

KVT Goals and Course Plan

Group A

October 21st

1. Activity: Desert Island Game

1. On a Piece of paper draw one item
2. Share with the group what your item is and why you chose to bring it to your deserted island.
3. Only two people get to stay on the island based on the item they have with them, Defend your item and tell the group why your item is useful or necessary for you to stay.
4. Group members vote on who gets to stay and who must leave.

2. Work Updates / Presentation Questions?

Sicher umstellen	Safely convert the new system
Abarbeiten	To process We need to process 20,000
I do only this	I <u>only</u> do this.
We beginning in January	We <u>began</u> in January
verbindung	problems with the <u>connection</u>
Too much different batches	Too <u>many</u> different parts
The parts are <u>shief</u>	The parts are <u>not straight</u> the parts are <u>crooked</u>
I mean (For further explanation) What do you mean? That's not what I mean.	I think (meine Meinung)
	I learn more and more every day
Informations <u>s</u>	Information (always singular)
Späne	chips
Vermeiden	Avoid We want to avoid this problem
karton	Box
we control some parts of one box	check
We buy the parts <u>by</u> one supplier	we buy the parts from one supplier
	depending on Everything is depending on the samples
versprochen	What he promised the customer What he agreed on with the customer
	the vacuuming process

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3. Giving Suggestions - ESL Brains (as homework if needed)

4. Speaking Activity: Business Tips

<p>1 In some industries women who become managers can have problems with their fellow male managers. These can include:</p> <ul style="list-style-type: none">- inappropriate or tasteless comments- unwelcome physical contact- requests to make the coffee or go out for cigarettes. <p>What steps can a woman take in this situation? What problems might there be with the solutions you find?</p>										
<p>2 Some managers find it difficult to make time for everything they have to do. They are at the office early and stay until late. They are always behind with work and their jobs become less and less satisfying.</p> <p>How can a manager organise tasks and time efficiently? What problems might there be with your solutions?</p>										
<p>3 There are many ways to communicate information. For example:</p> <table><tr><td>- by letter</td><td>- on notice boards</td></tr><tr><td>- by phone</td><td>- in memos</td></tr><tr><td>- in reports</td><td>- face to face</td></tr><tr><td>- in informal meetings</td><td>- in formal meetings</td></tr><tr><td>- by fax</td><td>- through rumours</td></tr></table> <p>Each one is appropriate to different types of information and in different situations. What are they? What examples can you give? Which methods are the most and least expensive?</p>	- by letter	- on notice boards	- by phone	- in memos	- in reports	- face to face	- in informal meetings	- in formal meetings	- by fax	- through rumours
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<p>4 Many companies waste vast amounts of paper, electricity and other resources. Apart from its being bad business sense, this type of practice is increasingly seen as being environmentally irresponsible.</p> <p>What policies can companies introduce to reduce waste? What advantages and disadvantages do these policies have?</p>										

October 7th:

Bamboozled: Team Debates (Game Code 29817)

<https://www.baamboozle.com/game/29817>

Presentation Basics: Phrases for Success are up online!

	To get caught up To be up to date
In the situation we have now	...the current situation
all parts are more expensive	Price increase
whats your erfolg today	what did you get done today
	We don't know who we should ask
Abwicklung	
Schweiz	Switzerland
Zoll	Customs
on stock	In stock Out of stock I'm sorry, part ABC <u>is out of stock</u> at the moment. Yes, we hav part ABC <u>in stock</u>
Lagerhalle	Warehouse (where the goods are stored)
Sachbearbeiter/-in	Clerk
Schlosser	Locks
	Clean rooms
I <u>stayed at</u> the customers company	I visited the customer's company
Versuche	Trials / testing
It gave a lot to eat	<u>there was</u> a lot to eat
Ausendienst	Service
This doesn't work	This <u>didn't</u> work
still	Quieter
Einig	They did not agree (on the conditions)
Bereiche	Areas Different areas
Einverstanden	Consent
Organize themselves	become more independent
	Are the children learning or not?
	Not only a question of the children but also from the school side.
aussagekräftig	Meaningful

September 30th:

Assignment: Presentation Language

September 23rd: Prepositions

*****Vocabulary Review Presentations

In pairs discuss:

Preposition Pairs:

Try to explain the difference between the two sentences. You could translate them both into German and compare. Are there similar prepositional differences in their language?

What's the difference between these two sentences?

1. A. Jenny walked **to** London.
B. Jenny walked **towards** London.
2. A. He drove his car **into** the wall.
B. He drove his car **through** the wall.
3. A. The young couple walked **along** the river.
B. The young couple walked **across** the river.
4. A. The politician walked **across** the room to say hello to all the people.
B. The politician walked **around** the room to say hello to all the people.

Which sentence (A or B) goes best with the follow-up sentence, below:

1. She was very tired when she arrived! (matches with A)
2. He came out the other side and fortunately wasn't hurt. (matches with B)
3. There was no bridge. (matches with A)
4. The people were in several different parts of the room. (matches with B)

Discussion: In small groups discuss the following scenarios:

A: You've just started working for a software start-up. One day you have a great idea for a new app, which you believe is going to revolutionize the industry. You share it with James, your coworker. The following day, you find out James had presented the idea to the boss, claiming it was his. Needless to say, the boss loved it, gave James the credit and the promotion, and the app is going to be produced soon. It's your move now.

B: You work in a sales department. Your team consists of 4 dedicated and ambitious workers who always manage to exceed their target. There is one more member of your team, a single mom called Glenda. She is a great person, but she constantly conducts personal business during company time and never delivers her tasks on time. Your team is still the best, but you feel Glenda is taking advantage of you. On the other hand, you understand she struggles juggling home and work and needs extra time to deal with personal issues. Is there anything you can do?

September 9th:

*There was a system update last Monday and unfortunately it crashed.
Some things were lost but I am in communication with our IT specialist and
he is restoring the website to an earlier version where the assignments are available.*

Warmup I: Workplace Idioms - Bamboozled

Go the extra mile	Tied up	Working around the clock
Hands on Experience	Think outside the box	Up to one's eyeballs with work
Embark (start) on a new career	Climbing the career ladder	Business as usual
In a nutshell	Get/have your ducks in a row	Fired
Hand in / give notice	Have a foot in the door	Win-win situation

Work Updates and Group Questions:

Egon - Vacation

Daniela - We have many samples to do for the customers. This is the process they do if they can't get the screw they need. they sample a new screw to replace the unavailable screw and it's a very long process. We have a lot of work at the moment with confirmations for the different rules and REACH requirements / rules / standards. The rules are also dependent on the application of the part - for the kitchen the part must be **food safe**, for electrical usage the part must be the correct composition.

Christian - The last two weeks have been very calm in the complaint department. We can send samples back or send back the wrong parts.

Lisa - I always do the same thing. We are up to our eyeballs with work!! We are working on the project for the company change next year. We are a little bit **under-staffed** in the department because one colleague started a new career and one colleague is on parental leave. We have a lot of inquiries because the **competition** is having problems with their delivery times so they customers are coming to us because we have the parts in stock. Price is not important in the moment, the customers are **willing to pay** more for the parts. I'm **in** the rivet nuts department.

We go more by foot.

Martina - Business as usual! In August business was quieter. A lot of colleagues are **on** vacation now. Lot of problems with the screws. The warehouse is very very empty, the **delivery chain** is broken because in

China they close the entire port if there is a corona case. The customers are angry because there are a lot of stops in the production lines, they can't continue production without the screws.

The screws are different - they are almost always custom parts

Most of the tests are done in Switzerland.

Tightening force tests are done in Illerrieden and we can see how the screw looks.

Nico - A friend and I went biking about 1000 meter high. I want to **ride** a normal bike. You can go up the mountains easier and are still fit when you get to the top. You can ride more kilometers.

The customer made a complaint about the locks and we want to know why the locks are not as good as they were in the past.

August 26th:

Has anyone explored the telephoning model?

Warmup:

Tell us about your worst holiday...

Picture Discussion: Would you ever....?

<https://www.buzzfeed.com/jamiespain/adrenaline-junkie-fear-picture-quiz>

Work Update: What has happened over the last two weeks?

Discussion: Company Identity - The Bossard Values and Guiding Principles:

<https://www.bossard.com/global-en/about-us/about-bossard/our-values-and-guiding-principles/>

On the work	At work
we must do all	Everything
I was in Spain for 4 years....	Four years ago
Ein flasche ausfahrt	Took the wrong exit
He organized us another hotel	He organized another hotel for us
Bastille	Construction site
unwetter	Storm
A little bit more expensive	
Talk real	Speak your mind / Speak directly
Nicht mehr	Not any more
Vorgestetzte	Management
Specialize	

Anforderungen	Requirements
Integrieren	To merge (two companies together)
Vergleichen	To compare something
	KVT doesn't have standard products - we find customized solution
DIN	Standardized product
over the world	World wide
ich hatte da gluck	I was luck enough to get this job

August 12th:

Homework Review:

1. Telephoning Modul
2. Do vs Make
3. Borrow / Lend
4. Audio Recordings - leave a message work update

Warmup: Body Idioms - Bamboozled

Warm Up: Desert Island Game

1. On a Piece of paper draw one item
2. Share with the group what your item is and why you chose to bring it to your deserted island.
3. Only two people get to stay on the island based on the item they have with them, Defend your item and tell the group why your item is useful or necessary for you to stay.
4. Group members vote on who gets to stay and who must leave.

Fluency Practice: Customer Service

How does customer service in your country compare to other countries you have been to or know about? Can you think about any reasons for the differences?

- Italy - we will do it tomorrow,
- China - Everything is fine, making decisions without checking
- Sweden - understand the market, fast with replacement deliveries

Do you think you are or could be good at customer service? What makes you say that?

- KVT employees have a lot of experience, good product knowledge, we can be really quick when needed which is very important for the customers,

Is the level of service in your country generally getting better or worse? If it depends, what does it depend on? What are the reasons for those changes, do you think?

- It's getting better. Our service engineers travel to customers to solve the problems on site.

- The service of competitors is getting worse because they have no service engineers to send to the customers. They just send the parts and that's it!

What are the most important characteristics for someone who works in customer service? Which of those personality traits do you have?

- Speed - being quick
- Must be friendly when he is **at** the company.
- Good Product knowledge
- **Confident**, to look confident,

I notice everything in a book	To note something down
	To notice something (to see)
dauern	It will take (time)
Partner unternehmung	Partner company
the fault	The problem
Conkurrenten	The competition
vorteil	Advantage
	It creates customer loyalty (they stay with KVT) It brings customers to the company.
The Ausstattung	The equipment
A very high difference between KVT and Italy	A large difference.
Zuverlässig	Reliable
verkürzen	We must <u>shorten</u> the delivery times
Anforderung	Requirements
gebunden	To be tied to They are not tied to one customer
Windrad	Wind turbines
umsatz	Profit
nebenarbeit	Side job

Etwas gehobener	A little bit nicer
Holz Segen	To cut wood

July 29th:

Warm Up: 4 Pictures 1 Word

Fluency Practice:

Explain to the group your current work projects. What could be improved? What is going well?
What suggestions do you have for your colleagues?

Practicing Small Talk:

What are your summer plans?
Are this years plans different that previous years? How so?
Have you had to change any of your plans?

PPT: Spot the Mistake

they learn me the processes in this abteilung	They teach me the procedures
abteilung	Department
Musterungen	Sampling
Anzugsmoment	tightening torque
	Dimensions / measurements
	Clarify
That's the problem of all new colleagues	that's a problem for
anlegen	To install ...in a new system To enter / register him in a new system
Risikogebiet	Risk Area
Geimpfed	I am immunized I have my corona shot
	Quarantine
Kino	Movies
When we will go to friends	When we want to go to friends
Speck	Bacon / smoked ham
Ferien	Vacation (House)
we must speak out it	We must speak about it
drohen	**To threaten us To pressure us
Straffe	Fine / fee
Where she want to live?	Where does she want to live?

WG	They live with roommates She has roommates
Metzger	Butcher
Eis Diele	Ice Cream Shop
Abholen	To pick up Pick us up

July 16th:

How was the audio recording and homework?

Has the test been finished in the meantime?

Ist der test schon fertig?

Has the test been finished recently?

Has the test been finished already?

Is the test finished?

Why didn't you finish the test? - you started but didn't complete it

Why haven't you finished the test? - why is it not done now

Please correct the following sentences:

1. She _____(work) at KVT for 6 years.
 1. She has been working...
 2. She has worked....
2. For what do you need these drawings?
 1. What do you need these for?
3. The most time I am in meetings.
 1. Mostly I'm in meetings.
 2. **Most of the time** I'm in meetings.
4. I mean a quality review needs to be done.
 1. I think a quality review needs to be done.
5. For 3 days we got a new SAP system.
 1. 3 days **ago**...

Safety use sign (CE)	
Umwelt	Environment

Regal	Shelves
typing	Data entry
Liefer zeit	Delivery time
We have more screws but not the right ones	We have different
The first and second time it doesn't work	It didn't work
Hochladen	Upload
Gewinde	Screw thready
Wie können wir die Probleme Lösen	How can we fix these problems?
	Fix = Solve
	Not all people are concentrated
	Automated Warehouse
Stapler	Forklift
In einem gang	Aisle (I'll)
anstatt	Instead of
wenn	If
Strafe	A Fine \$\$
Schuld Unsere schuld	Fault If it is <u>our fault</u> / our mistake
Manchmal	Sometimes
We have really <u>much parts</u>	we have really many parts We have a lot of parts
diesnt leisters	Service providers
this gives more problems	This creates more problems
In <u>diesen fall</u>	In this case...
standort	Location
	City State Country County (Landkreis)
Inhalt	Contents
zu wenig	Too little / too low If the contents are too low (smart bins)
entscheidung	Decision
Loeschen	Delete

Mitkampf	Competition

Martina:

If we can't get the goods for the urgent orders.

To match the new customer part with the article number in the system.

We can negotiate a price. (Verhandeln)

We can discuss a price.

Daniela:

To give customers confirmation **for** several regulations.

Sampling Process -

It's not an easy process

Every mistake creates a discussion with the customer.

We have not all documents

we don't have all the documents

Egon:

When can we have the next replacement. Production **has stopped** at the customer

When can we have the 8D Report. The supplier must write all his future actions in this report, so that these mistakes don't happen again in the future.

I can't get on my suppliers nerves and write emails every 5 minutes.

The dimensions are out of tolerance.

We can sort it out with a machine

Wrong part or wrong quantity.

Pick up the wrong part from the customer and ship the correct part to the customer

In the factory the production can not work when we have these mistakes.

July 1st:

1. Introductions - Introduce your partner and be sure to include the following information:

1. Name
2. How long you have been in the company and in what position(s).
3. What they use English for and how often.
4. What their personal English goals are for this course.

5. Three things you have in common that you didn't know already (Gemeinsamkeiten).
2. Do you have any questions for me, your trainer?
3. What are your course expectations? How much time do you have for self study or homework?
Do you like the idea of sending audio samples for your homework assignments?
4. Telephone Phrases:
5. Role Play - with a partner practice leaving/taking a message
5. Homework:

You said:	Improved statement:
For what do you use English?	What do you use English for?
<u>The most time</u> I write emails.	Most of the time I write emails. Mostly I write emails.
Yes, I mean the goals are the same	I <u>think</u> the goals are the same.
I like pizza. I'm not.	I don't
I'm going to skiing	I go skiing / snowboarding
I like to go to the Allgau to walking	I like to go hiking
For two years I walked over the Alps	Two years ago I walked across the alps
Christian is at the company since 2000	He has been at the company since 2000. I have lived in Senden for 2 years. I have been speaking with production, your order will be complete by the end of the day.
Auftrags Erfassung	Sales Department
She works at KVT for 5 years	She has worked at KVT for 5 years She has been working for KVT for 5 years.
She needs not often English	She doesn't need English often
Anspruchsvoll	Demanding
Can you take a message for him?	Can you take a message for me? Can I leave a message for him?
innerhalb einer stunde	Can you please call me back within an hour? ...by the end of the day? ...before lunch?
She comes tomorrow back in the office.	She will be back tomorrow. Tomorrow she will be back.
	I will wait for her call.
	Thanks that's nice of you.

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Fertig: Finished vs. Ready

Finished: Something is complete
 Ready: We can begin the next thing

GOAL	PLAN
Improve Telephone English	Telephoning with Confidence Module
Speaking	Role Plays based on work scenarios
Understanding	Listening exercises and during role plays
Emails	Email lessons
Vocabulary	Collect and review during each session

Position:

Spare Parts from Suppliers, Relay Quality Info

Emails for customers and suppliers

- compliance confirmations and part sampling
- customer complaints and problems with the samples

Organize Deliveries

Explain Processes in the company

we goods for our customer and we ask if it's possible to give us the goods from their inventory

Supplier Inquiries

Simple Past

Present Perfect