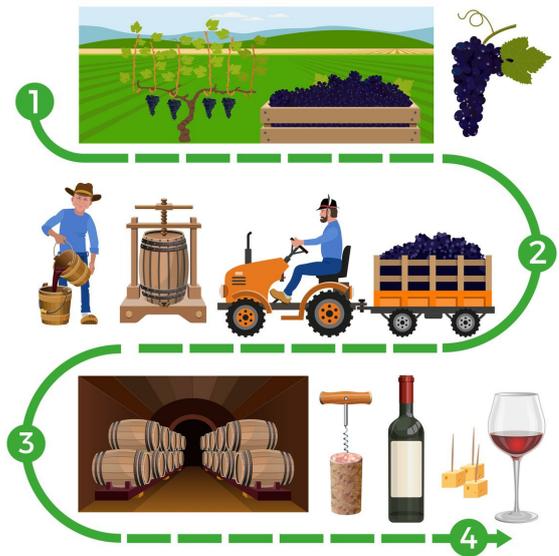




DESCRIBING A PROCESS



Scan to review worksheet

Expemo code:
152A-J269-M1Z6

1 Types of processes

Match the stages to the processes.

1. make a pre-payment, measure the customer, choose a fabric, first fitting, second fitting, collect suit
 2. choose appropriate dates, search for a flight connection, book a flight, book a hotel
 3. ask for the customer's details, edit the template, print the document
 4. invite speakers, email attendees, book the room
 5. open the unit, press the button to release the cartridge, remove the empty cartridge, insert the new cartridge into the holder, close the unit
-
- a. buying/selling a custom-made suit
 - b. changing ink in a printer
 - c. organizing a conference
 - d. planning a trip
 - e. writing an invoice

2 Listening

Listen to the dialogue and answer the questions below.

Audio



1. Do Marianne and Sanjay already know each other?
2. What is Marianne's problem?
3. What does Sanjay ask her to do to solve the problem?
4. What was causing the problem?
5. What else does Marianne want?



3

Useful words

Complete the dialogue with the words below.

And then

Finally

First

Next

Now

Sanjay: Hello, this is Sanjay.

Marianne: Hi Sanjay, this is Marianne.

Sanjay: Hey there, Marianne. What's the problem today?

Marianne: Haha ... well, actually I do have a problem. I can receive emails but I can't send them. They get stuck in my Outbox.

Sanjay: OK, I'm not in the office right now, I'm on my lunch break, but I think I can help you with that.

Marianne: Great.

Sanjay: Is your Outlook application open?

Marianne: Yes.

Sanjay: OK, good. _____¹, go to the Tools menu in Outlook.

Marianne: OK.

Sanjay: _____², click on Accounts.

Marianne: OK...accounts.

Sanjay: In the list on the left, do you see the account "Cooper imap"?

Marianne: Yes, I see it.

Sanjay: OK, click on that account.

Marianne: Done.

Sanjay: _____³ look for a field called 'Outgoing server'. Read it to me.

Marianne: It says "mail.cooper.com" and there's a number.

Sanjay: What does the number say?

Marianne: 1025.

Sanjay: OK, change it to 587. _____⁴ close and open the application.

Marianne: OK. Done.

Sanjay: Good. _____⁵, click the send and receive button.

Marianne: OK, wait a second ... yay, it worked! That wasn't too complicated. So what was the problem?

Sanjay: It seems our new network was blocking the port 1025, so we simply changed it to a different port.

Marianne: I have no idea what that means but I'm glad I can use email again. Ooo ... look there's one from you.



4 Sequencers

Sequencers are words that we use to describe the order in which things are done. In Exercise 3, you completed the dialogue with a few simple sequencers. Here's a more complete list.

- First, ... / First of all, ...
- Next, ...
- Then, ...
- After that, ...
- Following that, ...
- Finally, ... / At the end, ...
- Before ... / After ...

Now study the process of making wine below and complete the description on the next page with appropriate sequencers.





How is wine made?

People have been making wine for thousands of years. It is not only an art, but also a science. So, how is it made? Well, there are four main stages.

_____ ¹, the grapes are picked by hand or mechanically. This is called 'harvesting'.

_____ ², the grapes are transported to the winery, where they are pressed into a juice called 'must'.

_____ ³, the must is transferred into wooden barrels and the sugar in the juice is slowly converted into alcohol. This process is called 'fermentation' and it can take anywhere from 10 days to one month or more.

_____ ⁴, the wine is filtered (the hard pieces in the liquid are removed) and transferred into bottles. This is called 'bottling'. _____ ⁵ bottling, the winemaker also has the option to leave the wine to improve the quality. This process is called 'aging'. Aging typically takes anywhere from 2 to 30 years.

5

Grammar: Passive voice

When we describe a process in which the action is more important than the person or people who cause the action, we use the passive voice. Compare **active** and **passive** structures.

Active: People **transport** the grapes to the winery.

Passive: The grapes **are transported** to the winery.

- In the **active** sentence, the *subject* (people) causes an action (transport).
- In the **passive** sentence, we say what happens *to* the subject (the grapes). The cause of the action (people) is not the focus of the sentence.

The **passive** is formed with the verb **be (is/are/was/were etc.) + past participle (e.g. transported)**

If we want to say *who* or *what* causes the action in a passive sentence, we use **by**:

The grapes **were picked by** the workers.

The email **wasn't sent by** me.

Find more examples of the passive in the text.



6 Verbs in the passive

Complete each sentence using one of these verbs in the correct form:

break **clean** **not/allow** **not/invite** **teach** **write**

1. The company was established in 1989.
2. I didn't see you at the conference because I _____ .
3. The office _____ every morning, before the workers arrive.
4. I don't know when this manual _____ .
5. John _____ French at school when he was a child.
6. My printer isn't working. I think it _____ .
7. I'm afraid smoking _____ in this area.

7 Active or passive?

Complete the sentences with the verbs in the correct form (active or passive):

1. The decision _____ (make) at the meeting this morning.
2. I can't get in the office. The door _____ (lock)!
3. We _____ (close) the office every day at 5 pm.
4. I have to take a taxi today. My car _____ (steal) yesterday.
5. Somebody _____ (steal) my car while I was at the gym.
6. I like your new sales representative. When _____ (you/hire/him)?
7. Paula _____ (drive) to work every morning.
8. The CEO _____ (drive) everywhere. She has her own private chauffeur.

8 Practice

Describe a process in your work or outside work, using key language from this lesson. Read it to your partner.



Transcripts

2. Listening

Sanjay: Hello, this is Sanjay.

Marianne: Hi Sanjay, this is Marianne.

Sanjay: Hey there, Marianne. What's the problem today?

Marianne: Haha ... well, actually I do have a problem. I can receive emails but I can't send them. They get stuck in my Outbox.

Sanjay: OK, I'm not in the office right now, I'm on my lunch break, but I think I can help you with that.

Marianne: Great.

Sanjay: Is your Outlook application open?

Marianne: Yes.

Sanjay: OK, good. First, go to the Tools menu in Outlook.

Marianne: OK.

Sanjay: Next, click on Accounts.

Marianne: OK...accounts.

Sanjay: In the list on the left, do you see the account "Cooper imap"?

Marianne: Yes, I see it.

Sanjay: OK, click on that account.

Marianne: Done.

Sanjay: Now look for a field called 'Outgoing server'. Read it to me.

Marianne: It says "mail.cooper.com" and there's a number.

Sanjay: What does the number say?

Marianne: 1025.

Sanjay: OK, change it to 587. And then close and open the application.

Marianne: OK. Done.

Sanjay: Good. Finally, click the send and receive button.

Marianne: OK, wait a second ... yay, it worked! That wasn't too complicated. So what was the problem?



- Sanjay:** It seems our new network was blocking the port 1025, so we simply changed it to a different port.
- Marianne:** I have no idea what that means but I'm glad I can use email again. Ooo ... look there's one from you.
- Sanjay:** Is there anything else I can help you with?
- Marianne:** Yes, can you get me a cafe latte on your way back from lunch?
- Sanjay:** Err... sure.

