

## Checking instructions

If you work in a **noisy environment**, you might have to ask someone to repeat part of an instruction.

Cindy works in a very noisy office and often has to ask her supervisor to repeat something. For example, last week was especially noisy and Cindy had to ask a lot of questions to make sure she understood properly.

This is what Cindy heard: “Take the documents down to the general office and give them to Mrs xxxxx.”

This is what Cindy asked: “I’m sorry, **who** should I give them to?”

**Think of some questions Cindy could ask in the following situations:**

This is what Cindy heard	What should she ask?
Take the budget files down to the general office and give them to Mrs xxxxx.	I’m sorry. <b>Who</b> should I give them to?
Could you ring xxxxx and book me an appointment for Friday?	
I need 20 copies of this by xxxxx.	
Can you check my diary to see when I’m meeting xxxxx?	
Can you check the stationery cupboard to make sure we have enough folders? We’ll need about xxxxx.	
Could you sort out some teas and coffees for the meeting downstairs? We need xxxxx teas and xxxxx coffees.	

Sometimes you just need to check that you’ve **heard something properly**.

For example, her supervisor asked: “Can you make me an appointment with Mrs Patel for Tuesday or Wednesday next week?”

Cindy checked back by repeating: “So that’s with Mrs Patel, Tuesday or Wednesday next week.”

“We need 10 more of the blue boxes and another 20 red ones.” What could Cindy say to check this instruction?