

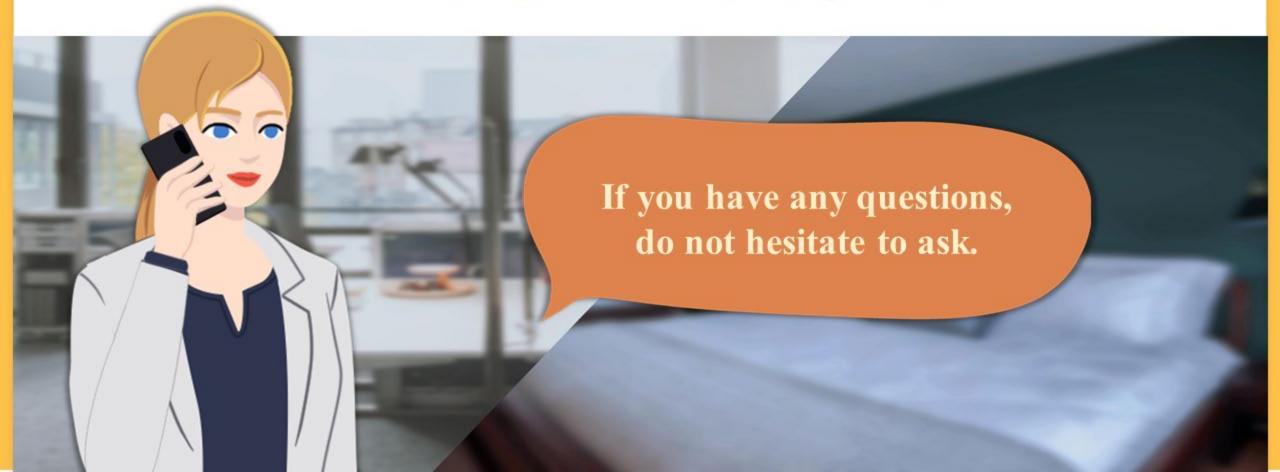
## LEARNING GOALS

- Raising Questions and Concerns
- Showing Willingness to Offer Help



## What would you say?

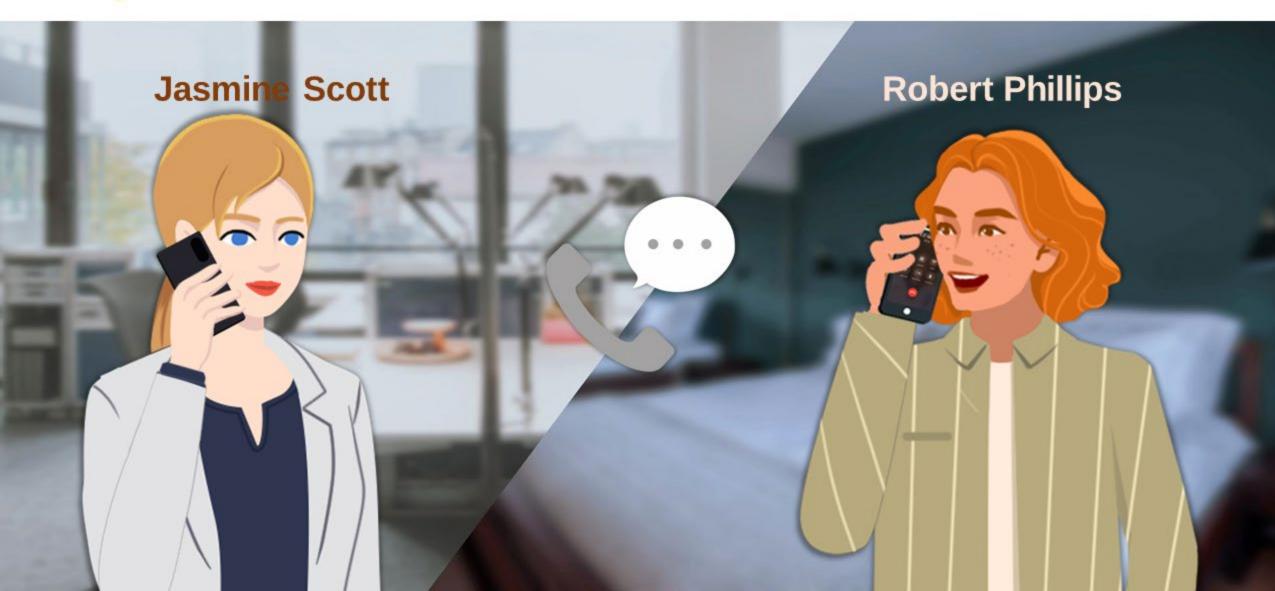
Scenario: The HR assistant called to inform you about the office tour tomorrow and asked to meet you at the lobby. Ask questions about the office tour.



#### Situational Dialogue



Jasmine calls Robert to inform about his orientation schedule.











#### **Key Vocabulary**

#### Learn the new words and answer the questions.



#### front desk

(n) a desk near the entrance of a hotel, office building, etc. where people ask information

e.g. He asks information at the front desk.



#### parking area

(n.) an outside area of ground where you can leave a car for a period of time

e.g. There are a lot of cars parked in the parking area.



#### orientation

(n.) a program that prepares people for a new environment, such as a school or company.

e.g. They are having an orientation at the conference room.



#### **Dialogue Review**

#### Have a role play and answer the questions.



Jasmine calls Robert to inform about his orientation schedule.

Jasmine: Hi, Mr. Phillips! This is Jasmine from Milestone.

We're thrilled to have you on our team.

**Robert:** So glad to hear the good news!

**Jasmine:** Please arrive by 8:30 a.m. next Monday.

I'll meet you at the **front desk** and take you on a quick office tour.

Robert: Okay. I was wondering if there is a parking area.

**Jasmine:** Yes, feel free to park in the visitor's spot outside.

Robert: Thank you. What shall I do next?

Jasmine: After lunch, Bruce Fisher will run through

your orientation until the end of the day. If you have any questions

before Monday, feel free to call me back at this number.

#### **Learning Goals**

#### Let's check the learning goal!



Jasmine calls Robert to inform about his orientation schedule.

Jasmine: Hi, Mr. Phillips! This is Jasmine from Milestone.

We're thrilled to have you on our team.

Robert: So glad to hear the good news!

1. Raising Questions Jasmine: Please arrive by 8:30 a.m. next Monday. I'll meet you at the front desk and take you on a quick office tour.

Robert: Okay. I was wondering if there is a parking area.

Jasmine: Yes, feel free to park in the visitor's spot outside.

Robert: Thank you. What shall I do next?

**6** 2. Showing Willingness Jasmine: After lunch, Bruce Fisher will run through to Offer Help

your orientation until the end of the day. If you have any questions

before Monday, feel free to call me back at this number.

#### **Learning Goals**

Learn the key expressions and sentence structures.

#### .:: Raising Questions and Concerns

- > I was wondering if...
- ➤ I wonder + (wh- question)...
- ➤ What if...?
- What do you mean when you say...?

#### Example sentences:

- I was wondering if we can finish the orientation by noon.
- I wonder who will explain the office tour details.
- What do you mean when you say "run through"?

### Inquiry vs. Question What's the difference?

- > Inquiry
  - is when you want information/ details about something specific
- Question
  - is when you ask about anything in general



#### **Learning Goals**

Learn the key expressions and sentence structures.

#### .:: Showing Willingness to Offer Help

- I'd be glad to help/ assist you with...
- Shall I help you with...?
- > Feel free to + (verb)... me.

#### Example sentences:

- I'd be glad to assist you with your concerns.
- Shall I help you with your orientation schedule?
- Feel free to contact me.

## Other Expressions to Offer Help

- I'd be happy to...

  Ex. I'd be happy to help
  - Ex. I'd be happy to help you with your task.
- Would you like me to...?
  - Ex. Would you like me to finish the report for you?



# Semi-open Dialogue

Have a role play.

Scenario: You received a call from the hiring manager informing you about the orientation.

Ask further questions about the details of the orientation.



- .:: You can refer to the following key expressions:
- I was wondering if...
- I wonder + (wh- question)...
- What if...?
- What do you mean when you say...?

#### **Coffee Break**

Learn what new hires feel about onboarding.

#### .:: How Do New Hires Feel About Onboarding?



>63% feel accepted by colleagues

>62% feel **less anxious** as newcomers

>71% feel **prepared** to do their job

This statistic shows the different feelings felt by new hires in organizations in the United States in 2018. During the survey, 40 percent of respondents state that they felt **welcomed** and **valued** during onboarding.



### Overview

#### **Keywords and expressions:**

front desk/ parking area/ orientation

I was wondering if... I wonder + (wh-question)... What if...? What do you mean when you say...?

I'd be glad to help/ assist you with... Shall I help you with...? Feel free to + (verb)... me.

