



# Problems at work

Lesson code: 127U-E2ZB-2HPB

Elementary (A1-A2)

 British English

## 1 Office problems

Match the sentences about problems at work. Then practise the short dialogues with a partner.

- |                                      |                                   |
|--------------------------------------|-----------------------------------|
| 1. I can't load the web page.        | a. Did anyone order any?          |
| 2. The heater doesn't work.          | b. Here, you can borrow this one. |
| 3. There's no paper for the printer. | c. It's broken.                   |
| 4. I can't find my pen.              | d. There's no internet.           |
| 5. The invoice isn't in the box.     | e. They forgot to send it.        |

## 2 Personal work problems

Match the words to the pictures below of work problems.

a boring job  
no job training

a difficult colleague  
too much work

a health problem  
working long hours



1. \_\_\_\_\_



2. \_\_\_\_\_



3. \_\_\_\_\_



4. \_\_\_\_\_



5. \_\_\_\_\_



6. \_\_\_\_\_

Do you have any of these problems at work? Which ones?



### 3 Company problems

Look at the problems below. Match them to the descriptions.

1. "We don't have enough room for all the staff. We need to move to a bigger office."
  2. "We can't pay our bills at the moment. We are spending too much and are not making enough."
  3. "Things are very different at the company now and the staff are worried they will lose their jobs."
  4. "Every month we get a new program. We need to train the staff how to use it. "
  5. "Our clients want a lot of information and sometimes we can't answer all the messages fast enough."
  6. "There are rules about how to manage customer's details."
- a. Changes at work
  - b. Customer service
  - c. Data protection
  - d. Money problems
  - e. Space problems
  - f. Technology

Write down two problems that make you feel worried at work.

### 4 Fixing problems

Choose the correct adjective to complete each sentence.

bright

correct

flexible

helpful

modern

tidy

1. "This is the wrong document. Can you send the \_\_\_\_\_ one please?"
2. "You can work \_\_\_\_\_ hours if you can't start work at 9am."
3. "My computer froze, but my \_\_\_\_\_ colleague fixed the problem."
4. "I could never find anything on my desk but then I started to keep it \_\_\_\_\_ ."
5. "My computer screen was too \_\_\_\_\_ , so I made it darker."
6. "The printer was really old, so we bought a more \_\_\_\_\_ one."

Can you work flexible hours at your company?



## 5 A printer problem

Complete the gaps below with the correct words. Then listen to the audio to check your answers.

Audio



back  
printer

check  
run

connection  
size

correct  
try

- Lucy:** Simon, can you help me? I can't print anything.
- Simon:** Is the \_\_\_\_\_<sup>1</sup> on?
- Lucy:** Yes, it is.
- Simon:** Hmm, maybe turn it off and then turn it \_\_\_\_\_<sup>2</sup> on again."
- Lucy:** I did that. Nothing happened.
- Simon:** Okay, well maybe there is a \_\_\_\_\_<sup>3</sup> problem.
- Lucy:** How can I \_\_\_\_\_<sup>4</sup> if that's the problem?
- Simon:** You can \_\_\_\_\_<sup>5</sup> a test on your computer. It's really quick, let me show you.
- Lucy:** Okay, let's \_\_\_\_\_<sup>6</sup> .
- Simon:** No, it's not the connection. Maybe the paper \_\_\_\_\_<sup>7</sup> is wrong?
- Lucy:** Let's see. Oh it's not the right size.
- Simon:** Okay, you need to change it to the \_\_\_\_\_<sup>8</sup> paper size.
- Lucy:** Alright. Let's see if this works.
- Simon:** Yes! It's working.
- Lucy:** Great! Thanks Simon.
- Simon:** No problem.

Now work with a partner and read the dialogue.

