



NEW BUSINESS ENGLISH 5

Lesson 13

Work Schedules



LEARNING GOALS

- ◆ Taking a Leave of Absence
- ◆ Delegating a Task



What would you say?

Scenario: Imagine you are now working in a shift schedule that doesn't suit you best. Raise your concerns and requests to your manager.



What's the matter?
How can I help you?

Situational Dialogue

- ▶ Caleb requests a change in his shift schedule.



Caleb Park



Dawn Brooke



Good morning, Ms. Brooke. I'm concerned about feeling unproductive with my current schedule. I work more effectively in the evening. Thus, I would like to request a change in my schedule from 8 a.m. to 5 p.m. to 1 to 10 p.m.

I see, Caleb. That sounds reasonable. We'll take that into account.





Thank you, Ms. Brooke.
May I know when I'll be
expecting your confirmation?



It's not certain yet, I have
to check the overall shift
schedule first.





I understand. Nevertheless,
I would be highly obliged if you
could confirm my request.

Do not worry, Caleb. I will give
you feedback within this week.



Key Vocabulary

Learn the new words and answer the questions.



unproductive

(adj.) not producing very much or not having positive results

e.g. We scheduled another because today's meeting was so **unproductive**.



reasonable

(adj.) being fairly good or acceptable

e.g. My manager accepts our requests as long as they are **reasonable**.



obliged

(adj.) used to thanks someone and say that you are grateful to them

e.g. "Thank you for assisting, Michael. I'm so much **obliged**."

Dialogue Review

Have a role play and answer the questions.



Caleb requests a change in his shift schedule.

Caleb: Good morning, Ms. Brooke. I'm concerned about feeling **unproductive** with my current schedule. I work more effectively in the evening. Thus, I would like to request a change in my schedule from 8 a.m. to 5 p.m. to 1 to 10 p.m.

Ms. Brooke: I see, Caleb. That sounds **reasonable**. We'll take that into account.

Caleb: Thank you, Ms. Brooke.

May I know when I'll be expecting your confirmation?

Ms. Brooke: It's not certain yet. I have to check the overall shift schedule first.

Caleb: I understand. Nevertheless, I would be highly **obliged** if you could confirm my request.

Ms. Brooke: Do not worry, Caleb. I will give you feedback within this week.



Caleb requests a change in his shift schedule.

Caleb: Good morning, Ms. Brooke. I'm concerned about feeling unproductive with my current schedule. I work more effectively in the evening.

Thus, **I would like to request a change in my schedule from 8 a.m. to 5 p.m. to 1 to 10 p.m.**



1. Requesting a Change

Ms. Brooke: I see, Caleb. That sounds reasonable. We'll take that into account.

Caleb: Thank you, Ms. Brooke.



2. Asking for Confirmation

May I know when I'll be expecting your confirmation?

Ms. Brooke: It's not certain yet. I have to check the overall shift schedule first.

Caleb: I understand. Nevertheless, I would be highly obliged if you could confirm my request.

Ms. Brooke: Do not worry, Caleb. I will give you feedback within this week.

Learning Goals

Learn the key expressions and sentence structures.

∴ Requesting a Change

- I would like to request ...
- I would like to ask for a change ...
- I'd like to request a change ...

Example Sentences:

- I would like to request a change of schedule.
- I would like to ask for a change of seat assignment.
- I'd like to request a change of sofa in the lounge.

You may request changes to the following:

- shift schedules
- office desks
- broken fixtures
- office equipment



What requests do you commonly ask for in the office?

Learning Goals

Learn the key expressions and sentence structures.

∴ Asking for Confirmation

- May I know when I'll be expecting your confirmation?
- May I know whether the request is approved or not?
- Could you possibly tell me whether ... ?

Example Sentences:

- May I know whether the request regarding the shift is approved or not?
- Could you possibly tell me whether the request for new office equipment is approved or not?

Other ways to ask for confirmation:

- Would you mind... ?
- Could you please... ?
- Would it be fine to... ?
- Would you be okay... ?
- Is it fine for you to... ?

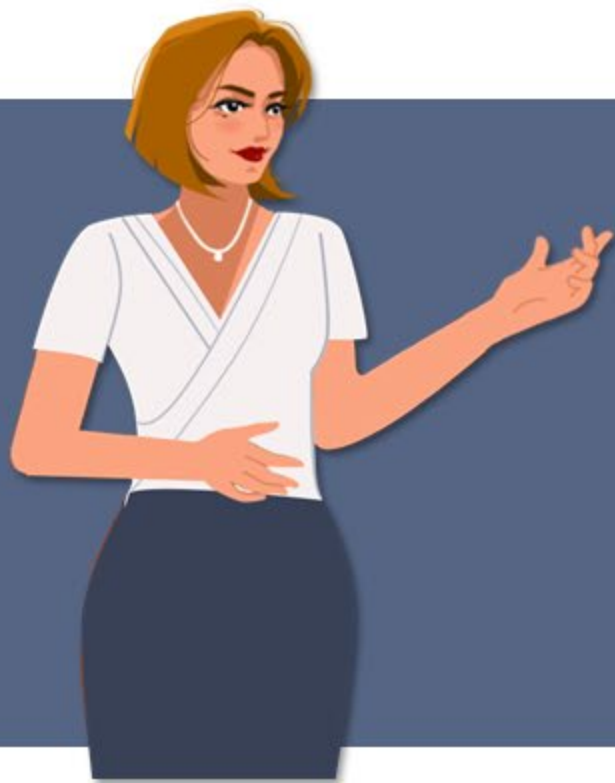


Why is it important to confirm requests?

Semi-open Dialogue

Have a role play.

Scenario: Your desktop computer is already defective. Request for a replacement, and then ask for confirmation from your manager.



∴ You can refer to the following steps:

- **Requesting a Change**

I would like to request ...

I would like to ask for a change ...

I'd like to request a change ...

- **Asking for Confirmation**

May I know whether ... ?

May I know when ... ?

Could you possibly tell ... ?

∴ 4 Common Types of Flexible Work Schedules

01

Compressed Workweeks

An employee may choose to work at any time as long as they are productive during their work hours.

02

Customized Working Hours

An employee can customize their operational hours within a workday with flextime.

03

Alternative Schedule

An employee can take up an alternate work schedule through the second shift, night shift, or weekends.

04

Remote Working

An employee can work completely away from the office for a temporary or permanent period.



What flexible work schedules apply in your company?

Overview

Keywords and expressions:

unproductive/ reasonable/ obliged

I would like to request ...

I would like to ask for a change ...

I'd like to request a change ...

May I know when I'll be expecting your confirmation?

May I know whether the request is approved or not?

Could you possibly tell me whether ... ?

