

SUE 20021

WORKPLACE

ENGLISH

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Synopsis

Workplace English is a practical e-book designed to help learners develop key communication skills needed in today's professional environment. Whether preparing for your first office job or looking to improve your workplace English, this guide provides clear explanations, realistic examples, and useful language for everyday office situations.

It also aims to equip students with the language skills necessary to perform routine job-related tasks effectively. In addition to improving linguistic proficiency, the course supports the development of nonlinguistic competencies. Ultimately, students are expected to function as independent users of English at CEFR levels A1 to A2.

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TOPIC



Practice Communicative Skills at The Workplace

- 1.1 Manage messages effectively
- 1.2 Manage appointments effectively
- 1.3 Manage complaints effectively

TOPIC ONE

Practice Communicative Skills at The Workplace

1.1 *Manage messages effectively*

In this subtopic, you will be introduced to general telephoning skills.

Every time you make or receive a telephone call at work or at home, you are representing yourself, your company or your family.



The impression you create will be a lasting one.

Make sure your voice and mannerism reflect that you are alert, polite and at your best!



General rules of telephone etiquette.

1

Starts with greetings.

2

Followed by identify yourself.

3

Don't forget to add in your company name.

4

Lastly, offer assistance



Examples

Receptionist : Hi, I am Nurul from Petronas. How Can I help /assist you?

Caller : Hello, I'm Jay from Chemical & Co Ptv. Ltd. May I speak to your Manager please?

Receptionist : Hello, Parker from Double Rich Limited. What can I do for you today, sir?

Caller : Hi, I am Joe from The Noodles. I received a phone call from your company regarding our latest instant noodle packaging. Can I speak to your supervisor, please?

Receptionist : Good evening, I'm Linda from Maxis. Do you need some assistance, sir?

Caller : Hi, good evening. I am calling to make a complaint about poor internet connection. Could you please connect me to the customer service?

Receptionist : Good morning, James from Art SDN BHD. May I help / assist you sir?

Caller : Hello, good morning. Sure, I would like to purchase 10 cartons of drawing blocks.



Read the dialogue given and identify the mistakes done.

- Receptionist : Yes?
Nora : Good morning. is this Double Rich Sdn. Bhd?
Receptionist : Yes.
Nora : I would like to speak to Mr. Norman King, please.
Kent : Yes?
Nora : Good morning. I would like to speak to Mr. Norman King, please.
Kent : He's not here.
Nora : Do you know when he'll be back in the office?
Kent : He's outstationed in Pahang.
Nora : Ohhh....I see. So, when will he be back?
Kent : I don't know. Maybe Thursday.
Nora : Is there anyone that I could speak to regarding the book cabinets I ordered?
Kent : There is no one here now. Call back next Thursday. [**Hangs up**]
Nora : But...but...

Think you can spot the mistakes? Check the next page to see if you were right!



These are the mistakes identified from the dialogue.

- Receptionist : **Yes? (1)**
- Nora : Good morning. is this Double Rich Pte. Ltd.?
- Receptionist : Yes.
- Nora : I would like to speak to Mr. Norman King, please.
- Kent : **Yes? (2)**
- Nora : Good morning. I would like to speak to Mr. Norman King, please.
- Kent : He's not here.
- Nora : Do you know when he'll be back in the office?
- Kent : He's outstationed in Pahang.
- Nora : Ohhh....I see. So, when will he be back?
- Kent : **I don't know. Maybe Thursday. (3)**
- Nora : Is there anyone that I could speak to regarding the book cabinets I ordered?
- Kent : **There is no one here now. Call back (4) next Thursday.[Hangs up]**
- Nora : But...but...
(5)

Now, try correcting the mistakes to improve the dialogue.



Here are some suggestions to improve the dialogue.

(1) Remember to begin your conversation with a greeting, identify yourself, mention your company name and lastly offer assistance.

Example: Good Morning, I'm Linda from Double Rich Pte. Ltd.
How may I help you, sir?

(2) When handing over the line to the next person, you must clearly state your name, department, and offer assistance.

Example: Hi, I'm Nuri, from the customer service department.
How may I assist you, madam?

(3) Make it sound more professional by saying, "I'm sorry, he will be away until Thursday."

(4) You can't simply hang up the phone when dealing with a customer. You must ask if there are any messages left for your colleague.

Example: Would you like to leave any messages for Mr. Norman King, sir?

(5) Lastly, don't forget to end the conversation politely.

Example: Is that all Ms. Nora? I'll make sure to pass the message to Mr. Norman King once he's back. Have a nice day, goodbye.



1.1.1 Take messages

It is important to first inform the caller that the person they are trying to reach is unavailable before offering to take a message. Always start by apologizing for the person's absence, followed by a brief and appropriate explanation for why they are unavailable.

Examples

"I'm afraid Mr. Kuek is not around at the moment. He's in a business meeting".

"I'm sorry, Ms. Aruna is on holiday until next week."

"Sorry, Muzaffar is unavailable at the moment. He is in a meeting with a client."

"I'm afraid Linda is on another line at the moment."



Taking phone messages is an important part of good telephoning skills. It helps pass on information clearly when the person someone is trying to reach is not available. This makes sure that no important details are missed and that people can follow up later. Being good at this skill helps you communicate in a clear, professional, and effective way in the workplace.

A : Would you like to leave a message for her?

B : Yes, please tell her the file is on the table.

A : Is there any messages for him, Mrs. Linda?

B : Yes, tell him the meeting is cancelled, please.

A : Do you have any messages for Mr. Anthony?

B : Please tell him I need to meet him this afternoon.

A : May I have your message for Ms. Clara?

B : Please tell her to call me back at 5 pm today. It's urgent.



Examples

Receptionist: Good morning, GreenTech Solutions.
How can I help you?

Caller : Hi, can I speak to Mr. Adams, please?

Receptionist: I'm sorry, Mr. Adams is in a meeting
right now. Can I take a message?

Caller : Yes, please. This is Sarah Lin
from EcoWorld. Please ask him to
call me back.

Receptionist: Of course. Can I have your number?

Caller : Sure, it's 555-2390.

Receptionist: Thank you, I'll make sure he
gets the message.

Caller : Thanks. Bye.

Secretary : Hello, Dr. Carter's office.

Caller : Hi, I'd like to speak to Dr. Carter.

Secretary : I'm afraid she's not available right
now. Can I take a message?

Caller : Sure. My name is Angela Brooks.
I'm calling about the research report.

Secretary : Would you like her to call you back
or reply by email?

Caller : Email is fine.
It's angela.brooks@email.com.

Secretary : Got it. I'll pass the message on to her.

Caller : Thank you.

Secretary : You're welcome. Have a great day!



In an office setting, when taking a message for someone, it's important to collect the following key information:

1. Caller's name
2. Caller's Company or Organization
3. Caller's Contact Information (phone number or email address)
4. Date and time of the call
5. Caller's message
6. Action Required (call back, is expecting an email, or just wanted to leave a message)
7. Your name or initial

(So the recipient knows who took the message if clarification is needed.)

Examples


Caller : John Smith
Company : Tech Solutions Ltd.
Phone : 09-5551234
Email : john@techsolutions.com
Date/Time: May 20, 2025 – 10:30 AM
Message : Wants to discuss the new contract.
Please call back before 3 PM.
Urgency : High
Taken by : Emily



1.1.2 Leave Messages

A caller leaves a message while calling when the person they want to speak to is unavailable. This ensures their reason for calling is still communicated and action can be taken later.

Examples

- 
1. "Can I leave a message for her?"
 2. "Do you mind to take my message for him?"
 3. "Is it okay for me to leave Ms. Sharon a message?"
 4. "Would you pass my message to Mr. Alex? It is important."



Examples

Receptionist: Good morning, SilverTech Services.
How may I help you?

Client : Hi, this is Mark Lewis. I'd like to speak
with Ms. Turner, please.

Receptionist: I'm sorry, Ms. Turner is in a meeting
right now.

Client : That's okay. Could you please tell her
that I called?

Receptionist: Of course. Would you like her to call
you back?

Client : Yes, please. She can reach me at 555-7421.

Receptionist: Got it. I'll make sure she gets your message.

Client : Thank you very much.

Receptionist: You're welcome!



Secretary : Hello, Grandview Consulting.

Angela : Good afternoon. This is Angela Wong.
Is Mr. Patel available?

Secretary : I'm sorry, Mr. Patel is out of the office
at the moment.

Angela : No problem. Can I leave a message?

Secretary : Certainly.

Angela : Please let him know that the Johnson
report has been finalized and sent to his email.

Secretary : Thank you. I'll pass the message along.

Angela : Thanks. Goodbye.

Secretary : Goodbye, and have a nice day!



1.1.3 Ask for Clarifications

We ask for clarification in conversation to ensure understanding, accuracy, and effective communication. Here's a summary of why it's important:

1. To understand the speaker's meaning clearly
2. To avoid assumptions and confusion
3. To show active listening
4. To respond appropriately

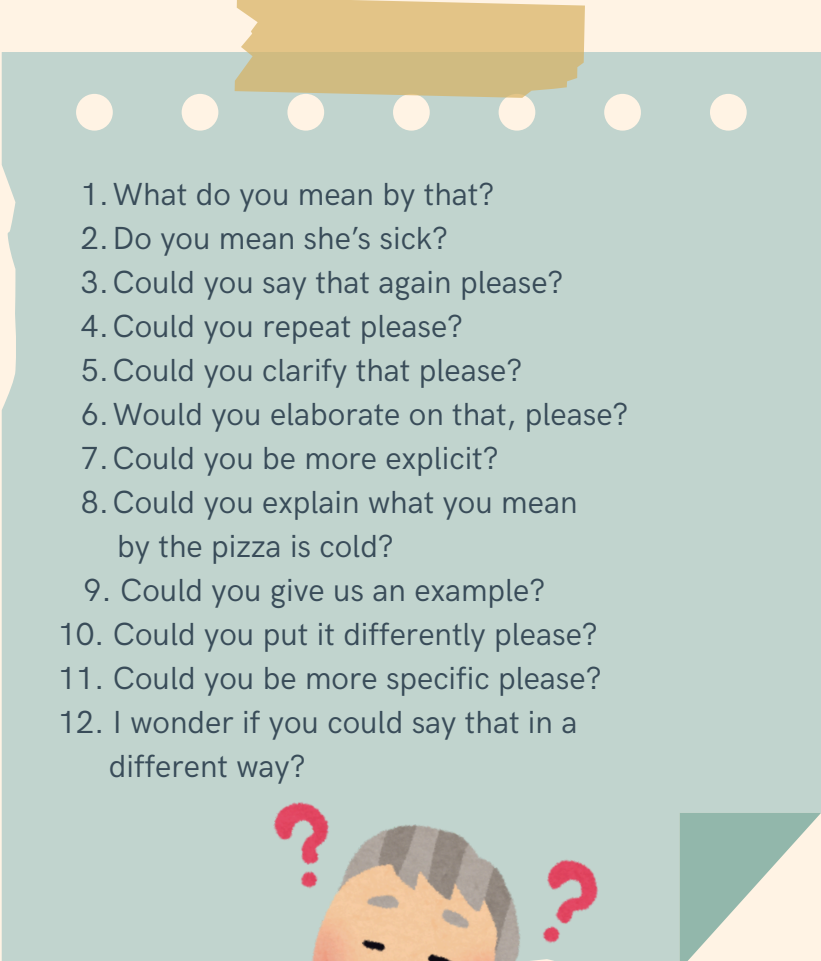


These are some expressions used to show lack of understanding :

- ✔ I'm not quite sure I follow you.
- ✔ I'm not quite sure I understand what you mean.
- ✔ I beg your pardon. I don't quite understand what you've mentioned just now.
- ✔ I don't quite see what you mean
- ✔ I don't quite see what you mean
- ✔ I'm not sure I got your point.
- ✔ Sorry, I didn't get your point.
- ✔ I don't quite see what you're getting at.




These are some examples of asking for clarifications

- 
1. What do you mean by that?
 2. Do you mean she's sick?
 3. Could you say that again please?
 4. Could you repeat please?
 5. Could you clarify that please?
 6. Would you elaborate on that, please?
 7. Could you be more explicit?
 8. Could you explain what you mean by the pizza is cold?
 9. Could you give us an example?
 10. Could you put it differently please?
 11. Could you be more specific please?
 12. I wonder if you could say that in a different way?



These are some examples of clarifying ideas

- 
1. Let me explain that,sir.
 2. Let me explain that in more detail.
 3. Let me put it in another way.
 4. Sorry let me explain madam.
 5. In other words....
 6. To say this differently...
 7. To put it differently...



SCAN ME!



Brain buster!!



1.1.4 Relay a Message



Relaying a message can be done directly to the receiver in-person. In relaying messages, one must make sure that the important points are not left out. The things that should be relayed from a message are as follows :

- Name of caller (the one who gives the message).
- When is the message taken? (time, day / date).
- The content of the message.

Example of relaying a message directly to the receiver

Rozana : Encik Ali, Mr. John phoned you this morning at 9.00 a.m. He wants you to return his call before 5.00 p.m. today. His phone number is 013 1234567.

Things to note in relaying a message directly to the receiver is to change the pronouns appropriately.

Example :-

1. Ali : Please ask Mr. Tan to return my call.
- Mr. Tan, Mr. Ali wants **you** to return his call.
2. Siti : Please ask Mimi to come to my office before 5.00 p.m. today and ask her to
bring along the documents.
- Mimi, Siti wants **you** to go to **her** office before 5.00 p.m. today. **She** wants **you** to bring along the documents.



TOPIC ONE

Practice Communicative Skills at The Workplace

1.2 *Manage appointments effectively*



1.2.1 Arrange Appointments

Example:

I would like to arrange an appointment to discuss about our final project.

Can we meet (up) to talk about our business trip to Batam?

Are you free this Sunday for a talk regarding the importance of education to school students?

Are you available on the 17th for a short meeting?

How does the 3rd sound to you with our share partners?

I need to discuss with you about our business trip. Are you free now?

Would Friday suit you for a quick meet up?

Is next Tuesday convenient for you, sir?

Mr. John I need to see you next week to discuss about our project. are you available on Monday ?



These are some samples responds to an appointment.

Examples



Accepting an appointment

1. Yes, that would be fine.
2. Sure, that's fine with me.
3. It suits me fine.
4. That would suit me perfectly.
5. I am delighted to.

Declining or cancelling an appointment

1. That's very kind of you but I can't make it, sorry.
2. Sorry, I don't think I can make it because I will be attending a business trip.
3. Sorry, I'm unavailable on that day as I will be having a family gathering.
4. I'm afraid I have to cancel our appointment today as something unexpected has come up.



These are some samples dialogues for accepting an appointment.

Examples:

ABC Clinic : Hello, ABC Clinic, Sara speaking. How may I help you?

Chin : Hello, I'm Chin. I want to arrange a doctor's appointment.

ABC Clinic : What day do you prefer?

Chin : What about on Wednesday?

ABC Clinic : Yes, it would be perfect. What time would you prefer, sir?

Chin : 2.00 in the afternoon would suit me well.

ABC Clinic : I am writing you down for that time. We look forward to see you.

Chin : Thank you. Bye.

Media Hub : Good morning, Media Hub, Sri speaking. May I help you?

Iman : Good morning, Iman here. I want to make a lunch appointment with Mr. Rayan, please.

Media Hub : What day do you want the appointment Miss Iman?

Iman : Monday would be perfect.

Media Hub : At what time do you want the appointment?

Iman : 1:00 p.m. would be great.

Media Hub : Okay, your lunch appointment is in Mr. Marvin's diary.

Iman : Thank you for helping.

Media Hub : It's our pleasure.



1.2.2 Change Appointments

These are some sample dialogues for changing an appointment.

Examples:

ABC Clinic : Hello, ABC Clinic here, Sara speaking.
How may I assist you?

Chin : Hello, I have a doctor's appointment
scheduled with Dr. Smith, and I need
to change it.

ABC Clinic : What day did you have it scheduled for?

Chin : My appointment was on Tuesday.

ABC Clinic : What time was it scheduled for?

Chin : It was for 4.30 p.m.

ABC Clinic : I see your appointment. What day would
you like to switch to?

Chin : I would like to switch it to next Friday.

ABC Clinic : What time would you like?

Chin : I would like to come in at 10:00 in
the morning.

ABC Clinic : Fine, I will pencil that in right now.
We will see you then.



These are some sample dialogues for changing an appointment.

Examples:

- Media Hub : Salam, Media Hub here. Sri speaking.
May I help you?
- Iman : Good morning, I made a lunch appointment with Mr. Marvin, but I have to change it. I'm very sorry, but something urgent has come up.
- Media Hub : When was your appointment?
- Iman : My appointment was on Wednesday.
- Media Hub : At what time was that appointment?
- Iman : It was for 1:00 in the afternoon.
- Media Hub : I can see the appointment that you had. What day do you need to change to?
- Iman : I want to change to next Tuesday.
- Media Hub : What time would you prefer?
- Iman : I would prefer two o'clock in the afternoon.
- Media Hub : I will put you down for that time. Thank you for calling to reschedule.
- Iman : Thank you for your help. Bye.



TOPIC ONE

Practice Communicative Skills at The Workplace

13 *Manage complaints effectively*

"Complain" is a verb that means to express dissatisfaction or annoyance, while "complaint" is a noun that means an expression of dissatisfaction or grievance.

Examples

"I complained to the customer service representative".

"I would like to complain about your services".

"He complained that we had not answered his e-mails".

"I received your complaint of 26 february 2025".

"I received your complaint on 27 february 2025"



13.1 Make Complaints

How to make a **COMPLAINT?**

Making a complaint is about solving a problem politely and clearly. Follow these steps to do it well:

1. Identify the problem

- "The delivery was late and the item was broken".

2. Collect Evidence

- Keep receipts, photos or videos as proof.

3. Choose the right way to complain

- In person

- By phone

- By email or letter

4. Be polite but firm

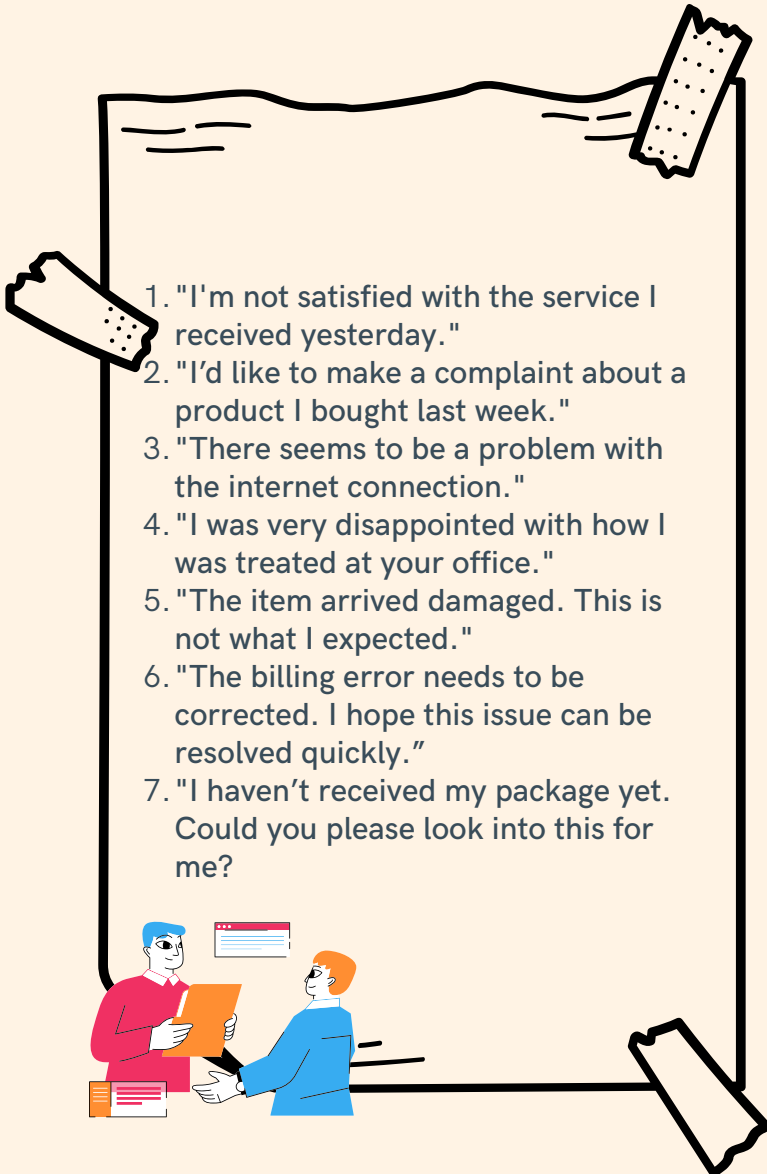
- "I'm unhappy with the service and would like it fixed immediately".

5. Mention what you want from the complaint

- refund, repair, replacement, or simply an apology



Examples:



13.1 Respond to Complaints

Responding to complaints:

1

Apologizing

2

Explain without giving excuses

3

Offer a solution

4

Check if the person is satisfied



Examples:



1. "I'm very sorry that your order arrived late. We understand how important timely delivery is. It appears the delay was caused by a system error in our shipping department. We have now fixed the issue and are sending you a 10% discount code for your next order. Are you okay with that?"
2. We're very sorry to hear that the item you received was damaged. That's certainly not the experience we want for our customers. The damage may have occurred during transport, despite our careful packaging. We would be happy to send you a replacement at no extra cost. Does this solution meet your expectations?



Feed your brain!!



Exercise : Fill in the blanks with correct answers.

I am writing to (1) _____ about a problem with the item I (2) _____ from your website www.techstore24.com. Two weeks ago, I (3) _____ a pair of noise-cancelling headphones (Order ID: 4981-TC). You (4) _____ that the item would arrive within five working days, but it only arrived yesterday and it was completely (5) _____.

I contacted your (6) _____ this morning and was kept on hold for almost 15 minutes. (7) _____ to your website, all products are checked before (8) _____, but my headphones had a broken earpiece and a cracked headband.

I would appreciate a full refund or a replacement sent to me as soon as possible.

Yours faithfully,
Sarah Dawson

damaged – ordered – delivery – claimed – received –
help-line – according – complain

Are you done? Look next page for answers.



Answer.

I am writing to (1) **complain** about a problem with the item I (2) **received** from your website www.techstore24.com. Two weeks ago, I (3) **ordered** a pair of noise-cancelling headphones (Order ID: 4981-TC). You (4) **claimed** that the item would arrive within five working days, but it only arrived yesterday and it was completely (5) **damaged**.

I contacted your (6) **help-line** this morning and was kept on hold for almost 15 minutes. (7) **According** to your website, all products are checked before (8) **delivery**, but my headphones had a broken earpiece and a cracked headband.

I would appreciate a full refund or a replacement sent to me as soon as possible.

Yours faithfully,
Sarah Dawson

damaged - ordered - delivery - claimed - received -
help-line - according - complained

*Well done !!
You nailed it.*



TOPIC

2

Perform Familiar Job Procedure Effectively

- 2.1.1 Explain information on process or procedure using sequence connectors and imperative forms
- 2.1.2 List required tools or materials related to process or procedure
- 2.1.3 Explain simple instructions in verbal and written form on process or procedure in sequence



TOPIC TWO

Perform Familiar Job Procedures Effectively

2.1 *Perform a familiar workplace process or procedure*

Process

A process is a high-level sequence of actions aimed at achieving a specific goal. It focuses on what needs to be done and why.

Example: The cooking process for making pasta includes boiling water, cooking the pasta, preparing the sauce, and combining everything.

Procedure


A procedure is a detailed, step-by-step guide on how to carry out a specific task within a process.


Example: A procedure might explain exactly how to boil pasta: fill a pot with water, add salt, bring it to boil, add the pasta, and cook for 10 minutes.



2.1.1 Explain information on process or procedure using sequence connectors and imperative forms

Sequence connectors (also called sequencing words or transition words) are words or phrases that show the order of actions or events in a process. They help make writing and speaking clearer and easier to follow from the beginning until the end.

| | | |
|--|--|---|
|  | <p>Beginning</p> <p>First</p> <p>Firstly</p> <p>To begin with</p> <p>At the beginning</p> <p>Initially</p> <p>The first step is</p> | <p>Conclusion</p> <p>Finally</p> <p>Lastly</p> <p>At the end</p> <p>In the end</p> <p>To finish</p> <p>To conclude</p> |
| | <p>To continue</p> <p>Then</p> <p>Next</p> <p>Secondly / Thirdly / etc.</p> <p>After that</p> <p>Afterwards</p> <p>In the next step</p> <p>Following that</p> <p>Meanwhile</p> <p>In the meantime</p> <p>Subsequently</p> | |





Examples:

Making a Cup of Tea



To begin with, boil some water in a kettle. Then, place a tea bag in your cup. After that, pour the hot water over the tea bag. Next, let it steep for a few minutes. Finally, remove the tea bag and add milk or sugar if you like.

Installing Software



First, download the software from the official website. Next, open the installation file and follow the instructions on the screen. Then, accept the terms and conditions to continue. After that, choose where you want to install the program. Finally, click "Finish" and restart your computer if needed.

Sending an Email with an Attachment



The first step is to open your email application or website. Then, click on "Compose" to start a new message. Next, enter the recipient's email address and write your message. After that, click the paperclip icon to attach your file. Finally, press "Send" and wait for the confirmation.



2.1.1 *Explain information on process or procedure using sequence connectors and imperative forms*

Imagine you're reading a recipe, a set of instructions, or even a sign on the street. You will often find short, direct sentences like:

"Boil the water."

"Turn left at the traffic lights."

"Please wait here."

These are examples of the imperative form. It is a way of speaking or writing that tells someone what to do.

The imperative is simple. It usually starts with the base form of a verb, which means the verb without "to" and without a subject like "I" or "you."

"Close the door."

"Write your name."

Even though it doesn't say "you," it is understood that the speaker is talking to you as the person listening or reading.



2.1.2 List required tools or materials related to a process or procedure

When we talk about how something is made, whether it's a cake, a wooden chair, or a house, we often mention different things that are used in the process. These things usually fall into four main categories:

1. tools
2. materials
3. ingredients
4. equipment

Let's explore what each one means.

Tools : usually small, simple, and used by hand.
Example : knife, whisk, peeler, etc

Equipment : often larger, sometimes electrical or mechanical.
Example : oven, blender, mixer, etc

Materials : what things are made from.
Example : wood, brick, cement, etc

Ingredients : materials used specifically in cooking or chemical mixtures.
Example : egg, milk, onion, cheese, etc



Example:



Write down the recipe of making a fried egg.

STEPS

First, heat the frying pan on the stove.

Then, add the oil or butter to the pan.

After that, crack the egg and gently pour it into the pan.

Next, cook for two to three minutes until the egg white is firm.

Use the spatula to remove the egg and place it on a plate.

Finally, sprinkle a little salt and enjoy your fried egg.

Ingredients

1 egg

A pinch of salt

1 teaspoon of oil or butter

Tool & Equipment:

Frying pan (equipment)

Spatula (tool)

Stove (equipment)

Plate and fork (for serving)



2.13 Explain simple instructions in verbal and written form on process or procedure in sequence

Example:

Steps to Make a Loaf of Bread

Ingredients:

- 3 cups of all-purpose flour
- 1 cup of warm water (about 40°C or 105°F)
- 2 teaspoons of active dry yeast
- 1 tablespoon of sugar
- 1 teaspoon of salt
- 2 tablespoons of vegetable oil or melted butter (optional)

First, dissolve the sugar in the warm water.

Then, add the yeast.

Let it sit for five to ten minutes until it becomes foamy.

This step activates the yeast.

Next, in a large bowl, mix the flour and salt.

Add the yeast mixture and the oil or butter.

Then, mix everything until it forms a sticky dough.

Knead the dough by hand on a floured surface or use a stand mixer for about eight to ten minutes until smooth.

After that, place the dough in a lightly greased bowl and cover it with a clean cloth.

Let it rise for about 1 hour or until it doubles in size.

Then, punch the dough down and shape it into a loaf.

Place it in a greased baking pan or on a tray.

Next, let the dough rise again for another 30 minutes.

Then, bake the bread in a preheated oven at 180°C for about 25–30 minutes, or until golden brown.

Finally, take the bread out of the oven and let it cool on a wire rack before slicing.



Example:

Let's try giving a presentation on steps to use a printer.

Good morning everyone. Today, I'm going to explain how to use a printer.

This process is useful when you need to print a school project, a photo, or an important document. But before we start, let's prepare the things we need which are a printer, USB cable, and a few pieces of paper.

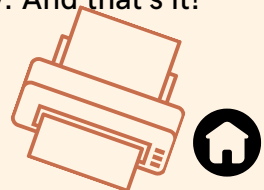
Now, let's begin. First, turn on the printer. Make sure the printer is plugged into the power source. Press the power button and wait for the machine to start. Next, check the paper tray. You need to have paper ready. Load 10 to 15 sheets into the tray so the printer doesn't run out in the middle of the job. Then, check the ink or toner levels. If the ink is low, you may need to refill the cartridge or replace it.

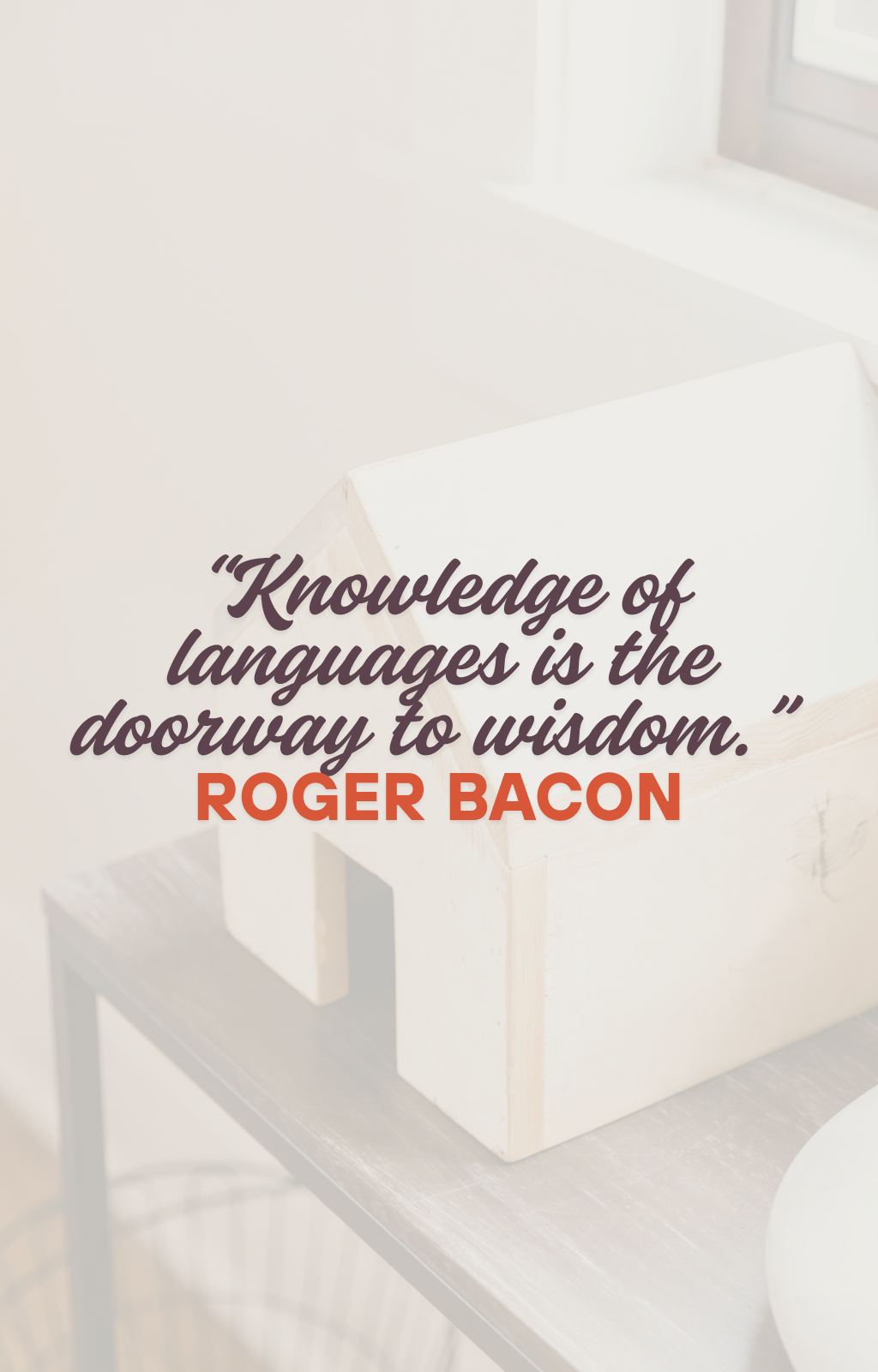
After that, connect your printer to your device. Use a USB cable or connect wirelessly using Wi-Fi. Make sure the printer is properly linked to your computer or smartphone. Now, open the document you want to print on your device. It could be a Word file, PDF, or even a photo.

Then, click "Print." Go to File and choose Print, or press Ctrl + P on your keyboard if you're using a computer. Afterwards, select your printer from the list. If there are many printers, choose the one that is connected. Next, set your printing preferences. Decide the number of copies, colour, and which pages to print.

Finally, click the "Print" button. Now your printer will start working. You'll hear it moving and printing your document. In the end, collect your pages from the output tray. Check that everything printed correctly. And that's it!

Thank you for listening and happy printing!



A white cardboard box is placed on a dark wooden table. The background is a bright, slightly blurred indoor setting with a window. Overlaid on the box is a quote in a black, cursive font, followed by the name 'ROGER BACON' in a bold, orange, sans-serif font.

*"Knowledge of
languages is the
doorway to wisdom."*

ROGER BACON



*Nur Azlin binti Azman
Alexcia Nuri binti Abdullah
Nurul Najihah binti Mohamad*

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