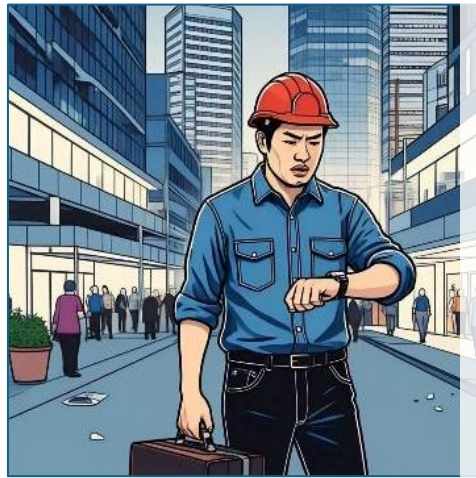


2025

English for Work – Group Activities and Practitioner's Guide



Literacy Link of
Eastern Ontario

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Practitioner Information – ESL for Work

Welcome to English for Work!

This course contains 10 lessons which teach English vocabulary that is relevant to general employment and specific job industries.

This practitioner's guide contains the following:

- Tips for instructing this course to English proficiency learners
- Group activity suggestions for instructors teaching the course to groups in facilitated workshops
- A marking guide

Milestone suggestion: Learners can be given milestone 18a or milestone 28a at the end of these units. When completing milestone 28a, learners should be encouraged to use words they have learned in the course in their To Do lists.

The material in the English for Work was designed for learners at an Ontario Adult Literacy Curriculum Framework level 1 or higher.

This resource was created for adult learners in Ontario's Literacy and Basic Skills programs with a goal path of employment.

Literacy Link of Eastern Ontario's English for Work course is aligned with the following Ontario Adult Literacy Curriculum Framework competencies:

- | | |
|-------------------------------------|--------------------------|
| ● Find and Use Information | ● Engage with Others |
| ● Communicate Ideas and Information | ● Use Digital Technology |

English for Work also incorporates the following Skills for Success from Employment and Social Development Canada:

- | | |
|-----------------|-----------------|
| ● Reading | ● Collaboration |
| ● Writing | ● Adaptability |
| ● Communication | |

This resource was created for LBS learners and as such is distinct from English as a Second Language (ESL) instruction, which focuses primarily on language learning for newcomers.

This course can be taught to a group or given to an individual learner to study.

If a learner is working independently on this material, reading along with the learner, and/or having the course read aloud can be helpful.

This course was piloted with an independent learner who used Read Aloud in Word to assist with pronunciation and understanding, as well as reading aloud themselves and having many discussions with their instructor throughout the course.



Note: Learners may need assistance with the **English words for numbers** during these lessons. A helpful resource for finding words for numbers can be located at the following site:

<https://assets.ltkcontent.com/files/number-words-chart.pdf>

Tips for Teaching English Language Proficiency to Adults in Canada Within LBS Programs

Credit: LBS Practitioner Training: Supporting Success in LBS, section created by Angela Williams ©2025 <https://cesba.com>. Please email any comments to info@cesba.com.

1. Use Real-World Contexts

- Focus on practical language skills needed for daily life, work, and community engagement.
- Use Canadian-specific examples when possible.

2. Incorporate Workplace and Life Skills

- Teach essential vocabulary related to common job sectors (for example: retail, construction, and healthcare) and introduce common employment terms.

3. Use Simple, Clear Language

- Speak slowly and clearly, using short sentences and common words.
- Avoid slang or idioms unless explaining their meaning.

4. Encourage Speaking and Listening First

- Use role-playing when able to do so (example: taking a food order, helping an upset customer, asking for directions, or making doctor's appointments).
- Discuss assignments before the writing process.

5. Incorporate Visuals and Gestures

- Use pictures, charts, and real objects to reinforce vocabulary.
- Gestures and body language help explain meanings without relying on translation.

6. Use Digital Tools and Apps

- Introduce learners to language-learning apps and helpful [YouTube.com](https://www.youtube.com) videos.
- Help learners use Google Translate (or another translation option of preference), Grammarly, and online dictionaries for independent learning. If the learner is not comfortable with computers, an Oxford Picture Dictionary can also be helpful.

7. Teach in Small Steps

- Break lessons into short, manageable parts to avoid overwhelming learners.
- Repeat key words and phrases often for reinforcement.

8. Encourage Peer Learning

- Pair learners for conversation practice or small group activities.
- Create a supportive environment with a focus on a growth mindset where mistakes are part of learning.

9. Adapt to Different Learning Styles

- Some learners may prefer listening, others writing, and some hands-on activities.
- Personalize lessons based on learners' goals and needs.

Group Work Suggestions by Lesson

Instructors may use what they wish from these suggestions as part of their lessons or as inspiration.

Group activities contained in this guide are optional and therefore which activities to use is at the discretion of the practitioner.

Lesson 1: Common Work Words

Lesson 1 Group Work Materials: Large dice (bought or homemade) printed and cut matching cards from the next two pages.

1. Vocabulary Dice Game

Practice speaking and listening

- Use a large foam die (dollar stores sell these) or create cardboard dice. Label each side with a work word from this lesson or leave the die as it and assign a word to a number.
- When a learner rolls the die, they:
 - Say the word
 - Use it in a sentence

2. Memory Game (Word + Meaning)

Build word recognition

- Cut the cards on the next two pages, half are the vocabulary words, half are definitions or examples.
- Place cards face down. Learners flip two at a time to find matches.
- If possible, without the sheet to reference

Shift	The time you work.
Break	A short rest during work.
Overtime	Extra hours you work after your shift.

Deadline	The last day or time to finish a task.
Schedule	A list showing when you work.

Lesson 2: Greetings and Goodbyes

Lesson 2 Group Work Materials: Paper, markers, pens,

1. Greeting Poster Project

- In pairs, or individually, learners choose a greeting and create a poster with images (or draw an image) to go with the greeting.

For example: Draw or cut out a sun and write “Good morning,” a moon for “Goodnight,” etc.

- If possible, display them in class for ongoing reference.

2. Spelling Race

- Give learners the letter cards on the next pages and tell them to spell the following words/phrases:
- Hello, goodbye, goodnight, and have a nice day.
- Tell them to yell *done or finished* when all the words are finished. Check to make sure the cards are arranged properly.
- They can work in pairs to do this. Whoever gets their words done first can get a prize or an award, or just even be enthusiastically congratulated!

3. Ice breaker

- Have each learner introduce themselves using words from the list.
- If you wish you can have them create name tags/ introduction sheets with markers for their desks or spots for the workshop. See example below.
- They can then introduce themselves and show off their artwork at the same time.



1. Hello

| H | E | L | L | O |

2. Goodbye

| G | O | O | D | B | Y | E |

3. Goodnight

| G | O | O | D | N | I | G |

| H | T |

4. Have a nice day

| H | A | V | E |

| A | N | I | C | E |

| D | A | Y |

Lesson 3: Talking to Your Manager

Lesson 3 Group Work Materials: Board game from following page and dice

1. Tell Your Manager Board Game

- Copy or print the game on the next page. Separate learners into groups of 5 or 6 if you have less everyone can play the same game together (including you).
- Learners should read squares aloud and then (if the square asks it) pretend to tell the manager what they are told to say.

2. Role-Play Activity

- Have the learners pair up or work in groups of three.
- Tell them to produce a conversation where they need to report a safety issue or call in sick to work. They can practice and then perform it for the class.

3. Digital Skills Activity

Have the learners work independently or together to find an example of an employee time off request online, then as a group discuss what kind of information the form asks the employee to include.

→			←			
						
You worked overtime. Move ahead 1 space.	Report a broken light to your manager.	Use the word appointment in a sentence.	Time for break. Tell your manager.	Your bus is late. Tell the manager. 	You forgot to do your time off request. Back 3 spaces.	FINISH

Fill in the blank
Good _____




TELL THE MANAGER

Switch shifts (places) with another player on the board	Fill in the blank: Time off _____	Take a coffee break. Miss a turn! 	Go back to the START! Oh no!	Fill in the blank. I _____ calling in sick today.	Report a wet floor to the manager. 	You are late! Go back 2 spaces!
---	--------------------------------------	--	--	--	--	------------------------------------



Roll the dice and go around the board!



START	You are late! Tell the manager why. 	Fill in the blank. You see a broken ladder. What is this? - a safety _____ 	Ask a player to switch work shifts with you on Friday.	You want time off for a doctor's appointment. Ask your manager	Say hello to everyone and tell them your name. 	Call in sick to work. What do you say? 
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Lesson 4: Cashier Terms

Lesson 4 Group Work Materials: Computers or cellphones for Kahoot, printed copies of flyer), calculators to total goods from flyer.

1. Kahoot Quiz

Create a free account in Kahoot.

<https://kahoot.com>

You will need a screen to host this Kahoot. The questions will be shown on this main screen once you have chosen to host.

When you have joined and chosen to host, you will receive a code (pin) for the players to join.

The learners will go to Kahoot.it and enter the pin/code to play.

You can use this Kahoot or use the program to create a Kahoot to use in your workshops whenever you wish.

Here is the link to use a pre-made Kahoot quiz for lesson 4.

<https://create.kahoot.it/details/2f831025-357c-4410-a6a2-06826a05a95a>

If you have any trouble, please send your email to angela.williams@ucdsb.on.ca and she will share the quiz link with you directly.

2. Flyer Role-Play

- Print out the flyer for Patel's Family Store
- Ask learners to use them to role-play sales transactions, for example: using debit, credit, or cash to pay for items.
- Have the cashiers give the totals and then provide pretend change, etc.

3. Why is British Royalty on all Canadian Coins?

- If your learners have access to digital devices or you have access to a projector, play the following video.
- Suggestion: Put on subtitles and invite learners to turn the sound off on their phones and open their virtual assistants to translate the short video.

https://www.youtube.com/watch?v=zB_ZrQGus0w



Or search: **Why Is the King on Canadian Coins? GovMint**

This can encourage a great discussion about why certain pictures are on coins and bills, especially why they will see the queen and now the king on Canadian money.

Or this can be an opportunity to get learners to research who is on a five-dollar bill? A ten? A twenty? (in Canada) now that they know about the pictures on Canadian coins.



PATEL



PATEL'S FAMILY STORE

ALWAYS FRESH

\$5.25



Bag of 8
Mixed Apples

\$2.19

12 OZ CAN



12 oz Canned
Corn

\$16.00



Rice 8kg

**20%
OFF**



NOW \$3.00

Pho Noodles
450g

\$10.00



12 inch round
cake

\$4.99



Package of
24 Rolls

\$3.99



Package of
30 Plates

www.freepateldelivery.com

Lesson 5: Common Workplace Prepositions

Lesson 5 Group Work Materials: Paper, items to use to show prepositions of place, preposition cards from this lesson.

1. Preposition Charades (Work Edition)

Practice speaking and understanding prepositions. Flashcards with prepositions.

- One student draws a card (for example: on top of) and must *act it out* using real objects in the room (example: putting a book on top of a chair).
- The class guesses and says a full sentence: “*The book is on top of the chair.*”

On top of	In front of
Across from	Behind
Next to	Between

2. Introducing a New Preposition

For understanding, workshop facilitators should demonstrate this activity first. Each learner thinks of a preposition that is not in this lesson (if a group chooses the same one it is ok).

- They can use translate to find their preposition.

- They draw a picture of the preposition (for example: a mouse under a table) and then show it to the class and/or act the preposition out themselves (a learner stands under a door frame, etc.)

The following list of prepositions of place could prove helpful during this activity.

Basic Prepositions

- **in** – The keys are *in* the drawer.
- **on** – The book is *on* the table.
- **under** – The shoes are *under* the bed.
- **next to** – The lamp is *next to* the sofa.
- **beside** – The chair is *beside* the table.
- **in front of** – The car is *in front of* the house.
- **behind** – The ball is *behind* the couch.
- **between** – The coffee shop is *between* the bank and the library.
- **above** – The clock is *above* the door.
- **below** – The basement is *below* the kitchen.
- **near** – The store is *near* the park.
- **inside** – The groceries are *inside* the bag.
- **outside** – The kids are *outside* the building.

More Specific or Less Common

- **at** – He is *at* the door.
- **over** – The picture hangs *over* the bed.
- **underneath** – The cat is *underneath* the table.
- **opposite** – The restaurant is *opposite* the bank.
- **onto** – The cat jumped *onto* the couch.

- **off** – The book fell *off* the shelf.
- **among** – The wallet is *among* the clothes.
- **along** – There are flowers *along* the path.
- **around** – The chairs are *around* the table.
- **through** – The tunnel goes *through* the mountain.
- **across** – The post office is *across* the street.
- **past** – Walk *past* the library to get to the park.
- **by** – The phone is *by* the bed.

Lesson 6: English for Restaurant

Lesson 6 Group Work Materials: Copies of menu, list of foods

1. Restaurant Role-Play

Script: We are going to practice some role-play being wait staff, host, and kitchen staff at the Family Restaurant.

We will use our new words.

Let us study the menu together as a class and then decide who will be doing what roles for this exercise!



FAMILY RESTAURANT MENU

Welcome to our restaurant! Our menu is carefully planned to offer you the best dining experience.

MEALS



VEGGIE BURGER
\$12

Our veggie burgers are made to perfection and topped with lettuce and tomatoes.



PIZZA
\$22

The perfect pizza. Extra large with pepperoni, ham, mushrooms, and red onions



LASAGNA
\$20

Cheesy, meaty and saucy. Comes with a free Caesar salad.



CHEESEBURGER
\$15

Grilled over an open flame and served with french fries.



CLUBHOUSE
\$17

Turkey, bacon, lettuce, tomatoes, cheese and mayo served with a garden salad.



CHICKEN CURRY
\$18

Aromatic spices and flavors are a delight to the senses. Served with fresh naan and basmati rice.



PHONE:
+123-456-789



LOCATION:
123 Anywhere st., Any City



FAMILY RESTAURANT MENU

STARTERS AND DRINKS



SOFT DRINKS /ICE TEA \$3.50

Pepsi products sold here. One free refill per customer.



CHICKEN LETTUCE WRAPS \$12

Seasoned with a delicious oyster sauce



COFFEE OR TEA \$2.50

Coffee or decaf coffee. Teas available: Orange Pekoe, Green and Darjeeling



CAESAR SALAD \$10

Romaine lettuce, croutons, Parmesan cheese and sundried tomatoes.



JUICE \$4

Tomato, carrot, spinach, or orange juice



SOUP OF THE DAY \$8

We pride ourselves on our many wonderful soups. Ask about today's!



PHONE:



LOCATION:

2. Design a Restaurant

Work on their own, in groups or pairs or even as a class to invent a restaurant.

What will it be named?

What kinds of food will it serve its customers?

What are its main 6 menu items?

What drinks or desserts does it serve?

Once learners have planned their restaurant, they can do any of the following:

- Use the food words on the next page to design a menu.
- Use the list on the following page to design their menu.
Encourage doing a Google Image search on any item that they do not know.
- Role-play serving customers attending their restaurant.
- Present their restaurants to the group or talk to their instructor about their new restaurant.

List of Dishes for Menu Assignment

- **Stew** – a meal from meat and vegetables cooked slowly in liquid.
Example sentence: I love to make a hearty beef stew on cold winter days.
- **Quiche** – a savory tart with a pastry crust and a filling of eggs, cheese, and other ingredients. Example sentence: I had a spinach and mushroom quiche for breakfast this morning.
- **Lasagna** – a dish of layers of pasta, cheese, and sauce, usually baked.
Example sentence: My family loves lasagna, so I make it at least once a month.
- **Taco** – a Mexican food consisting of a folded or rolled tortilla filled with a savory mixture. Example sentence: I always order tacos when I go out for Mexican food.
- **Chili** – a spicy stew made with meat and beans. Example sentence: I like to make a big pot of chili on Sunday afternoons.
- **Soup** – a liquid dish made with vegetables, meat, or fish, usually served hot. Example sentence: I always start my meals with a bowl of soup.
- **Risotto** – an Italian dish of rice cooked in broth and flavored with other ingredients. Example sentence: I made a delicious mushroom risotto for dinner last night.
- **Gumbo** – a thick soup or stew, usually made with seafood or chicken, and served over rice. Example sentence: My mom's gumbo is the best I have ever tasted.
- **Paella** – a Spanish dish of rice, vegetables, and seafood or meat. Example sentence: I had a delicious paella at a restaurant in Barcelona.
- **Curry** – a dish of meat or vegetables cooked in a spicy sauce. Example sentence: I love Indian food, especially the curries.
- **Fajitas** – a Mexican dish of grilled or fried strips of meat or vegetables served in a tortilla. Example sentence: I love to make fajitas for my family on the weekends.



- **Pizza** – a flat round of dough topped with tomato sauce, cheese, and other ingredients. Example sentence: I always order a pepperoni pizza when I am craving something cheesy.

- **Sandwich** – a dish consisting of two slices of bread with a filling between them. Example sentence: I usually have a turkey sandwich for lunch.



- **Tart** – a pastry dish with a filling of fruit, cheese, or other ingredients. Example sentence: I made a delicious apple tart for dessert last night.

Credit: Modified from - <https://promova.com/english-vocabulary/english-food-vocabulary>

Lesson 7: Personal Protective Equipment

Lesson 7 Group Work Materials: Devices for the online scavenger hunt, devices for Kahoot.

1. PPE Scavenger Hunt

Make copies of the handout on the next page. Challenge the learners to find prices for the following PPE online. See who can find the best price. They will be writing down the website and the price for each item!

2. Host a Kahoot.

Use your new Kahoot account and make a short quiz for your learners. Here are some question ideas.

What protects your ear? What do work boots protect? How can you make sure chemicals do not hurt your lungs? Which item would you use at a construction site? What might you want to wear when cleaning a school? Why would you wear safety glasses at work?

PPE

FIND THE PRICES

SCAVENGER HUNT



SEARCH ● ONLINE ● DISCOVER

LOOK AT CANADIAN SITES for THE BEST PRICES



Best Price _____
Website: _____



Best Price _____
Website: _____



Best Price _____
Website: _____



Best Price _____
Website: _____



Best Price _____
Website: _____



Lesson 8: Important Retail Words

Lesson 8 Group Work Materials: (following materials are the decision of the facilitator)

Printed price tags, barcodes, product cards, fake money, and role cards with sample sentences.

1. Set Up a Store

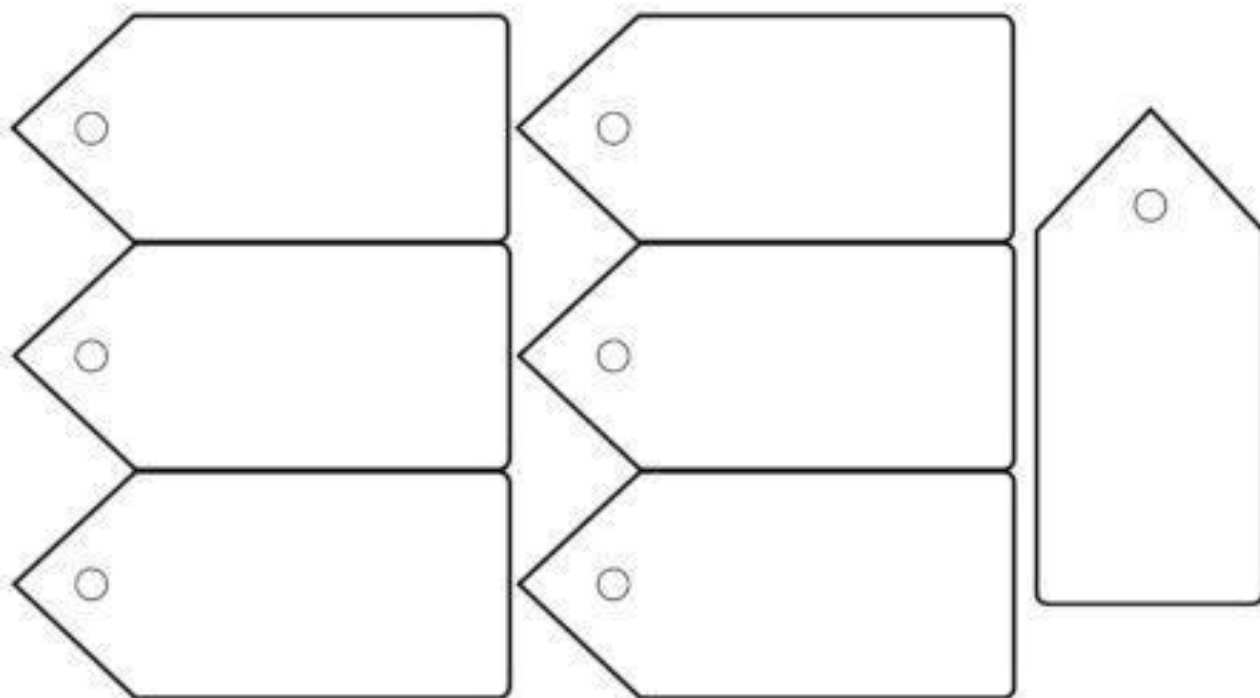
Setup:

- Divide the class into groups of 4–5 or if you have a smaller group just use the group that you have.
- Each group creates a small “store” using desks and labels or your one group creates one store.
- One person is the cashier, one is the stocker, the others are customers, etc.

Instructions:

1. Use fake money.
2. Have learners price items using the price tags on the next page.
3. Customers ask questions like:
 - “Where is the price tag?”
 - “Can I return this?”
 - “Is this item on sale?”
4. Cashiers and stockers respond using vocabulary from the lesson.
5. After learners have “purchased” items from the cashiers, they can role-play returns and refunds.

Blank price tags



Lesson 9: Fast Food Vocabulary

Lesson 9 Group Work Materials: (following materials are the decision of the facilitator)

Conversation cards, chairs for drive thru, drive-thru signs, cue cards

1. Role-Play

Work in pairs or small groups. One person will be the cashier, and the other will be the customer.

Practice ordering food, asking questions like "For here or for takeout?" and offering condiments. Switch roles and practice again!

Conversation cards:



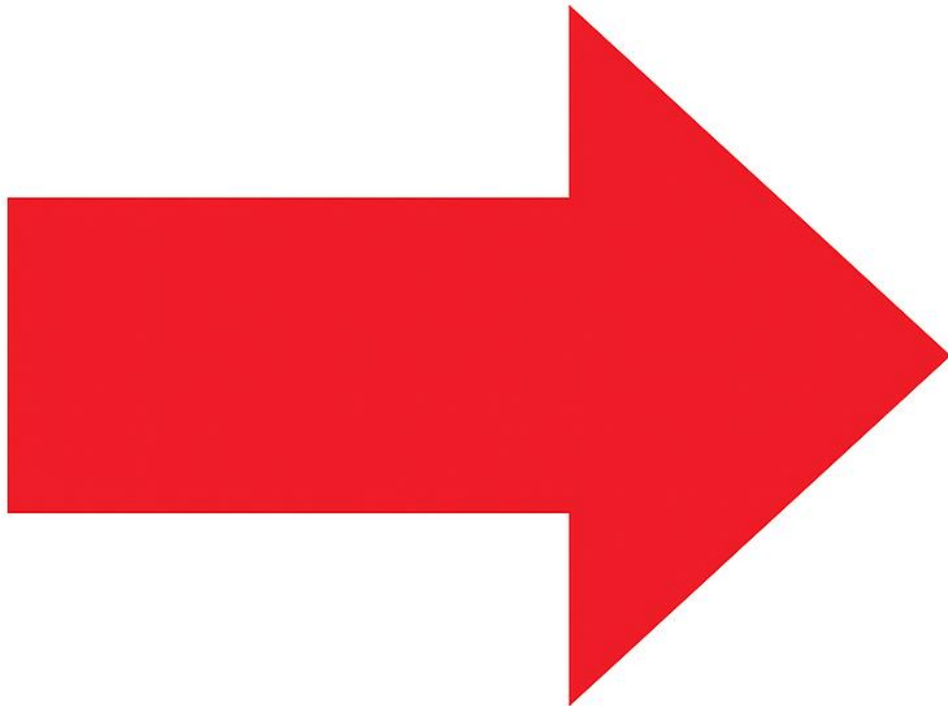
2. Drive Thru Drama

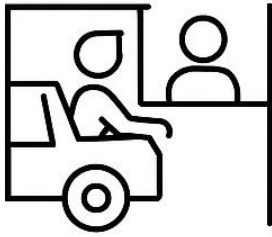
What you need: Chairs set up in "cars,"

- Set up a drive-thru with a pretend window.
- Learners sit in chairs like they are in a car and "drive" up to place their order.

- Use scripts or sentence strips to help.
- One student is the drive-thru worker, another is the driver. They act out a short exchange.
- You can make it silly—add a honking sound, missing condiments, or confused customers!

DRIVE- THRU

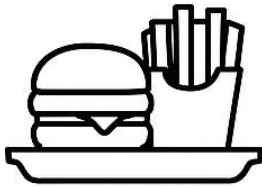




Drive-thru



**May I take
your order?**



**I'll have a
combo.**



**Do you need
any condiments?**



That will be \$8.

Lesson 10: Common Words in a Warehouse

Lesson 10 Group Work Materials: paper and pens for drawing

1. Picking and Packing Role-Play

Instructions:

1. One learner pretends to pick items from an order slip (example: 3 shirts, 2 hats).
2. Another learner packs the items in a box or bin.
3. Together, they move the “box” to shipping and practice using past tense verbs: “I picked the items. I packed them. I moved the box to shipping.”

2. Warehouse Vocabulary Pictionary

How to Play:

1. In pairs or small groups, learners take turns drawing one of the warehouse-related words while the others guess what it is.
2. The person drawing cannot speak or write letters; they must only draw.
3. The first team to guess the word correctly gets a point, and then the next team takes their turn.

Variations:

- To add more challenge, you can set a timer for each drawing (example: 30 seconds).
- Add in words from other units in this book as well.

Course Review Activity – BINGO

Review Group Work Materials: Bingo cards from the following pages, prizes, cut up paper to use as bingo markers.

Bingo Caller's Card

Use your Bingo Caller's Card to call the bingo and keep track of which words you have already called.

NOTE - Your caller's card continues onto the next page of this PDF.

Print two copies of the caller's card. Cut one copy up, fold the squares in half, and put them in a hat. To call the bingo, pull a square out of the hat, unfold it and read it out.

When you have called a word/number, tick it off on the second copy of the caller's card. You can use the second copy of the caller's card to check if a player has a winning card during a game.

Shift	Break	Overtime	Deadline	Schedule	Hello	Goodbye
Goodnight	Good evening	Good morning	Good afternoon	Appointment	Switch shifts	Call in sick
Late	Time off request	Safety issue	Credit	Debit	Cash	Total
Change	Across from	Behind	Between	In front of	Next to (Beside)	On top of
Bill (Receipt)	Cook	Menu	Reservation	Server	Tip	Gloves
Safety glasses	Headphones	Hard hat	Respirator	Work boots	Vest	Customer
Shipping	Packing	Exacto-knife	Picking	Combo	Order	Drive thru
Take out	Condiments	Forklift	Pallet			

Bingo Card ID 001

English for Work

Shipping	Drive thru	Appointment	Goodnight	In front of
Condiments	Total	Between	Schedule	Safety glasses
Shift	Customer	FREE SPACE	Change	Price tag
Hard hat	Reservation	Credit	Deadline	Hello
Exacto-knife	Pallet	Work boots	Forklift	Behind

myfreebingocards.com

Bingo Card ID 002

English for Work

Exacto-knife	Shipping	Safety issue	Server	Work boots
Goodbye	Cook	Deadline	Refund	Drive thru
Late	Respirator	FREE SPACE	Vest	Call in sick
Change	Total	Packing	Switch shifts	On top of
Safety glasses	Take out	Pallet	Tip	Bill (Receipt)

myfreebingocards.com

Bingo Card ID 003

English for Work

Take out	Credit	Headphones	Exacto-knife	Debit
In front of	Stock	Return	Hello	Cash
Hard hat	Safety glasses	FREE SPACE	Overtime	Work boots
Combo	Goodnight	Safety issue	Total	Next to (Beside)
Sale	Goodbye	Gloves	Between	Time off request

myfreebingocards.com

Bingo Card ID 004

English for Work

Take out	Return	Overtime	Good afternoon	Work boots
Headphones	Pallet	Menu	Forklift	Condiments
Hard hat	Behind	FREE SPACE	Cook	Aisle
Goodbye	Credit	Customer	Price tag	Shipping
Late	Next to (Beside)	Switch shifts	Schedule	Good evening

myfreebingocards.com

Bingo Card ID 005

English for Work

Condiments	Behind	Good afternoon	Across from	Hard hat
Bill (Receipt)	Return	On top of	Hello	Shift
Packing	Order	FREE SPACE	Tip	Pallet
Schedule	Exacto-knife	Call in sick	Deadline	Shipping
Safety glasses	Gloves	Aisle	Safety issue	Appointment

myfreebingocards.com

Bingo Card ID 006

English for Work

Order	Time off request	Sale	Appointment	Stock
Condiments	Tip	Headphones	Late	Drive thru
In front of	Barcode	FREE SPACE	Good morning	Between
Picking	Hello	Deadline	Schedule	Shipping
Bill (Receipt)	Exacto-knife	Cook	Credit	Vest

myfreebingocards.com

Bingo Card ID 007

English for Work

Barcode	Good evening	Forklift	Time off request	Shift
Customer	Reservation	Price tag	Good morning	Headphones
Hello	Order	FREE SPACE	Menu	Next to (Beside)
Exacto-knife	Break	Deadline	Take out	Work boots
In front of	Return	Total	Goodnight	Overtime

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Bingo Card ID 008

English for Work

Price tag	Drive thru	Total	Good evening	In front of
Safety glasses	Refund	Call in sick	Change	Stock
Next to (Beside)	Work boots	FREE SPACE	Across from	Packing
Barcode	Return	Respirator	Overtime	Shift
Good afternoon	Server	Safety issue	Aisle	Pallet

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Bingo Card ID 009

English for Work

Stock	Take out	Call in sick	Sale	Late
Goodbye	On top of	In front of	Order	Total
Schedule	Cash	FREE SPACE	Cook	Aisle
Forklift	Hard hat	Picking	Pallet	Condiments
Between	Behind	Combo	Next to (Beside)	Work boots

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Bingo Card ID 010

English for Work

Switch shifts	On top of	Customer	Good afternoon	Forklift
Appointment	Deadline	Headphones	Goodbye	Next to (Beside)
Barcode	Shift	FREE SPACE	Break	Bill (Receipt)
Packing	Aisle	Hard hat	Safety issue	Across from
Cook	Price tag	Goodnight	Shipping	Picking

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Bingo Card ID 011

English for Work

Appointment	Schedule	Safety issue	Picking	Late
Gloves	In front of	Safety glasses	Refund	Pallet
On top of	Drive thru	FREE SPACE	Reservation	Aisle
Work boots	Packing	Switch shifts	Between	Respirator
Next to (Beside)	Credit	Shipping	Call in sick	Headphones

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Bingo Card ID 012

English for Work

Shipping	Break	Deadline	Credit	Cash
Appointment	Bill (Receipt)	Cook	Overtime	Refund
Tip	Price tag	FREE SPACE	Hard hat	Change
Safety glasses	In front of	Packing	Order	Combo
Gloves	Between	Aisle	Safety issue	Exacto-knife

myfreebingocards.com

Bingo Card ID 013

English for Work

Exacto-knife	Refund	Tip	Overtime	Behind
Respirator	Cash	Cook	Good morning	Call in sick
Between	Safety glasses	FREE SPACE	Order	Barcode
Shipping	Goodbye	Good evening	In front of	Credit
Drive thru	Late	Forklift	Safety issue	Server

myfreebingocards.com

Bingo Card ID 014

English for Work

Picking	Cash	Price tag	Behind	Good morning
Headphones	Combo	Return	Barcode	Exacto-knife
Cook	Late	FREE SPACE	Server	On top of
Schedule	Take out	Safety glasses	Credit	Debit
Change	Safety issue	Packing	Bill (Receipt)	Next to (Beside)

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Bingo Card ID 015

English for Work

Next to (Beside)	Respirator	Safety issue	Break	Call in sick
Condiments	Pallet	Time off request	Total	Switch shifts
Deadline	Take out	FREE SPACE	Debit	Appointment
Cook	Good afternoon	Shipping	Tip	Safety glasses
Vest	Aisle	Menu	Between	Credit

myfreebingocards.com

Bingo Card ID 016

English for Work

Aisle	Credit	Combo	Safety issue	Return
Packing	Good evening	Bill (Receipt)	Tip	Time off request
Overtime	Goodbye	FREE SPACE	Good afternoon	Gloves
Stock	On top of	Picking	Price tag	Exacto-knife
Hello	Refund	Headphones	Menu	Reservation

myfreebingocards.com

Bingo Card ID 017

English for Work

On top of	Respirator	Menu	Credit	Condiments
In front of	Good evening	Good morning	Between	Behind
Safety glasses	Overtime	FREE SPACE	Shipping	Late
Break	Shift	Appointment	Forklift	Safety issue
Call in sick	Cash	Sale	Headphones	Across from

myfreebingocards.com

Bingo Card ID 018

English for Work

Pallet	Appointment	Reservation	Total	Combo
Across from	Refund	Order	Respirator	Tip
Price tag	Exacto-knife	FREE SPACE	Cook	Behind
Overtime	Late	Credit	Safety glasses	Sale
Drive thru	Server	Customer	Shift	Vest

myfreebingocards.com

Bingo Card ID 019

English for Work

Goodbye	Stock	Bill (Receipt)	Safety glasses	Pallet
Change	Cash	Good morning	Barcode	Combo
Safety issue	Call in sick	FREE SPACE	Schedule	Headphones
Behind	Menu	Late	Sale	Work boots
Picking	Customer	Cook	Tip	Return

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Bingo Card ID 020

English for Work

Hello	Bill (Receipt)	Forklift	Stock	Cook
Sale	Picking	Safety issue	Credit	Across from
Deadline	Server	FREE SPACE	Hard hat	Shift
Customer	Break	Condiments	Return	Appointment
Good morning	Take out	Total	Vest	Overtime

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English for Work - Marking Guide

Lesson 1: Common Work Words - Answers

Grammar Exercise – Fill in the blanks - Answers

1. Shift
2. Break
3. Overtime
4. Deadline
5. Schedule

Answering Questions - Answers

b) 8:00 AM

b) Talk to the manager first

Reading a Work Schedule - Answers

1. Monday, Tuesday, Friday, Saturday, and Sunday
2. 5pm-11pm
3. Wednesday and Thursday
4. Park will work with Priya

Lesson 2: Greetings and Goodbyes - Answers

Fill in the blanks - Answers

1. morning
2. evening
3. Hello
4. Goodnight
5. Goodbye
6. to meet you
7. a nice day
8. afternoon

Multiple Choice Questions - Answers

b. Nice to meet you.

c. Goodnight

Hello and Goodbye - Answers

Good afternoon 1	Bye-bye 2	Hope to see you soon. 2	Good evening 1
It was good to see you! 2	1. Hello	Hi 1	
	2. Goodbye		
Take care. 2	<p>Put the number beside the words used for "hello" and the words that mean "goodbye". Write a 1 for hello and a 2 for goodbye in the diamond.</p>	It was nice to meet you. 2	
It is good to see you. 1		Good morning 1	
See you later. 2		It is nice to meet you. 1	Good night 2

Lesson 3: Talking to Your Manager - Answers

Fill in the blanks – Verb 'to be'

1. am
2. is
3. are
4. are
5. is

Review – Lessons 1 to 3 - Answers

Word Scramble - Answers

1. SHIFT
2. BREAK

3. OVERTIME
4. HELLO
5. GOODBYE
6. HAVE A NICE DAY
7. APPOINTMENT
8. SAFETY ISSUE

Fill in the Blanks

1. late
2. appointment
3. switch
4. time off request
5. goodbye

Matching Definitions

a – Shift

b – Overtime

e – Deadline

d – Good morning

c – Call in sick

Short Answer Questions

1. “I need to ask for time off. Can I make a request?” or “Can I submit a time off request?”
2. “In the evening, around 6:00 PM to 9:00 PM.”
3. “Nice to meet you too.”
4. “Tell your manager right away.”

Email Practice – Sample Answer

Hi Jin,

Yes, I can work overtime on Friday after my shift.

Thank you,
[Your Name]

Lesson 4: Cashier Terms - Answers






Fill in the Blanks

1. credit
2. total
3. change
4. debit
5. cash

Reading Questions

1. \$18.50
2. Cash
3. \$1.50

Matching – Draw a line to match the right coin with the right word

1. 	a. dime
2. 	b. loonie
3. 	c. nickel
4. 	d. toonie
5. 	e. quarter

Hand-drawn blue lines indicate the following matches: 1 to c (nickel), 2 to b (loonie), 3 to e (quarter), 4 to d (toonie), and 5 to a (dime).

Print the name of the coin under the photograph that appears on it

				
Dime	Loonie	Nickel	Toonie	Quarter

Lesson 5: Common Workplace Prepositions - Answers







Fill in the Blanks

1. behind
2. next to
3. on top of
4. between
5. across from
6. in front of

Answer the Questions

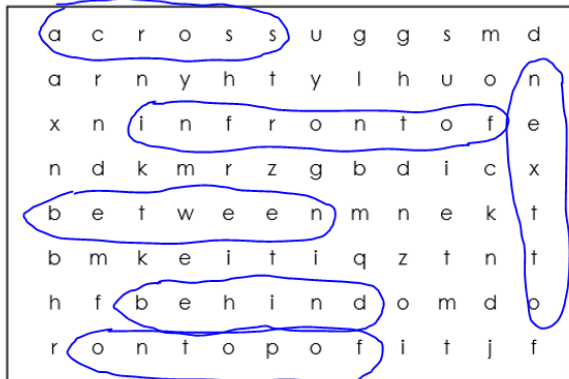
1. b) Next to the mop
2. d) Behind the door

Practice Activity – Where is the ball?

 on top of	 across	 between
 next to (beside)	 behind	 in front

Wordsearch -Answers

Prepositions for Work



Lesson 6: English for Restaurants - Answers

Fill in the Blanks

1. menu
2. reservation
3. server
4. bill
5. tip
6. cook

Answering Questions

1. c) 6:30 PM
2. d) Chicken

Reading a Restaurant Bill

1. Amina Hassan
2. The Cozy Cafe
3. Grilled Chicken, Salad, Soft Drink, Dessert (Cheesecake)

4. \$33.90
5. \$5.09
6. Credit Card

Review – Lessons 4 to 6 - Answers

Word Scramble

1. CASH
2. CHANGE
3. MENU
4. COOK
5. BEHIND
6. DEBIT

Fill in the Blanks

1. credit
2. server
3. change
4. reservation
5. next to
6. in front of

Matching Words with Definitions

1. d – Cash
2. b – Menu
3. c – Between
4. a – Tip

5. e – On top of

Short Answers

1. Credit, debit, or cash (Any two)
2. Reservation
3. Between
4. Nickel

Lesson 7: Personal Protective Equipment (PPE) - Answers

Fill in the Blanks – Answers

1. Gloves protect your hands.
2. Workers wear safety glasses to protect their eyes from dust.
3. Headphones protect your ears from loud noises.
4. A hard hat protects your head.
5. Wear a respirator to protect your lungs when working with chemicals or dust.
6. Work boots protect your feet.
7. An orange vest helps people see you.

Circle the Right Picture – Answer

- Gloves, safety glasses, respirator, and work boots should be circled.

Answer the Questions – Answers

1. What PPE does Carlos wear to clean?
b) Safety glasses, gloves, and a respirator
2. Where can the employee find PPE?
b) In the closet

Crossword - Answers

Across

Respirator

Safety glasses

Headphones

Down

Work boots

Vest

Gloves

Hard hat

Lesson 8: Important Retail Words - Answers

Discussion Question – Suggested Answer

I think scanning means:

Using a machine to read a barcode or price tag to get information about a product.

Fill in the Blanks – Answers

1. She made a return because the item was broken.
2. The store is having a big sale this weekend.
3. The cashier scanned the barcode to check the price.
4. A customer asked where to find the bread aisle.
5. The store has new stock (items) for the holiday season.
6. The price tag shows the price of the item.
7. The store gave her a refund for the returned dress.
8. The drinks are in aisle 7.

Answer the Questions – Answers

1. Where does Ming stock the item?
c) In the aisle
2. What does a customer need for a return?
d) A receipt

Build a Sentence – Sample Answers

1. The customer sees a sale.
2. Scan the barcode for the price.
3. Return an item for a refund.
4. Stock the shelf in the aisle.
5. The customer checks the price tag.

Lesson 9: Fast Food Vocabulary - Answers

Fill in the Blanks – Answers

1. I ordered a burger, but I also want to add some condiments like ketchup and mayo.
2. I will have a combo with fries and a drink.
3. I am ready to order my lunch now.
4. The cashier asked, "Would you like anything else?"
5. Do you want to eat your meal for here or takeout?
6. We are going through the drive-thru to pick up our food without leaving the car.

Answer the Questions – Answers

1. What does "combo" mean in a fast-food restaurant?
b) A set of items sold together for a cheaper price.
2. What do you use to get food without leaving your car?
b) The drive-thru
3. What question does a cashier ask after you place your order?
b) "Would you like anything else?"

Poster Questions – Answers

1. Fries, drink, and hamburger.

2. From May 1, 2025 until September 30, 2025
3. Yes, you can order at the drive-thru
4. Burger Hut
5. 24 hours

Build a Sentence – Sample Answers

1. The customer orders a combo.
2. I will order at the drive thru.
3. Ketchup and mustard are condiments.
4. Would you like anything else?
5. For here or for takeout?

Lesson 10: Common Words in a Warehouse - Answers

Fill in the Blanks – Answers

1. The worker used an exacto-knife to open the box.
2. We send finished orders through the shipping department.
3. I finished picking all the items for this order.
4. We move heavy boxes with a forklift.
5. I put the boxes on a pallet.
6. I am packing the items in the box now.
7. He signed the bill of lading before the truck left.

Answer the Questions – Answers

1. What tool do you use to open a box?
b) Exacto-knife
2. What do you do before packing an order?
a) Picking

3. What is a bill of lading used for?

c) Listing what is being shipped (continue this based on exact option wording)

Past Tense Verbs – Answers

Write the past tense verb in the sentence (+ed)

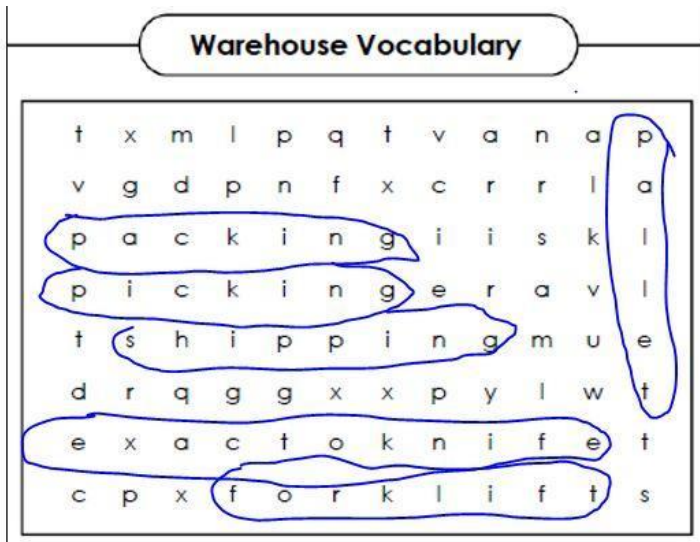
Yesterday,

1. Move – I moved the pallet with a forklift.
2. Open – I opened the box with my exacto-knife.
3. Pick – I picked all the items for the order.
4. Pack – I packed the boxes for the order.
5. Sign – I signed the bill of lading.

Bill of Lading Questions – Answers

1. What is the name of the shipper?
ABC Warehouse, 123 Main Street, Toronto, ON
2. Where is the shipment going (the receiver)?
Quick Shop, 456 King Street, Hamilton, ON
3. What is the shipping date?
March 20, 2025
4. Who is the driver?
Kwan Lee
5. How many pallets are being shipped?
5 pallets
6. What are the special instructions?
Handle with care

Wordsearch - Answers



Review – Lesson 7–10 – Answers

Build a Sentence

1. I wear gloves at work.
2. We order food at the drive thru.
3. I made returns at the store.
4. He drives a forklift in the warehouse.

Fill in the Blanks.

Use these words:

customer safety glasses picked combo forklift

1. I wore my safety glasses to protect my eyes.
2. The customer asked for help finding the sale items.
3. We packed the items into a box.
4. He drove the forklift to move a heavy pallet.
5. I ordered a combo with a drink and fries.

Match the Words with Their Meanings

1. d – Hard hat → Protects your head
2. a – Return → Bring something back to the store
3. c – Sale → Special lower price
4. b – Shipping → Sending goods out of the warehouse
5. e – Order → A request made by a customer for food or drink

Circle the Correct Word

1. The **(forklift)** customer) lifted the heavy pallet.
2. I got a **(combo)** / barcode) with fries and a drink.
3. She wore **(headphones)** / aisles) to protect her ears.
4. The (respirator / **(price tag)** shows how much it costs.
5. We put the (picked / **(stock)** on the shelves.
6. The new **(work boots)** / gloves) protect my feet.
7. We (condiments / **(packed)** the boxes for the order.

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