanks Zaw. Oh, hang on - have you been trained on that machine?

Zaw: No.

Frank: Then you can't use it.

Zaw: Not even clean it?

Frank: No, you can't even clean it.

Dialogue 62 - Reporting faults and hazards 1 (CD 1 Track 62)

Emali: Yosef, the irrigation system is leaking.

Yosef: Oh no! Thanks, I'll come straight away.

Dialogue 63 - Reporting faults and hazards 2 (CD 1 Track 63)

Maria: Ronda, that machine is making 'n' awful noise.

Ronda: Oh yeah. That could be dangerous.

Maria: Who should I tell?

Ronda: Tell Catherine. She's the Health and Safety Officer.

Maria: OK.

Dialogue 64 - Reporting faults and hazards 3 (CD 1 Track 64)

Maria: Ronda?

Ronda: Yep.

Maria: There's a problem with one of the machines in the boning room.

Ronda: Really? Show me.

Maria: See?

Ronda: Oh, that's no good. I'll call maintenance straight away.
Thanks, Maria.

Dialogue 65 - Reporting faults and hazards 4 (CD 1 Track 65)

Emali: These new gloves are not strong enough. They keep tearing.

Edris: Well we can't use them then.

Emali: What do we do?

Edris: Use the old ones. I'll tell Yosef.

Dialogue 66 - Reporting faults and hazards 5 (CD 1 Track 66)

Zaw: The labels have come off these chemical bottles.

Catherine: Really?

Zaw: Yes, I'm not sure what's in them.

Catherine: Thanks for telling me. We'll need to throw them out.

Dialogue 67 - Reporting faults and hazards 6 (CD 1 Track 67)

Emali: Edris, that fork lift has a flat tyre.

Edris: What? OK. We can't use it till it's fixed.

Emali: What should I do?

Edris: Tell Yosef.

Dialogue 68 - Reporting faults and hazards 7 (CD 1 Track 68)

Zaw: The warning sound isn't working on the forklift.

Catherine: Thanks for letting me know. I'll get on to Maintenance straight away.

Dialogue 69 - Reporting faults and hazards 8 (CD 1 Track 69)

Emali: Yosef?

Yosef: Yes?

Emali: There's been an oil spill in the storeroom.

Yosef: OK. I'll call the cleaner. Thanks for telling me.

Emali: No worries.

Dialogue 70 - Reporting faults and hazards 9 (CD 1 Track 70)

Yosef: OK everyone. I've put a 'slippery floor' sign out.

Emali: OK.

Yosef: Keep clear of the spill until it's cleaned up.

Edris: No worries.

Dialogue 71 - Reporting a near miss (CD 1 Track 71)

Maria: Catherine?

Catherine: Yes Maria.

Maria: There's oil on the floor. Ronda slipped and almost fell.

Catherine: Oh no. Thanks for telling me Maria. I'll call the cleaner straight away.

Dialogue 72 - Reporting an accident 1 (CD 1 Track 72)

Ronda: Catherine, there's been an accident!

Catherine: Where?

Ronda: In the kitchen! Gino's burnt his hand.

Catherine: Oh no. Can you go and get Michelle immediately?

Dialogue 73 - Reporting an accident 2 (CD 1 Track 73)

Edris: Yosef, Silvio's been hit by a forklift!

Yosef: Where is he?

Edris: He's in the loading bay. He's on the ground. He's not moving.

Yosef: Oh no! Go and tell the office immediately.

Dialogue 74 - Reporting an accident 3 (CD 1 Track 74)

Zaw: Catherine, I cut my hand on the pallet.

Catherine: How did it happen?

Zaw: The pallet has a sharp edge.

Catherine: Oh dear. Michelle, can you come and have a look at Zaw's hand?

Dialogue 75 - Accident report forms 1 (CD 1 Track 75)

Catherine: Ronda, could you fill in this report about your fall?

Ronda: But I didn't fall. I just slipped. I didn't hurt myself.

Catherine: That doesn't matter.

Ronda: Sure. I'll fill it in when I've finished here.

Catherine: Good, thanks.

Dialogue 76 - Accident report forms 2 (CD 1 Track 76)

Zaw: Frank, could you help me fill in this accident report form?

Frank: Can you wait until this load goes out?

Zaw: Yes, that's fine. Thanks.

Dialogue 77 - Asking questions about OHS 1 (CD 1 Track 77)

Frank: Can you move this pallet into the freezing room?

Zaw: Sure. Is it OK to go in like this?

Frank: No, you have to wear a freezer jacket. Here.

Zaw: Thanks.

Dialogue 78 - Asking questions about OHS 2 (CD 1 Track 78)

Zaw: It's not noisy here. Do we still need to wear hearing protection?

Frank: Hearing protection must be worn in all areas of the plant.

Zaw: It's a rule?

Frank: Yes, it is.

Zaw: OK I'll leave it on.

Dialogue 79 - Signs and signals 1 (CD 1 Track 79)

Zaw: Frank, what does that sign mean?

Frank: 'Pinch point'? It means that the machine has moving parts. So keep your hands clear.

Zaw: OK! I will.

Dialogue 80 - Signs and signals 2 (CD 1 Track 80)

Maria: Ronda, what does that sign mean?

Ronda: 'AUTHORISED PERSONNEL ONLY'? It means that *we* can't go in there.

Maria: Why not?

Ronda: It's the switch room. Only workers with the correct training can go in.

Maria: Thanks.

Dialogue 81 - Signs and signals 3 (CD 1 Track 81)

Emali: Edris, what does that sign mean?

Edris: It means that we have to wear gloves when we're planting.

Emali: All the time?

Edris: That's right.

Dialogue 82 - Signs and signals 4 (CD 1 Track 82)

Zaw: Excuse me Frank?

Frank: Yep?

Zaw: What does that sign mean?

Frank: Oh that means you can't use mobile phones here. It's dangerous with the electrical equipment.

Zaw: Yeah?

Frank: Yeah. Actually, you can only use your mobile in your breaks, and in the staff area.

Zaw: Oh, OK. Thanks.

Dialogue 83 - Signs and signals 5 (CD 1 Track 83)

Zaw: Hey, what's that?

Denzel: Fire alarm.

Zaw: Oh no, let's get out of here.

Denzel: No, we have to wait for the second alarm. The fire warden will lead us out.

Zaw: Where to?

Denzel: The assembly point near the loading bay.

Zaw: OK.

Dialogue 84 - Responding to OHS instructions 1 (CD 1 Track 84)

Denzel: Hey Zaw, which bucket are you using?

Zaw: This one?

Denzel: No, that's had chlorine in it. See the label?

Zaw: Oh.

Denzel: You can't mix chemicals. It's dangerous.

Zaw: Oh. That's good to know. Thanks for warning me.

Dialogue 85 - Responding to OHS instructions 2 (CD 1 Track 85)

Denzel: See you Frank.

Frank: Hang on a minute Denzel. Have you locked out that machine?

Denzel: No. Sorry.

Frank: Lock it and tag it for cleaning.

Denzel: OK. I'll get on to it now.

Dialogue 86 - Responding to OHS instructions 3 (CD 1 Track 86)

Edris: Hey Emali, stop!

Emali: What's the matter?

Edris: You can't just walk across the yard like that.

Emali: Why not?

Edris: Trucks and forklifts are used here. Always walk inside this yellow line.

Emali: OK. Thanks Edris.

Dialogue 87 - Manual handling - Safe lifting 1 (CD 2 Track 01)

Yosef: Edris, when you pick up a box, keep your back straight.

Edris: Like this?

Yosef: Yes, that's it.

Dialogue 88 - Manual handling - Safe lifting 2 (CD 2 Track 02)

Edris: Emali. Don't do that.

Emali: What, lift this pot?

Edris: Don't lift it like *that*. You're stretching sideways.

Emali: Really? But it's not heavy!

Edris: That doesn't matter. You could twist your back. Always face the thing you're picking up.

Emali: OK. Thanks for telling me, Edris.

Dialogue 89 - Manual handling - Working together 1 (CD 2 Track 03)

Frank: When this pallet is loaded, it takes two men to move it.

Zaw: So, I don't move it by myself?

Frank: No, get someone to help you.

Zaw: Will do.

Dialogue 90 - Manual handling - Working together 2 (CD 2 Track 04)

Zaw: Denzel, can you help me push these pallets?

Denzel: No worries. Where to?

Zaw: Just over here. Out of the way.

Denzel: OK. One-two-three, go.

Dialogue 91 - Manual handling -Checking safe practice 1 (CD 2 Track 05)

Zaw: Hey Frank. The warning sound on the forklift isn't working.

Frank: Well, we can't use it until it's fixed.

Zaw: So what should I do - use the trolley instead?

Frank: Good idea. But just make sure it's not too heavy.

Zaw: OK.

Dialogue 92 - Manual handling -Checking safe practice 2 (CD 2 Track 06)

Denzel: Frank, the fork lift is out of action.

Frank: Yeah.

Denzel: How will we move all these boxes out to the truck?

Frank: Use the trolleys, but stack them carefully and not too high. We don't want them falling off.

Denzel: OK, thanks.

Theme 4- Working in teams

Dialogue 93 - Asking for assistance 1 (CD 2 Track 07)

Edris: Emali, can you give me a hand?

Emali: No worries.

Edris: I haven't used this machine before. Could you show me how?

Emali: Sure.

Edris: Thanks.

Dialogue 94 - Asking for assistance 2 (CD 2 Track 08)

Ronda: Maria, could you stay back a minute and help me finish?

Maria: Sure.

Ronda: Thanks!

Dialogue 95 - Asking for assistance 3 (CD 2 Track 09)

Maria: Ronda, I can't understand my pay slip. Could you help me?

Ronda: No problem. Can we do it in the break?

Maria: Thanks so much.

Ronda: No worries.

Dialogue 96 - Asking for assistance 4 (CD 2 Track 10)

Denzel: Zaw, would you mind watching the line while I pop out for a minute?

Zaw: Umm, do you want me to stay here while you go out?

Denzel: Yes, could you watch the line while I go to the toilet?

Zaw: No problem!

Denzel: Thanks.

Dialogue 97 - Offering assistance 1 (CD 2 Track 11)

Denzel: Zaw, do you need a hand?

Zaw: Yes, thanks Denzel.

Denzel: No worries.

Dialogue 98 - Offering assistance 2 (CD 2 Track 12)

Zaw: Denzel, do you want me to help you with that load?

Denzel: Yes! Thanks for offering.

Zaw: No problem.

Dialogue 99 - Offering assistance 3 (CD 2 Track 13)

Ronda: Here, Maria, let me help you with that.

Maria: Oh thanks, Ronda. I'm not sure if I'm doing it right.

Dialogue 100 - Offering assistance 4 (CD 2 Track 14)

Maria: Ronda, if you need help with that order, just let me know.

Ronda: Thanks Maria, I think I will.

Maria: I've got some time now.

Ronda: Great!

Dialogue 101 - Showing initiative 1 (CD 2 Track 15)

Emali: Yosef, I've finished here. I can grab a broom and clean up a bit if you like.

Yosef: Great idea. Thanks Emali.

Dialogue 102 - Showing initiative 2 (CD 2 Track 16)

Maria: Jan, while I'm waiting for the line to be fixed, maybe I could wash down the benches?

Jan: Good on you, Maria. That'd be great.

Dialogue 103 - Showing initiative 3 (CD 2 Track 17)

Zaw: Frank? The floor's wet. I could give it a mop if you like.

Frank: Good thinking, Zaw. Thanks.

Dialogue 104 - Showing initiative 4 (CD 2 Track 18)

Zaw: These signs are dirty. Want me to wipe them down?

Frank: That's a good idea.

Dialogue 105 - : Indirect instructions 1 (CD 2 Track 19)

Denzel: You might like to wash your hands before you handle that paper.

Zaw: Oh, no. It's OK, thanks.

Denzel: Look, I mean you should. You'll get the paper dirty.

Zaw: Oh OK. I'll wash them now.

Dialogue 106 - Indirect instructions 2 (CD 2 Track 20)

Jan: Maria, it'd be good if you could stay for the staff meeting.

Maria: Sorry, Jan. Do you mean I *should* come?

Jan: Yes, I mean you should come.

Maria: OK, I'll be there!

Jan: Good.

Dialogue 107 - Asking for clarification 1 (CD 2 Track 21)

Maria: Excuse me, have you got a minute Jan?

Jan: Sure.

Maria: I'm worried because I don't always understand what you say. Could you speak a little more slowly, please?

Jan: I'll try. And don't worry - just tell me if you don't understand.

Maria: Thanks, Jan.

Dialogue 108 - Asking for clarification 2 (CD 2 Track 22)

Denzel: Hey, you're not wearing the right work gear!

Zaw: Gear?

Denzel: You've got the wrong boots on. You need the white ones.

Zaw: Oh, so 'gear' means boots?

Denzel: Yeah, boots and clothes.

Zaw: Oh, OK I'll remember that.

Dialogue 109 - Asking for clarification 3 (CD 2 Track 23)

Zaw: Excuse me, Denzel?

Denzel: Yes Zaw?

Zaw: Frank told me to see him this arvo. What does 'this arvo' mean?

Denzel: This arvo? It means this afternoon.

Zaw: Oh, I see. Is it OK if I ask you when I don't understand?

Denzel: Of course.

Zaw: Thanks, Denzel.

Dialogue 110 - Clarifying instructions 1 (CD 2 Track 24)

Jan: Maria. Could you see Catherine before you have lunch?

Maria: Oh, ah, sorry Jan. What do you want me to do first?

Jan: See Catherine, *then* have lunch.

Maria: No worries.

Dialogue 111 Clarifying instructions 2 (CD 2 Track 25)

Denzel: Have your lunch after you clean the floor.

Zaw: So do I clean the floor first?

Denzel: Yes that's right.

Dialogue 112 - Apologising 1 (CD 2 Track 26)

Ronda: Maria you were a couple of minutes late back from the break today.

Maria: Yeah?

Ronda: Well, it holds us all up if someone's not here.

Maria: Sorry, I didn't know. Thanks for telling me. I won't do it again.

Dialogue 113 - Apologising 2 (CD 2 Track 27)

Denzel: Hey Zaw, those packages aren't secure.

Zaw: Oh. Aren't they?

Denzel: Yeah, we're going to have to wrap them again.

Zaw: Oh sorry. I'll do it now.

Denzel: Here, I'll show you how.

Zaw: Thanks mate.

Dialogue 114 - Checking time lines 1 (CD 2 Track 28)

Edris: When does this order have to be finished?

Yosef: It has to be out by the end of the day.

Edris: Well, we might need an extra hand.

Yosef: Good idea, I'll see who's free.

Dialogue 115 - Checking time lines 2 (CD 2 Track 29)

Zaw: When do these orders have to be done?

Frank: We have to finish them before the 15th.

Zaw: How are we going to do that?

Frank: We get students in to work during their holidays.

Zaw: That's good!

Dialogue 116 - Checking timelines 3 (CD 2 Track 30)

Maria: Jan, how long do you want me to relieve John for?

Jan: Until lunchtime.

Maria: OK.

Dialogue 117 - Explaining a delay 1 (CD 2 Track 31)

Zaw: I won't be able to work as fast today. I hurt my shoulder at home last night.

Frank: Have you got a medical certificate?

Zaw: Yes, here it is.

Frank: Oh. OK. The doctor says you need to be on light duties.

Dialogue 118 - Explaining a delay 2 (CD 2 Track 32)

Maria: My quota might be down today. I had to spend time in the office.

Jan: No problem. I'll take that into account.

Dialogue 119 - Explaining inability to complete tasks 1 (CD 2 Track 33)

Maria: Jan, I'm sorry. I can't work in the harvesting room today. It's making me feel a bit nauseous.

Jan: Oh, OK. I'll check the roster and see who can swap with you.

Dialogue 120 - Explaining inability to complete tasks 2 (CD 2 Track 34)

Emali: Yosef, I'm sorry. I can't work with blood and bone today. It's making me feel a bit sick.

Yosef: Oh, OK. Start potting the seedlings instead.

Emali: Thanks, Yosef.

Dialogue 121 - Responding to criticism 1 (CD 2 Track 35)

Frank: You'll need to pack that pallet again Zaw. It's not tight enough.

Zaw: Oh OK.

Frank: Just take a little more time. You'll get the hang of it.

Zaw: OK. Thanks Frank. I need to know these things.

Dialogue 122 - Responding to criticism 2 (CD 2 Track 36)

Jan: Maria did you pass this bird?

Maria: Yes.

Jan: It's bruised. It can't be used for whole bird.

Maria: Oh. I see. Thanks for telling me.

Dialogue 123 - Responding to criticism 3 (CD 2 Track 37)

Yosef: Emali these plants look a bit shabby.

Emali: Oh, do they?

Yosef: Yes. You have to pull the dead leaves off.

Emali: Oh. I see. I'll do it now. Thanks Yosef.

Dialogue 124 - Responding to positive feedback 1 (CD 2 Track 38)

Frank: Good job getting that order out on time, Zaw.

Zaw: Thanks Frank!

Dialogue 125 - Responding to positive feedback 2 (CD 2 Track 39)

Jan: You're a fast learner, Maria!

Maria: You think so? Thanks Jan.

Dialogue 126 - Responding to positive feedback 3 (CD 2 Track 40)

Frank: I think you're ready to train a student now, Zaw.

Zaw: Really?

Frank: Yeah, you're one of our best workers.

Zaw: Wow. That's nice to hear. Thanks Frank.

Dialogue 127 - Responding to positive feedback 4 (CD 2 Track 41)

Yosef: That's good, Emali. You've done a great job.

Emali: Thanks Yosef. It's nice of you to say so.

Dialogue 128 - Joining in 1 (CD 2 Track 42)

Edris: Hi Emali. Are you coming to the morning tea for Jim? It's his birthday.

Emali: Oh, I'm not sure. I'm a bit busy at the moment.

Edris: Well, we're all busy, but it's good to join in.

Emali: OK. I'll come!

Edris: Good.

Dialogue 129 - Joining in 2 (CD 2 Track 43)

Jan: And could you put in for Ronda's present?

Maria: Oh...sure. How much?

Jan: Just a dollar or two is fine.

Maria: No worries.

Dialogue 130 - Taking a message (CD 2 Track 44)

- Sandy:** Hi Maria, is Jan around?
- Maria:** No, she's on her lunch break, Sandy.
- Sandy:** What time will she be back?
- Maria:** She's usually back by one.
- Sandy:** OK. I'll come back at one then.
- Maria:** OK, I'll let her know.

Dialogue 131 - Passing on a message 1 (CD 2 Track 45)

- Jan:** Hi Maria.
- Maria:** Hi Jan. Sandy came to see you.
- Jan:** Sandy? When?
- Maria:** About half an hour ago. She said she'll be back at one.
- Jan:** Oh good. Thanks, Maria.

Dialogue 132 - Passing on a message 2 (CD 2 Track 46)

- Edris:** Hi Yosef. The manager dropped in while you were out.
- Yosef:** Oh, what did she want?
- Edris:** She said they have to turn the electricity off at six tonight.
- Yosef:** Oh, thanks Edris. I'm leaving at 5.30 so that's OK.

Dialogue 133 - Schedules and rosters 1 (CD 2 Track 47)

Edris: Hey, Emali. Can you swap shifts with me?

Emali: Which day?

Edris: Sunday. It's my Mum's 60th birthday.

Emali: And you'll work Saturday for me?

Edris: Yes.

Emali: No problem. We'd better tell Yosef.

Dialogue 134 -Schedules and rosters 2 (CD 2 Track 48)

Ronda: Maria, would you mind if we swapped jobs this morning?

Maria: No problem. Are you all right?

Ronda: I feel a bit sick and the smell is stronger there.

Maria: No worries. Let's check with Jan to see if it's OK.

Ronda: Thanks.

Dialogue 135 - Schedules and rosters 3 (CD 2 Track 49)

Zaw: Frank said I could work tomorrow if I liked.

Denzel: What did you say?

Zaw: I just nodded. But I can't come in tomorrow.

Denzel: Well, I think you should tell Frank that. He needs to know who's working.

Zaw: Oh, really?

Dialogue 136 - Schedules and rosters 4 (CD 2 Track 50)

Zaw: Frank, I won't be able to come in tomorrow.

Frank: What? I thought you said you could?

Zaw: No, I have to drive my Mum to Adelaide airport.

Frank: Well, I'm glad you told me, Zaw. I'll have to ask someone else now.

Zaw: Yeah, sorry. I didn't understand.

Theme 5 - Workplace meetings

Dialogue 137 - Discussing shifts 1 (CD 2 Track 51)

Yosef: We need volunteers to work the early shift on Saturday.

Edris: I can do it if you like.

Emali: Me too.

Yosef: That's great. Thanks.

Dialogue 138 - Discussing shifts 2 (CD 2 Track 52)

Yosef: OK. We don't have enough workers for Christmas Eve.

Emali: I can work Christmas Eve, Yosef.

Yosef: Good on you Emali. Anyone else?

Dialogue 139 - Discussing tasks 1 (CD 2 Track 53)

Jan: We have a big order. We'll need workers to work quickly but safely.

Ronda: Could we get some casuals in to help?

Jan: Yes, I hope so.

Dialogue 140 - Discussing tasks 2 (CD 2 Track 54)

Frank: Denzel, Zaw, you'll be working on the farm this week. They're short.

Denzel: When do we start?

Frank: Drive over there now and see Pedro.

Dialogue 141 - Discussing tasks 3 (CD 2 Track 55)

Yosef: We want you all to learn some new skills so you'll be moving to a new area for a half day.

Emali: When will we change?

Frank: There's a roster on the wall outside the staffroom. Make a note of your time.

Dialogue 142 - Negotiating tasks (CD 2 Track 55)

Yosef: Emali, you can stack the pots today. You'll need to work the WAVE machine.

Emali: OK... but I haven't been trained to use the WAVE.

Yosef: Ah ... Well then ... Edris, you can do the stacking, and I'll arrange training for Emali.

Emali: Thanks Yosef.

Yosef: So everyone, the message is don't use any machine you haven't been trained to use.

Dialogue 143 - Discussing rosters (CD 2 Track 57)

Yosef: Now, I'll need to know everyone's availability for the next month.

Emali: Sorry, Yosef, could you explain what that means?

Yosef: I need to know exactly which days and hours you can work. We're going to be busy.

Emali: Is there a form to fill in?

Yosef: Yes, they're on the lunch table. Give them in to me by 5 o'clock.

Dialogue 144 - Participating in meetings 1 (CD 2 Track 58)

Frank: Do you have a question, Zaw?

Zaw: Yes, could you explain again about the Cup Day Holiday?

Frank: Instead of Cup Day, we could take our holiday a week later, for the local show.

Zaw: I see. Thanks.

Dialogue 145 - Participating in meetings 2 (CD 2 Track 59)

Frank: So, who wants to take our Show Day as the holiday?

Zaw: Yes, that would be better.

Frank: Can I see a show of hands? All those in favour? Hands up.
Good.

Dialogue 146 - Participating in meetings 3 (CD 2 Track 60)

Yosef: As you know, Helene's handbag was stolen yesterday.
Someone left the Staff Room door open.

Emali: Oh no. Maybe we should put a "Please keep the door closed"
sign on the door.

Frank: Good idea. And remember everyone: keep the door locked.

Dialogue 147 - Participating in meetings 4 (CD 2 Track 61)

Yosef: Any more OHS issues to discuss? ... Yes Emali.

Emali: The OHS notice in the kitchen is hard to see. Could we put
it on the door, do you think?

Yosef: Nice idea. Do you want to do that?

Emali: I'd love to!

Theme 6 -Small talk

Dialogue 148 - Talking about next weekend (CD 2 Track 62)

Denzel: What are you doing on the weekend, Zaw?

Zaw: Oh, my sister's having a party on Saturday night. How about you?

Denzel: I'm going to the footy.

Zaw: Yeah? Who's playing?

Denzel: The Saints and the Bombers. I'm going for the Saints.

Zaw: I haven't really got a team.

Denzel: Well go for the Saints then!

Zaw: OK. Whatever you say!

Dialogue 149 - Talking about the weather (CD 2 Track 63)

Zaw: A bit wet this morning, eh?

Frank: Yeah, but it's going to clear up by this afternoon.

Zaw: Good. I'm playing basketball after work.

Frank: That's a good way to keep fit.

Zaw: Yeah.

Dialogue 150 - Talking about last weekend (CD 2 Track 64)

Ronda: Morning Maria.

Maria: Hi Ronda. How was your weekend?

Ronda: It was great. My brother arrived from Sydney.

Maria: Oh that's nice.

Ronda: Mmm, I haven't seen him for about six months.

Maria: Really?

Ronda: Yeah... we talked all night on Saturday!

Maria: It must've been great to catch up.

Dialogue 151 - Talking at lunchtime 1 (CD 2 Track 65)

Jan: Oh your lunch smells so good, Maria.

Maria: Thanks, it's spinach rice. I cooked it last night.

Jan: Do you like cooking?

Maria: Yes, I love it. This is my favourite recipe.

Jan: Really? Can you write it down for me?

Maria: No problem.

Dialogue 152 - Talking at lunchtime 2 (CD 2 Track 66)

Jan: Do you bring your lunch every day?

Maria: Yes, and you?

Jan: Yes, I make sandwiches for me and the kids every morning.

Maria: I didn't know you had children.

Jan: Yes, I have three daughters. The oldest is seven. Here's a picture of them.

Maria: Wow, aren't they gorgeous!

Jan: Yeah.

Dialogue 153 - Responding to bad news 1 (CD 2 Track 67)

Zaw: Oh Frank, you look terrible.

Frank: Yes. I had an accident on the way to work today. It was awful. My car is really damaged.

Zaw: Oh no. Are you Ok? Can I get you a coffee or anything?

Dialogue 154 - Responding to bad news 2 (CD 2 Track 68)

Jan: I can't come in tomorrow. I have to go to a funeral.

Maria: Oh. I'm sorry. Is it someone close?

Jan: My father's brother.

Maria: I'm sorry to hear that.

Dialogue 155 - Responding to bad news 3 (CD 2 Track 69)

Zaw: You weren't at work yesterday. Are you OK?

Denzel: Yeah - It's my Mum, she had a fall.

Zaw: Oh that's terrible. Is she OK?

Denzel: No, she broke her hip. She'll be in hospital for a while.

Zaw: Oh dear. Poor thing.

Dialogue 156 - Responding to good news 1 (CD 2 Track 70)

Jan: Hi Maria, you look happy.

Maria: My sister is pregnant. I'm going to be an aunty!

Jan: That's great. Congratulations!

Maria: Thanks. I can't wait!

Dialogue 157 - Responding to good news 2 (CD 2 Track 71)

Ronda: Hey Maria. Guess what? I got engaged on the weekend!

Maria: That's fantastic, Ronda. Congratulations!

Ronda: Thanks.