

A background image showing a group of people's hands stacked together in a gesture of teamwork or agreement. The hands are of different skin tones, and some are wearing watches. The background is a light-colored wooden table with some papers. A large yellow geometric shape is overlaid on the left side of the image, and a dark blue shape is at the bottom right.

# **NEW BUSINESS ENGLISH 5**

## **Lesson 15**

### **Pay and Salary Distribution**



# LEARNING GOALS

---

- ◆ Describing the Issue/ Concern
- ◆ Explaining the Issue/ Concern





# What would you say?

**Scenario: There is a miscalculation on your upcoming salary.  
How will you raise this issue to HR?**



Is there anything  
I can do for you?

## Situational Dialogue


- ▶ Kenzo tells Jasmine that there's a problem with his salary.




**Jasmine Scott**



**Kenzo Hara**

A woman with blonde hair tied in a ponytail, wearing a light grey blazer over a dark blue top, stands on the left side of the image.

Is there anything I can  
do for you, Kenzo?

A man with dark hair, wearing a dark grey suit, white shirt, and black tie, stands on the right side of the image, gesturing with his right hand.

I'm afraid there's something  
wrong with my salary.





Have you checked your  
updated payslip?

Yes, I did. It appears  
there's a miscalculation  
on my tax deduction.





We truly apologize for the confusion.  
The income tax rate has increased  
this quarter. We were supposed to  
announce this issue earlier to the staff.

I see. Thank you for the  
information, Jasmine.





# Key Vocabulary

Learn the new words and answer the questions.



## payslip

(n.) a piece of paper received by an employee showing how much salary they have been paid

e.g. She always checks her **payslip** every month.



## miscalculation

(n.) the act of calculating something wrongly

e.g. There's a **miscalculation** on my salary deduction.



## income tax

(n.) a part of your income that you have to pay regularly to the government

e.g. He pays **income tax** every month.



## Dialogue Review

Have a role play and answer the questions.



*Kenzo tells Jasmine that there's a problem with his salary.*

**Jasmine:** Is there anything I can do for you, Kenzo?

**Kenzo:** I'm afraid there's something wrong with my salary.

**Jasmine:** Have you checked your updated **payslip**?

**Kenzo:** Yes, I did. It appears there's a **miscalculation** on my tax deduction.

**Jasmine:** We truly apologize for the confusion. The **income tax** rate has increased this quarter. We were supposed to announce this issue earlier to the staff.

**Kenzo:** I see. Thank you for the information, Jasmine.



*Kenzo tells Jasmine that there's a problem with his salary.*



## **1. Describing the Issue/Concern**

**Jasmine:** Is there anything I can do for you, Kenzo?

**Kenzo:** **I'm afraid there's something wrong with my salary.**

**Jasmine:** Have you checked your updated payslip?

**Kenzo:** Yes, I did. **It appears there's a miscalculation on my tax deduction.**

**Jasmine:** **We truly apologize for the confusion. The income tax rate has increased this quarter. We were supposed to announce this issue earlier to the staff.**



## **2. Explaining the Issue/Concern**

**Kenzo:** I see. Thank you for the information, Jasmine.



# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Describing the Issue/ Concern

- I'm afraid there's something wrong with my + (noun).
- I'm wondering if my + (noun) is correct or not.
- I'm not sure whether my (noun) is accurate.
- It appears there's a miscalculation on my + (noun)

Examples:

- I'm afraid there's something wrong with my payslip.
- I was wondering if my overtime hours are correct or not.
- I'm not sure whether my attendance record is accurate.
- It appears there's a miscalculation on my holiday pay.

### Tips in Describing Issues or Concerns:

1. Clearly explain the issue.
2. Show evidence if necessary.



*How would you describe a miscalculation on your overtime pay?*

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Explaining the Issue/ Concern

- We truly apologize for the + **(problem/ issue)**.
- Due to + **(cause)**, we experienced + **(problem/ issue)**.
- We will **(verb)** as soon as possible.

Examples:

- We truly apologize for the confusion.
- Due to the system error, we experienced some slight miscalculations on your salary.
- We will review and correct them as soon as possible.

### How to Explain an Issue or Concern:

1. Apologize
2. Explain the Cause
3. Provide a Resolution



*An employee complained about double deductions on their health insurance. How would you explain the problem if you were the HR officer?*



# Semi-open Dialogue

Have a role play.

**Scenario:** Imagine you had received your payslip but your overtime hours did not reflect on it. How will you report the issue to HR?



∴ You can refer to the following key expressions:

- I'm afraid there's something wrong with my + (noun).
- I'm wondering if my + (noun) is correct or not.
- I'm not sure whether my (noun) is accurate.
- It appears there's a miscalculation on my + (noun)

### ∴ Common Types of Compensation

#### Base Pay

It is the amount of money that workers are paid for each normal hour, week, etc.



#### Bonus Pay

It is awarded by a company as an incentive or to reward good performance.



#### Overtime Wages

It is the additional pay for work performed over 8 hours a day.



#### Commission

It is what you pay to employees when they make a sale or achieve some other goals.



*If you were to add a new type of compensation for your job, what would it be and why?*



# Overview

## Keywords and expressions:

payslip/ miscalculation/ income tax

I'm afraid there's something wrong with my + (noun).

I'm wondering if my + (noun) is correct or not.

I'm not sure whether my (noun) is accurate.

We truly apologize for the + (problem/ issue).

Due to + (cause), we experienced + (problem/ issue).

We will (verb) as soon as possible.

*Made by Artiaga  
Proofread by Keanu*

