

English at Work  
Episode 8: Room 301  
Giving praise



---

**Paul:** Good afternoon.

**Anna & Tom:** Hi, good afternoon.

**Paul:** Anna, Tom, room 301 please. Now.

**Narrator:** Welcome back to Tip Top Trading, where things are a teeny bit tense today. Paul has called Tom and Anna into room 301, the place where difficult conversations happen. Perhaps Paul has found out about yesterday's unhappy clients.

**Anna:** Oh dear.

**Narrator:** You should be okay Anna. After the way you coped with Mr Lime, you should be praised.

**Anna:** Really? What do you think Paul will say?

**Narrator:** Well, if he is pleased, he'll say things like:

Well done.  
You handled it well.  
Great job.  
I'm really impressed.

**Anna:** And if he's not?

**Narrator:** Well, I suppose – oop. Here's Paul now!

**Paul:** Well, Tom, Anna... Yesterday was not a great day. Two clients came in with serious complaints. Mrs Kumquat received a delivery of imitation bananas that were purple, not very convincing. And Mr Lime ordered grapefruits, but got pineapples. Tom.

**Tom:** Yes.

**Paul:** Were you responsible for these errors?

**Tom:** Well... yes, but...

**Paul:** Look, mistakes happen. But it seems that Mrs Kumquat left our offices even angrier than when she came in and she says she will never use Tip Top Trading again.

**Tom:** I tried my best.

**Paul:** Hmm. I understand you told her to spray-paint the bananas and to 'stop being such a miserable old witch'.

**Tom:** Yeah, well look, she'd been very rude to me.

**Paul:** If you weren't such a good salesman I would fire you for that. Anna.

**Anna:** Yes.

**Paul:** Well done. Not only was Mr Lime satisfied that his problem would be resolved, but we might even get some extra business from him, thanks to your Imperial Lemon proposal.

**Anna:** I hope so.

**Paul:** You were in a difficult situation and you handled it well. You remained calm, friendly and professional. So, great job. I'm really impressed. I'm going to...

(phone rings)

**Paul:** Who's that? Oh no. It's a call from the USA.

**Tom:** Oh god!

**Anna:** What?

**Tom:** It's the boss!

**Anna:** Whose boss?

**Tom:** Ours! The big, big boss, based in America.

**Paul:** Shhhh! (on the phone) Hellooo? Ah, good afternoon Mr Socrates, I mean, er- morning, ha ha, where you are it's ... yes, no, n-yes .... I'm not sure. Mrs Kumquat ... did she? ... well, it was very unfortunate .... purple, yes .... totally unacceptable .... I will. If you'd like I could .... Mr Socrates? Hello? Mr Socrates? Oh, he's gone.

Right where was I? Tom, great work. Anna, I'm disappointed. No, no, Anna, great work, I want you to take charge of the Imperial Lemon presentation. Tom, if you speak to a client like that again there will be disciplinary action. Mrs Kumquat was so angry she even emailed Mr Socrates. Ok, that's it.

**Narrator:** Phew! What a relief for Anna. Let's listen again to some of the phrases Paul used to praise her:

*Well done.*

*You were in a difficult situation and you handled it well.*

*So, great job. I'm really impressed.*

He also explained why he thought Anna had done a good job:

*You remained calm, friendly and professional.*

Excellent work Anna. But Tom's mistakes have given everyone a lot of work to do tomorrow.

**Paul:** First thing tomorrow we need to sort this mess out. Tom, I want you to phone every single client and check the orders. Anna, you can go to the warehouse and find out what's going on in there!

- **Listening comprehension question**  
*In which country is the 'big boss' of Tip Top Trading based?*  
America / United States