

4

Work Hours

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some typical working shifts for cab drivers?
- 2 Why are breaks important for a cab driver?



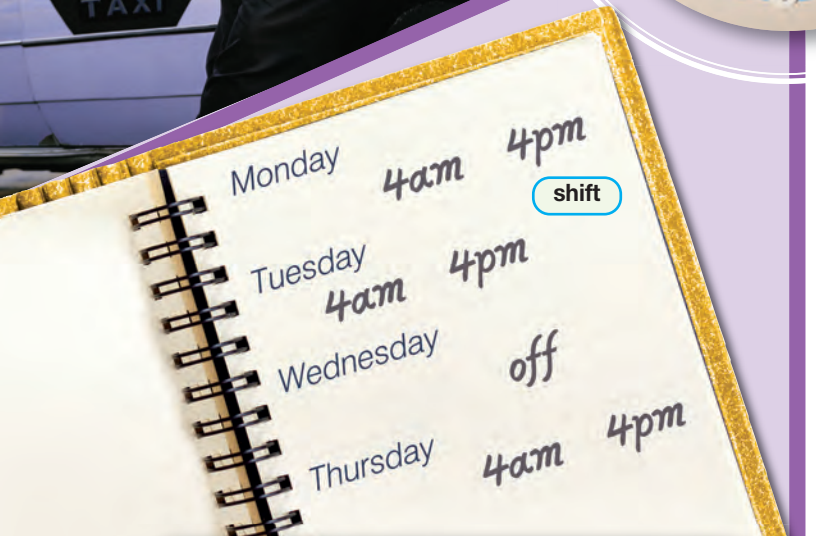
break



daytime shift



evening shift



shift

Busy B's Cabs: Employee Guide

Working Your Assigned Shift

We know that most drivers prefer **morning** and **daytime** shifts. However, our busiest time is later in the day. This means some employees will work the **evening** and **graveyard** shifts. We will accommodate special requests whenever possible. We let **full-time** employees choose their shifts first. You will probably get a **weekend** shift if you are a **part-time** employee. You may work longer than your assigned **shift**. However, please remember to get enough rest. Company policy allows you to work a **maximum** of 14 hours in a 24-hour **period**. Then, you must take a **break** for a **minimum** of ten hours.

Reading

2 Read the employee guide from a cab company. Then, mark the following statements as true (T) or false (F).

- 1 ___ The cab company is busiest in the morning.
- 2 ___ Part-time employees choose shifts after full-time employees.
- 3 ___ Employees are allowed to work a 15 hour shift.

Vocabulary

3 Match the words or phrases (1-7) with the definitions (A-G).

- | | |
|---------------|-----------------------|
| 1 ___ shift | 5 ___ full-time |
| 2 ___ daytime | 6 ___ minimum |
| 3 ___ morning | 7 ___ graveyard shift |
| 4 ___ weekend | |

- A working for a period during the night
- B occurring early in the day
- C the lowest amount of something that is allowed
- D a set time when someone works
- E occurring while the sun is out
- F occurring on Saturday and Sunday
- G working a standard number of hours

4 Read the sentences and choose the correct words or phrases.

- 1 The driver worked the **morning/evening** shift so she could attend school earlier in the day.
- 2 Employees are not allowed to work for an entire 24-hour **graveyard shift/period**.
- 3 The driver took a **shift/break** to eat his lunch.
- 4 Drivers are not allowed to work more than the **minimum/maximum** number of hours.
- 5 An employee who works one day per week is considered **part-time/full-time**.

5 Listen and read the employee guide from a cab company again. What can an employee do if he or she needs to work a particular shift?

Listening

6 Listen to a conversation between two cab drivers. Choose the correct answers.

- 1 What is the main idea of the conversation?
 - A why the woman cannot work her shift
 - B what time a particular shift starts
 - C which shift is the most popular
 - D whether the man will work the woman's shift
- 2 What is the man's concern about working the evening shift?
 - A It is later in the day than his usual shift.
 - B It would require him to work on his day off.
 - C It is more stressful than the graveyard shift.
 - D It would require him to work more than the maximum number of hours allowed.

7 Listen again and complete the conversation.

Cab Driver 1: Hey, Lou. Are you working on Wednesday?

Cab Driver 2: I work the **1** _____ that night. Why do you ask?

Cab Driver 1: I need **2** _____ my evening shift. Do you think you could help me out?

Cab Driver 2: I don't know. I can't work both shifts. That's more than the **3** _____ of fourteen hours.

Cab Driver 1: Oh, right. How about **4** _____ the graveyard shift?

Cab Driver 2: I guess that'll work. Then I just work **5** _____.

Cab Driver 1: Great! I'll tell the dispatcher **6** _____ in the schedule.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Are you working ...?
I can't work ...
How about if ...?

Student A: You are a cab driver. Talk to Student B about:

- your shift
- his or her shift
- changing shifts

Student B: You are a cab driver. Talk to Student A about changing shifts.

Writing

9 Use the employee guide from **Busy B's Cabs** and the conversation from Task 8 to fill out the shift change request form.



Busy B's Cabs Shift Change Request

Employee requesting change: _____

Your current shift: _____

Please describe the change you want to make:

Cab Driver

CAREER GUIDES

Don't Let **Stress** Get You Down

Managing **stress** is one of the most important ways to stay happy and healthy. Cab drivers deal with many factors that increase stress. Cab drivers must often work long, difficult shifts. They spend many hours away from their families. Then, they are tired when they get home. The **pressures** of responsibilities at work and home can cause **chronic** fatigue and **anxiety**. These are the primary **symptoms** of stress.

That's why cab drivers must find ways to **cope**. Each person's methods are a little different, but there are a few basic strategies:

Keep a **positive** attitude. Some difficult situations are out of your control. For example, you can't fix a **traffic jam**. Instead of worrying about it, focus on the good things in your life.

Don't let work interfere with your personal life. Excessive worrying can cause unnecessary stress after the workday is over. If you had a **rude** customer, don't let your **frustration** affect your family.

Make time to **relax**. Everyone needs **downtime** to escape from the challenges of work. Get some rest. Spend time doing an **activity** that you really enjoy. You might want to try a special relaxation technique, like yoga or meditation.



Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some factors that typically cause stress?
- 2 How can someone cope with stress?

Reading

2 Read the brochure on stress management. Then, mark the following statements as true (T) or false (F).

- 1 Fatigue and anxiety are signs that a person is under stress.
- 2 There are various ways to cope with stress.
- 3 The brochure recommends sharing frustration with family.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

- 1 Frustration is a state that indicates a condition of stress. _ y _ _ t o _
- 2 The cab driver likes to become less worried and tense by listening to music. r _ _ a _
- 3 An attitude that is focusing on good qualities can help someone feel less anxious. _ o s _ _ _ v _
- 4 Workers in many industries suffer from an ongoing feeling of worry and tension. s _ _ _ _ s
- 5 The cab driver has continuous or recurring fatigue because she never gets enough rest. c _ _ _ n i _
- 6 Some people manage difficult situations by doing yoga or meditation. c _ _ _
- 7 The cab driver does not like customers who are not polite or respectful. _ u _ _

- 4 Place the words or phrases under the correct headings: *frustration, activity, pressure, traffic jam, downtime, anxiety.*

Causes of stress	Symptoms of stress	Relievers of stress
_____	_____	_____
_____	_____	_____
_____	_____	_____

- 5 Listen and read the brochure on stress management again. What are some different activities people do to relax?

Listening

- 6 Listen to a conversation between two cab drivers. Choose the correct answers.

- What is the conversation mainly about?
 - which jobs cause the least frustration
 - the man's suggestions for dealing with stress
 - the woman's favorite ways to relax
 - how to reduce anxiety while driving
- How does the man cope with frustration?
 - He keeps a positive attitude.
 - He avoids rude customers.
 - He works shorter hours.
 - He leaves work early.

- 7 Listen again and complete the conversation.

Cab Driver 1: The long hours are tough, aren't they?

Cab Driver 2: They're terrible! And the customers are 1 _____.

Cab Driver 1: Yeah, it can be difficult. But you just have to keep a positive attitude.

Cab Driver 2: I try, but that's just not enough. How do you 2 _____?

Cab Driver 1: For one thing, I don't take my frustration 3 _____. I stop thinking about work when I clock out.

Cab Driver 2: And that really makes it easier?

Cab Driver 1: Absolutely. 4 _____ in worrying about things when you can't do anything about them.

Cab Driver 2: I guess you're right. What else do you do?

Cab Driver 1: I also make sure I have 5 _____ every week. I like to go to the movies.

Cab Driver 2: You know, I haven't 6 _____ for months. Maybe I'll try to go tomorrow.

Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

This job seems ...

You just have to ...

There's no point in ...

Student A: You are a cab driver.

Talk to Student B about:

- your frustration with your job
- what causes your stress
- ways to cope with stress

Student B: You are a cab driver.

Talk to Student A about ways to cope with stress.

Writing

- 9 Use the brochure on stress management and the conversation from Task 8 to write a memo from a cab company owner about managing stress. Include: the symptoms of stress, reasons that cab drivers might feel stress, and ways to cope with stress.

managing
stress
reasons
ways
to cope

symptoms

Glossary

- airport** [N-COUNT-U7] An **airport** is a place with facilities for people to arrive or depart on an aircraft.
- alert** [ADJ-U2] If someone is **alert**, he or she notices things quickly.
- analog** [ADJ-U12] If an item is **analog**, it measures information with a pointer and a dial.
- ask** [V-T-U6] When you **ask** someone something, you speak to them in order to get an answer to a question.
- brake** [V-I-U5] To **brake** is to use a device that slows or stops a vehicle.
- brake light** [N-COUNT-U10] A **brake light** is a bulb on the back of a car that lights up when a driver steps on the brakes.
- break** [N-COUNT-U4] A **break** is a period of time during a working shift when someone stops working and rests or eats.
- bumper** [N-COUNT-U10] A **bumper** is the part on the front or back of a car that limits damage in a crash.
- bus terminal** [N-COUNT-U7] A **bus terminal** is a place from where people can travel into or out of an area on a bus.
- calculate** [V-T-U6] To **calculate** something is to determine an amount or number.
- calm** [ADJ-U2] If someone is **calm**, he or she behaves in a quiet manner and is not angry or upset.
- capacity** [N-UNCOUNT-U14] **Capacity** is the largest amount that something can contain.
- cardinal directions** [N-PLURAL-U15] **Cardinal directions** are the four main directions: north, south, east, and west.
- cash** [N-UNCOUNT-U9] **Cash** is money in bills or coins.
- centimeter** [N-COUNT-U14] A **centimeter** is a measurement of length equal to one hundredth of a meter.
- central office** [N-COUNT-U3] The **central office** of a cab company is where records are kept and where the dispatcher works.
- change** [N-UNCOUNT-U9] **Change** is an amount of cash that is given back to someone who has paid with a bill that was larger than needed to cover the costs.
- chat** [V-I-U5] To **chat** is to talk casually with someone, usually in a friendly manner.
- check** [N-COUNT-U9] A **check** is a piece of paper you give someone you owe money to. The bank gives them the money from your account.
- check** [V-T-U6] To **check** something is to look at something to make sure it is correct or in the proper condition.
- close** [V-T-U5] To **close** something is to cover a hole or opening.
- club** [N-COUNT-U7] A **club** is a place that provides entertainment, such as music or dancing, and often serves food and drinks as well.
- color** [N-UNCOUNT-U15] **Color** is the quality of being yellow, red, blue etc. rather than being black, white, or clear.
- commission** [N-COUNT-U1] A **commission** is an organization that decides on rules and requirements for a particular industry.
- company** [N-COUNT-U3] A **company** is a business that provides a service in exchange for money.
- compass rose** [N-COUNT-U15] A **compass rose** is a picture on a map that shows the cardinal directions and the points midway between them.
- console** [N-COUNT-U11] A **console** is the area in front of the driver that contains the car's controls such as the steering wheel, shifter, and headlight controls.
- construction zone** [N-COUNT-U13] A **construction zone** is an area where building or repairs are taking place.
- convention center** [N-COUNT-U7] A **convention center** is a building or group of buildings that is used for large groups to hold meetings and events.
- credit card** [N-COUNT-U9] A **credit card** is a piece of plastic coded with electronic information that allows someone to buy a product or service and pay for it at a later time.
- dashboard** [N-COUNT-U10] The **dashboard** is the panel containing controls and instruments (radio, heating, etc.) in front of the driver of a vehicle.
- daytime** [ADJ-U4] Something is considered **daytime** if it occurs during the middle of the day.