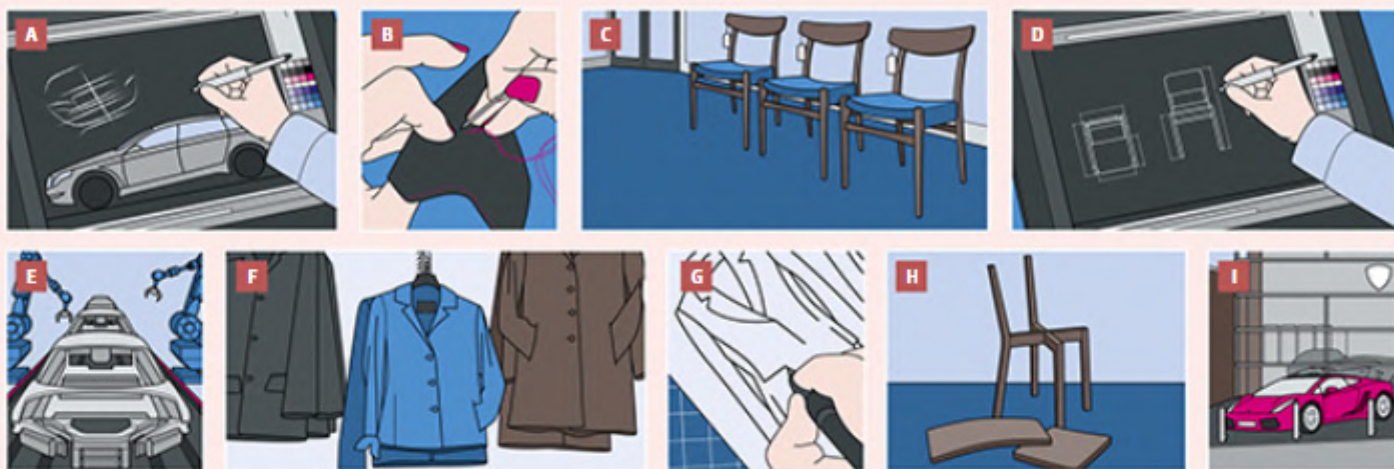


Lesson outcome

Learners can talk about how a project went.

★ Lead-in 1A Match each picture (A-I) with a process step (1-3).

1 Design 2 Manufacturing 3 Delivery to shops

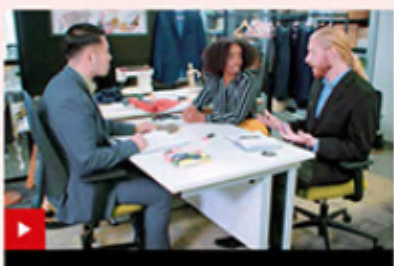


B Which three pictures show the design to delivery process for

1 a car? __, __, __ 2 a jacket? __, __, __ 3 a chair? __, __, __

C Do you own or use products similar to these? Describe them (colour, design, manufacturer, etc.).

★ VIDEO 2A 3.4.1 Watch the start of the video. Why did William arrange a meeting with the designers?



B Watch the complete video. Tick (✓) the topics they talk about.

- | | |
|---|---|
| <input type="checkbox"/> The customers' comments about the new jacket | <input type="checkbox"/> Problems with money |
| <input type="checkbox"/> Ellen's other new clothing designs | <input type="checkbox"/> Communication problems |
| <input type="checkbox"/> Problems with teamwork | <input type="checkbox"/> Something that needs to change |
| <input type="checkbox"/> The design of the jacket | <input type="checkbox"/> Ellen's pay for the work |
| <input type="checkbox"/> Problems with manufacturing | |

C Watch the video again. Put the stages of the project (a-f) in the correct order.

- | | |
|---|-------|
| a They had a problem with the material from the supplier. | _____ |
| b Ellen started designing the jacket. | _____ |
| c They had a problem with the schedule - manufacturing were late. | _____ |
| d The team helped her and answered her questions. | _____ |
| e They didn't meet the delivery deadline for the shops. | _____ |
| f They changed to a different supplier. | _____ |

★ 3A Match the questions with the answers. Look at the videoscript on page 130 if necessary.

- | | |
|---------------------------------|---|
| 1 How did it go, generally? | a There were one or two problems with the jackets. |
| 2 What went well in particular? | b They didn't meet the deadline. |
| 3 What didn't go well? | c The teamwork. |
| 4 What did you do? | d We didn't communicate the new dates for delivery. |
| 5 What was the problem? | e Communicate the dates to everyone. We need to have regular update meetings. |
| 6 Why did this happen? | f We changed to a different supplier. |
| 7 What do we need to change? | g I think it went well. |

B Look at page 130. Practise reading the script with a partner.

Speaking



1 Mark designs the shoe.



2 The team tests the design. The teamwork was really good.



3 They start to produce the shoe, but they have a problem with the material.



4 They change to a different material.



5 They miss a deadline. They have communication problems with the shipping company – the shipping instructions aren't clear.



6 The shoes are in the shops – and customers really like them!

TALKING ABOUT PROJECTS

Asking about projects

How did it go, generally?

What went well, in particular?

What didn't go well?

What was your experience?

What did you do?

What happened? / Why did this happen?

What was the problem?

What do we need to change?

Saying how it went

It went well. / Not very well.

It was OK. / There were one or two problems.

We met each (project) deadline.

We had a problem with [the suppliers / our client]. There was a problem with [our materials / some of the team].

The [project / teamwork] was [good / great]. There were one or two problems with [the clients / the designs].

We changed to a different factory. I started to ask more questions.

We didn't communicate the changes well. We made some mistakes in planning.

The supplier didn't explain the changes. We didn't meet the deadline.

Next time ... We need to improve our design. I want to make the process clearer.

4A Look at the pictures (1-6) and read about a product. Answer the questions.

- 1 What is the product?
- 2 What three problems did the team have?
- 3 Did the shops like the product?

B Work in pairs. Look at page 116 and write a dialogue about a shoe-design project. Use the photos to help you.

Student A

Congratulate Student B.

Ask how the project went.

Ask what went well.

Ask what didn't go well.

Ask what you need to change.

Say that it's OK now and everyone's happy.

Student B

Thank Student A.

Answer.

Answer.

Answer, and explain the problems.

Say what you want to change.

A: Congratulations! The shoes are in the shops today!

B: Thanks. Yeah, I'm very happy!

A: So how did the project go, generally?

B: It went well, thanks.

A: Tell me about it. What went well, in particular?

B: The teamwork. It was ...

C Practise the dialogue.

Reading and Listening

4 Complete the instructions with the correct form of the words and phrases in the box.



dear all don't have don't use for your cooperation go make regards talk

Subject: Meeting room rules



1 _____,

We love the new offices, but we had some problems last week with meeting rooms.

Please ² _____ a meeting room without a reservation. When you need a room,

please ³ _____ to Agnes and ⁴ _____ a reservation. Please ⁵ _____

lunch in meeting rooms. ⁶ _____ to the company canteen for food.

Thank you ⁷ _____.

⁸ _____,

Denise Woo

Admin Assistant

5A 3.01 Listen to the conversation and answer the questions.

- 1 Why does the company need to move?
- 2 What event is on Friday evening?

B Listen again. Complete the notes.



Company hired ¹ _____ new employees last month, need to move to ² _____, _____ offices.

Thursday:

- Everyone in the office: ³ _____ a.m.
- Desk items in boxes. Boxes stay in ⁴ _____.
- No staff in office after ⁵ _____.

Friday:

- Morning - no work. Arrival time - ⁶ _____.
- Employees find desks - don't ⁷ _____ desks!
- Items on new desks.
- ⁸ _____ - party for new office.

Writing 6A Write instructions about the notes in Exercise 5A. Use the words and phrases in the box.



arrive find (x2) join not change not come not stay put

- 1 Thursday: Please _____ at the office by 9.00 a.m.
- 2 _____ all desk items in boxes.
- 3 Thursday: _____ in the office after 12.30 p.m.
- 4 _____ to work on Friday morning.
- 5 _____ your new desk and please _____ it!
- 6 You can _____ your office items on your new desk.
- 7 Please _____ us for a celebration at 6.00 p.m.

B Write an email giving instructions for the office move in Exercise 5B.