



NEW BUSINESS ENGLISH 5

Lesson 11 Orientation



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.



If you have any questions,
do not hesitate to ask.

Situational Dialogue

- ▶ Jasmine calls Robert to inform about his orientation schedule.

Jasmine Scott



Robert Phillips





Hi, Mr. Phillips! This is Jasmine from Milestone. We're thrilled to have you on our team.

So glad to hear the good news!





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.

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





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

Thank you.
What shall I do next?





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.



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.

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!

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.***



1. Raising Questions and Concerns



2. Showing Willingness to Offer Help

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



What questions would you most likely ask if you are new at work?

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 you with your task.
- **Would you like me to...?**
Ex. Would you like me to finish the report for you?



How do you express your willingness to help someone?

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...?

∴ How Do New Hires Feel About Onboarding?

>65% feel **welcomed** and **valued**

>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.



Do you agree with these facts? Why or why not?

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.

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