

English at Work  
Episode 6: Double-booked  
Offering to help



- 
- Anna:** 'Look forward to hearing from you soon. Kind regards, Anna.'
- Denise:** (on the phone) ... And Margery said: 'I don't think I've ever *seen* a vegetable quite that size before...'
- Paul:** Where's that hole-punch?!
- Narrator:** Ah, business as usual in the offices of Tip Top Trading.
- Tom:** Oh for goodness sake! What a disaster! I can't believe it!
- Narrator:** But one member of the team seems bothered.
- Tom:** Arrgh!
- Narrator:** Anna, this is the moment to show you're willing to help.
- Anna:** Yes!
- Narrator:** Use phrases like 'Is there anything I can do?' 'Let me help!' or, to be more informal, you can say, 'Can I give you a hand?' or 'Give me a shout if you need anything!'
- Anna:** Right.
- Narrator:** Go on!
- Anna:** Are you okay Tom?
- Tom:** (grumpily) No.
- Anna:** Is there anything I can do?
- Tom:** (grumpily) No.
- Anna:** Oh. What's wrong?
- Tom:** Everything.
- Anna:** I see. Can I give you a hand?

**Tom:** My computer has crashed. I've lost my phone. And there's a big, *big* problem with my timetable. I've got two meetings scheduled at the same time with two *extremely* important clients. I can't do them both at once!

**Anna:** Let me help.

**Tom:** Thanks Anna, but these are big, *big* clients. They need someone of experience.

**Anna:** Well, give me a shout if you need anything!

**Tom:** I can handle this, alright?

**Narrator:** 'I can handle this'... ungrateful idiot. But you used all the right phrases Anna, well done. Anyway, I bet he'll change his mind.

**Denise:** Oooh, I know, and the purple ones are so much more powerful...

**Tom:** Anna? Could you help me?

**Narrator:** Ha! I told you so!

**Tom:** They've both arrived at once! Oh god! I'll deal with Mrs Kumquat...

**Anna:** Okay.

**Tom:** You talk to Mr Lime, he's from a company called Citrus Ventures. They own hundreds of juice bars.

**Denise:** Are you sure that's a good idea Tom?

**Tom:** I don't have much choice, do I?

**Denise:** Well / could-

**Tom:** Just keep him occupied Anna, tell him how great he is... no, no, tell him how great I am. Find out what he wants. If it's about the - well, never mind, just be nice.

**Anna:** Understood.

**Tom:** Mr Lime! Are you well?

**Mr Lime:** Yes, but I'm actually rather angry too.

**Tom:** Ah, well let me introduce you to Anna!

**Anna:** Mr Lime, it's a pleasure to meet you! Let me help with your coat.

**Mr Lime:** Oh er... Thank you.

**Anna:** Can I give you a hand with your scarf too, Mr Lime?

**Mr Lime:** Oh... Thanks.

**Anna:** Now, please come this way and you can tell me what's wrong.

**Narrator:** Well done! Anna used some good phrases to step in and help with this mess. Let's hear them again:

*Is there anything I can do?*

*Let me help.*

*Can I give you a hand?*

*Give me a shout if you need anything.*

**Narrator:** But Mr Lime is obviously upset about something. What is it? And how will Anna deal with the problem? Let's hope it doesn't end in disaster!

- **Listening comprehension question**  
*What does the company Citrus Ventures do?*  
It runs juice bars.