

Instructions for a colleague

Learn how to write instructions for a colleague.

Before reading

Do the preparation task first. Then read the text and tips and do the exercises.

Preparation task

Write the phrases in the correct group.

Remember to turn off the ...	Don't go near the ...
Watch out for the ...	Careful of the ... !
Don't forget to start the ...	Make sure you close the ...

Things to remember	Warnings (Be careful of this)

Reading text: Instructions for a colleague

Checklist for opening the shop

Start at 8 a.m.

1. Firstly, when you enter the shop, remember to turn off the alarm.
 - Do this by holding your key card to the alarm panel. It's behind the door near the light switches.
2. Open all the blinds and turn on the lights.
3. Please don't forget to start the coffee machine so your colleagues have fresh coffee for when they arrive.

4. At 8.15 a.m., watch out for the fresh deliveries at the back door. They usually arrive at that time.
 - Pay attention to the order list and what is actually delivered.
 - Remember not to sign for anything that isn't in the delivery as there are often items missing.
5. Check the answer phone and shop email account for any new messages.
6. Leave the heating and the air conditioning alone. They are on an automatic timer. So please, don't go near the control panels.

Finally, you need to finish everything above before 8.45 a.m. and open the shop at 9 a.m. There is a red logbook under the counter. Make sure you sign it for each day when you have completed all points on this checklist. Make a note of any issues.

If you have any problems, call your supervisor or the 24-hour support line number below.

.....

Tips

1. Use imperative verb forms to give orders and instructions:
Turn off the alarm / make sure to sign the logbook.
2. Tell people exactly what you want them to do and when:
You need to do everything above before 8.45 a.m.
3. Tell people where things are – they might not know:
It's near/behind/over/under the ...
4. Give emergency contact information.
5. Have a sheet for people to sign after they have completed the process, e.g. cleaning a machine or balancing the cash register.

Tasks

Task 1

Circle the best answer.

1. The alarm ...
 - a. turns itself off automatically.
 - b. doesn't need to be turned off.
 - c. panel is not far from the light switches.

2. The blinds ...
 - a. are closed at night.
 - b. are open at night.
 - c. are near the lights.

3. The coffee machine ...
 - a. makes coffee instantly in the morning.
 - b. takes time to make coffee in the morning.
 - c. is only for the customers to use.

4. The morning deliveries ...
 - a. come to the front door.
 - b. are always correct.
 - c. are not always correct.

5. Whoever opens the shop ...
 - a. has to sign the logbook.
 - b. has to leave a comment in the logbook.
 - c. has to call the support line when they are finished.

Task 2

Write a number (1–5) to put the sentences in order to make instructions for a procedure.

- _____ Finally, pay attention to the dietary requirements of the team and make sure the catering service know.
- _____ Next, remember to book the room in the meeting room booking tool.
- _____ First, look at the team calendar to find a day and time when most people are available.
- _____ After you've finished booking the room, make sure you tell the catering service that we'll need lunch brought in for everyone.
- _____ When you've identified a good day and time, send out invites to all project team members. Don't forget to include the head of the department, just in case they feel like attending.

Task 3

Complete the sentences with words from the box.

out	Don't	attention
Remember	sure	forget

SHUTTING THE SHOP

1. Make you always answer the phone, even if it rings after the shop has closed.
2. Don't to put returned products in the storeroom.
3. not to count cash in the main shop where customers can see you.
4. turn off any lights until all customers have left the building.
5. Watch for customers who may be in the toilets or car park.
6. Pay to who is in the building before closing.

Discussion

Who do you need to give instructions to? What for?

Answers

Preparation task

Things to remember	Warnings (Be careful of this)
Remember to turn off the ...	Watch out for the ...
Don't forget to start the ...	Don't go near the ...
Make sure you close the ...	Careful of the ... !

Task 1

1. c
2. a
3. b
4. c
5. a

Task 2

1. First, look at the team calendar to find a day and time when most people are available.
2. When you've identified a good day and time, send out invites to all project team members. Don't forget to include the head of the department, just in case they feel like attending.
3. Next, remember to book the room in the meeting room booking tool.
4. After you've finished booking the room, make sure you tell the catering service that we'll need lunch brought in for everyone.
5. Finally, pay attention to the dietary requirements of the team and make sure the catering service know.

Task 3

1. sure
2. forget
3. Remember
4. Don't
5. out
6. attention