

#### New words of the week:

We must be careful to not **jump the gun** (start too quickly) and open up our businesses too soon.

We should not **take our foot off the gas** (slow down) in the effort to eliminate COVID-19.

### Professionalism

Most businesses hold their employees to high standards of professionalism, and it's up to each employee to know and follow those standards. You are responsible for knowing the expectations about what you can and can't do in your workplace. "I didn't know" is not an acceptable excuse.

You need to know your work rules for:

- Dress code
- Conduct (Behavior)
- Communication
- Technology and social media
  use
- Safety
- + anything else of importance

-adapted from 8 Critical Soft Skills for Workplace Readiness by the Conover Company.

# Employee Learning Center English Learning Newsletter

Wednesday, April 29, 2020

## Phrases for conversation:

Use these phrases to make a formal complaint:

- I wish to express my concern about the charges on my bill.
- I'd like to lodge a complaint against my landlord.
- There seems to be a mistake on my invoice.
- I have an issue with the repairs done on my car.
- I'm dissatisfied with my order.
- I want to object to the noise in my building.

-adapted from **Perfect Phrases for ESL Conversation Skills** by Diane Engelhardt

#### **Proverb:**

"Don't put the cart before the horse."

Meaning: don't plan for less important things ("cart") before you take care of the most important thing ("horse").



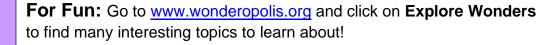
## **More Practice:**

Go to **Reading Skills for Today's Adults** at Marshall Adult Education:

http://resources.marshalladulteducation. org/reading\_skills\_home.htm

Read and listen to stories at easy or more difficult levels.

READ THE STORIES	
Read the stories on-line Reading Skills are divided into 2 groups. Click on the group you want to read.	
<u>Group 1 - Levels 0.7 to 4.5</u>	Group 2 - Levels 5.0 to 8.0
Click on Group 1 or Group 2	



EXPLORE WONDERS