

**CAREER
PATHS**



FACILITIES

Maintenance

Chris Anderson - Jenny Dooley



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FACILITIES Maintenance

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1

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Types of Facilities	Advertisement	apartment complex, building, commercial, educational establishment, high-rise, hospital, office building, operations and maintenance, premises, property, residential, skyscraper, structure, warehouse	Offering assistance
2	Parts of a Commercial Facility	To-do list	common area, conference room, cubicle, entrance, facade, fire escape, floor, lobby, office, stairwell, vestibule, window	Discussing progress
3	Parts of a Residential Facility	Email	apartment, attic, basement, bathroom, bedroom, closet, flooring, kitchen, laundry room, living room, mailbox, mezzanine, peephole	Asking for availability
4	Parts of a Public Facility	Work log	automated, cafeteria, drop off, elevator, public restroom, ramp, revolving door, service entrance, sliding door	Discussing order of events
5	Basic Maintenance Problems	Email	broken, cracked, install, lock, locked out, oil, squeak, stuck, unclog	Giving reassurance
6	Cleaning	Memo	clear away, custodian, disinfect, dust, janitorial, rag, scrub, spray, surface, wipe	Stressing a point
7	Cleaning Equipment	Handbook section	broom, carpet, dustpan, equipment, floor, mop, sweep, vacuum, vacuum cleaner, wax, waxer	Describing location
8	Cleaning Supplies	Note	ammonia, bleach, glass cleaner, gloves, mop, mop bucket, paper towel, product, sponge, spray bottle, supplies	Making a request
9	Waste Management	Webpage	biomedical waste, curbside, debris, dumpster, garbage, recycling bin, roll-out, trash, trash can, trash compactor, trash pickup, waste management	Presenting options
10	Utilities	Email	bill, bundle, cable, electric, gas, Internet, line, phone, solar, utilities	Agreeing with an opinion
11	Facility Manager Responsibilities	Job description	budget, contractor, facility manager, inspection, lead, legal requirement, maintain, manage, oversee, remove, repair, replace, schedule, standards, supervise, upkeep	Assigning tasks
12	Traits of a Facility Manager	Job posting	attentive, courteous, decisive, detail-oriented, experienced, patient, perseverance, reliable, skilled, well-rounded	Expressing gratitude
13	Measurements 1	Chart	acre, cubic foot, cubic inch, foot, imperial, inch, ounce, pound, ton, yard	Giving an estimate
14	Measurements 2	Chart	centimeter, cubic centimeter, cubic meter, hectare, kilogram, liter, meter, metric, tonne	Asking for an explanation
15	Basic Math	Chart	-hundred, add, divide by, equal, is less, minus, multiply by, over, plus, subtract, times	Giving an apology

Table of Contents

Unit 1 – Types of Facilities	4
Unit 2 – Parts of a Commercial Facility	6
Unit 3 – Parts of a Residential Facility	8
Unit 4 – Parts of a Public Facility	10
Unit 5 – Basic Maintenance Problems	12
Unit 6 – Cleaning	14
Unit 7 – Cleaning Equipment	16
Unit 8 – Cleaning Supplies	18
Unit 9 – Waste Management	20
Unit 10 – Utilities	22
Unit 11 – Facility Manager Responsibilities	24
Unit 12 – Traits of a Facility Manager	36
Unit 13 – Measurements 1	28
Unit 14 – Measurements 2	30
Unit 15 – Basic Math	32
Glossary	34

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2

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Materials 1	Webpage	aggregate, brick, cement, concrete, I beam, iron, metal, mortar, rebar, sand, steel, stone	Asking for suggestions
2	Materials 2	Email	drywall, fiberglass, glass, linoleum, marble, plaster, plastic, porcelain, rubber, tile, timber	Expressing surprise
3	Describing Materials	Article	brittle, durable, elastic, flexible, hardness, heavy, lightweight, opaque, rigid, transparent	Offering advice
4	Tools 1	Advertisement	claw hammer, flathead screwdriver, hacksaw, hand-saw, level, needle-nose pliers, Phillips screwdriver, slip-joint pliers, tape measure, toolbox, utility knife	Requesting assistance
5	Tools 2	Request form	adjustable wrench, box-end wrench, chalk line reel, open-end wrench, plumb bob, sledgehammer, snips, socket, socket wrench, speed square	Discussing requirements
6	Power Tools	Guide	air compressor, cement mixer, circular saw, compactor, hammer drill, jackhammer, nail gun, power drill, reciprocating saw, sander	Explaining purpose of use
7	Safety Equipment	Email	dust mask, earplugs, face shield, first-aid kit, goggles, grip gloves, hard hat, kneepads, leather gloves, safety glasses, steel-toe boots	Expressing a misconception
8	Water Systems	Textbook excerpt	effluent, flow, incoming, outgoing, potable, septic tank, sewer line, trickle indicator, water line, water main, water meter, water service	Discussing progress
9	Plumbing 1	Work log	boiler, dishwasher, drain, faucet, line, pipe, plumbing, shower, sink, toilet, washing machine, water fountain, water heater	Expressing necessity
10	Plumbing 2	Guide	back up, blockage, burst, clog, drain cleaner, drip, flood, leak, pipe repair clamp, plumber's snake, plunger, run	Estimating time
11	Appliances	To-do list	appliance, burner, dryer, electric stove, freezer, garbage disposal, gas stove, ice maker, microwave, oven, refrigerator	Making a request
12	Problems with Appliances	Guide	check, fail, fill, grease, heat, light, loose, plugged in, power supply, return, shut, troubleshoot	Troubleshooting
13	HVAC 1	Webpage	air conditioning, blower, air quality, cool, fan, forced air, furnace, heat, heating, HVAC, performance, regular, summer, ventilation, winter	Reacting to bad news
14	HVAC 2	Email	belt, calibrate, filter, fumes, lubricate, oil, pilot light, season, sensor, service, shut down, start up, test, thermostat	Giving a reminder
15	Accessibility	Webpage	access, adequate, comply, disabled, gradient, handicapped, handrail, height, parking space, ramp, regulation, turning space, wheelchair, width	Seeking confirmation

Table of Contents

Unit 1 – Materials 1	4
Unit 2 – Materials 2	6
Unit 3 – Describing Materials	8
Unit 4 – Tools 1	10
Unit 5 – Tools 2	12
Unit 6 – Power Tools	14
Unit 7 – Safety Equipment	16
Unit 8 – Water Systems	18
Unit 9 – Plumbing 1	20
Unit 10 – Plumbing 2	22
Unit 11 – Appliances	24
Unit 12 – Problems with Appliances	26
Unit 13 – HVAC 1	28
Unit 14 – HVAC 2	30
Unit 15 – Accessibility	32
Glossary	34

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3

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Fire Safety	Notice	activate, alarm code, conduct, disarm, emergency, escape route, fire alarm, fire department, fire drill, fire escape, inspection, police response, security alarm	Correcting a misconception
2	Worker Safety	Poster	4:1 rule, accident, classes of fire, closed space, fall, ground, ladder, Material Safety Data Sheet, pump jack, scaffold, toxic, trench safety, ventilation, wire	Indicating a course action
3	Fire Suppression	Advertisement	activation temperature, active fire prevention, deluge system, dry pipe system, fire extinguisher, fire sprinkler, fire-suppression system, foam water sprinkler system, fusible alloy, glass bulb, trigger, wet pipe system	Giving a recommendation
4	Electrical Safety	Article	burn, conductor, de-energize, electric shock, electrical PPE, electricity, electrocute, hazard, insulator, lethal, live, lockout/tagout procedure, risk	Stressing a point
5	Elements of Electricity	Course description	AC, ampere, circuit, current, DC, electron, ohm, resistance, volt, voltage, watt	Pointing out an error
6	Electrical Repair	Blog post	circuit breaker, fuse, GFCI, manually, master switch, outlet, power cord, socket, voltage tester, wire connector	Making a guess
7	Electrical Failure	Advice forum	blown fuse, caution, electrician, overload, power failure, reset, rewire, service entrance, sever, short circuit, splice, strip	Describing consequences
8	General Repairs 1	Manual	cut, drill, drywall, lift out, mark, measure, nail, paint, place, prime, push, repeat, roller, screw	Expressing probability
9	General Repairs 2	FAQs	adjust, apply, center, check, insert, loosen, remove, seal, slide, support, tighten, turn, twist	Delivering bad news
10	Pest Control	Email	ant, cockroach, exterminator, insect, mouse, pest control, pesticide, poison, rat, rodent, spray, trap	Delivering positive and negative results
11	Indoor Air Quality	Textbook excerpt	allergen, asthma, circulate, fresh air, infection, moisture, mold, ppm, radon, sick building, spore, spread, Volatile Organic Compound (VOC)	Expressing concern
12	Insulation and Energy Conservation	Notice	caulk, conserve, draft, energy-efficient, gap, green, heat loss, insulation, storm door, storm window, weather-strip, window insulation film	Asking for clarification
13	First Aid	Guide	airway, alcohol, bandage, bone, broken, chest compression, CPR, cut, first aid, immobilize, latex gloves, pulse, rescue breathing, shock, sterilize	Making an assumption
14	Landscaping 1	Email	above ground, drip irrigation, gravel, irrigation system, landscaping, plant, retaining wall, rotor, shrub, slope, sod, sprinkler, woodchips	Describing advantages
15	Landscaping 2	Guidelines	aerate, bloom, deter, edge, fertilizer, herbicide, mow, mulch, periodically, prune, rake, trim, weed	Asking for a course of action

Table of Contents

Unit 1 – Fire Safety	4
Unit 2 – Worker Safety	6
Unit 3 – Fire Suppression	8
Unit 4 – Electrical Safety	10
Unit 5 – Elements of Electricity	12
Unit 6 – Electrical Repair	14
Unit 7 – Electrical Failure	16
Unit 8 – General Repairs 1	18
Unit 9 – General Repairs 2	20
Unit 10 – Pest Control	22
Unit 11 – Indoor Air Quality	24
Unit 12 – Insulation and Energy Conservation	26
Unit 13 – First Aid	28
Unit 14 – Landscaping 1	30
Unit 15 – Landscaping 2	32
Glossary	34

4 Fill in the blanks with the correct words or phrases from the word bank.

Word BANK

apartment complex hospital
residential structure skyscraper

- The tallest building in a big city is usually a(n) _____.
- Multiple families live together in a(n) _____.
- The college is located in a(n) _____ area.
- The city put up a small _____ at the bus stop to protect people from the rain.
- When people are sick, they go to a(n) _____.

5 Listen to and read the advertisement again. What is one type of building that is not considered residential?

Listening

6 Listen to a conversation between an employee and a potential client. Choose the correct answers.

- What is the conversation mainly about?
 - A seeing if a maintenance company can service an apartment
 - B seeing if a maintenance company can service a hospital
 - C seeing if a maintenance company can service a school
 - D price differences between commercial and residential maintenance
- Which of the following also needs maintenance?
 - A a warehouse C a public school
 - B an office building D a residence

7 Listen again and complete the conversation.

Employee: Thompson's Facility Maintenance, Jessica speaking. How can I help you today?

Client: Hi Jessica. I'm calling to 1 _____ your facility maintenance services. What type of 2 _____ do you service?

Employee: All kinds. Is it a 3 _____ ?

Client: No, it's a private 4 _____ .

Employee: Great, that's not a problem. We do all kinds of 5 _____ on those.

Client: Alright, fantastic. We also have a separate 6 _____ that needs repair.

Employee: Perfect. Let's get started on both of those.

Speaking

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

USE LANGUAGE SUCH AS:

How can I help you ...?

What type of ...?

We also have ...

Student A: You are an employee at a facility management company. Talk to Student B about:

- services your company offers
- which buildings your company services

Student B: You are a potential client for a facility management company. Talk to Student A about types of facilities.

Writing

9 Use the conversation from Task 8 to fill out the client form.

Thompson's Facility Maintenance

New Client Form

Client Name: _____

Date: _____

Type of Facility: _____

Residential or Commercial? _____

List any additional buildings that need service:

1 Types of Facilities

Get ready!

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

- 1 What is the difference between residential and commercial facilities?
- 2 What are some common types of commercial facilities?

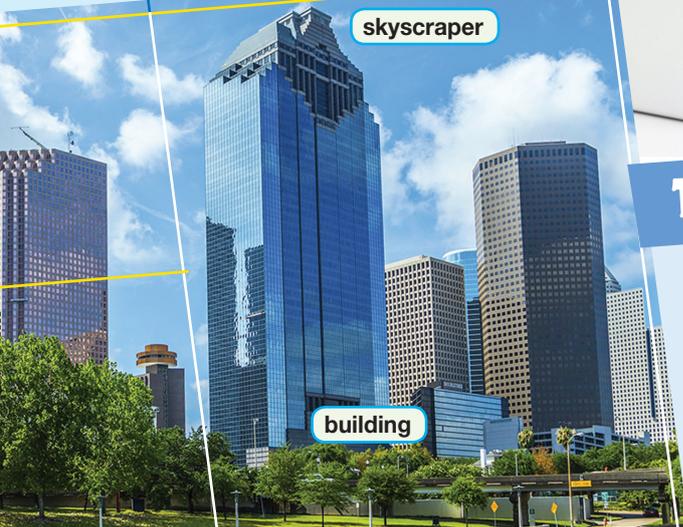
office building



hospital



skyscraper



building

Thompson's Facility Maintenance

Thompson's is a top-quality provider of **operations and maintenance** services. Whether your **property** is for **residential** or **commercial** use, we make sure to save you time and money. All types of **buildings** and **premises** qualify for our outsourcing solutions typically for cleaning, repair and general upkeep.

We are proud of our customer list that expands to include:

- * **apartment complexes**
- * **hospitals** and emergency care centers
- * **office buildings**
- * public and private **educational establishments**
- * **warehouses** and storage facilities

Additionally, Thompson's now services **skyscrapers** and other **high-rise structures**. We offer window cleaning, painting, etc. for buildings of 20+ stories.

Want low-cost, effective facility maintenance? Give Thompson's a call today at 555-9832.

warehouse



Vocabulary

3 Match the words or phrases (1-5) with the definitions (A-E).

- | | |
|---------------------------------|-----------------------|
| 1 ___ educational establishment | 3 ___ high-rise |
| 2 ___ building | 4 ___ warehouse |
| | 5 ___ office building |

- A** a type of structure that has walls and a roof, and is usually occupied by people
- B** a building with a large, open space inside, typically used for storage
- C** a building housing an organization that relates to learning
- D** a building in which people work
- E** being tall with many stories (for building)

Reading

2 Read the advertisement. Then, mark the following statements as true (T) or false (F).

- 1 ___ Thompson's offers repair, cleaning, and general upkeep services.
- 2 ___ Thompson's services apartment complexes, schools, and airports.
- 3 ___ Thompson's only services buildings lower than 20 stories.

2

Parts of a Commercial Facility



stairwell



cubicle

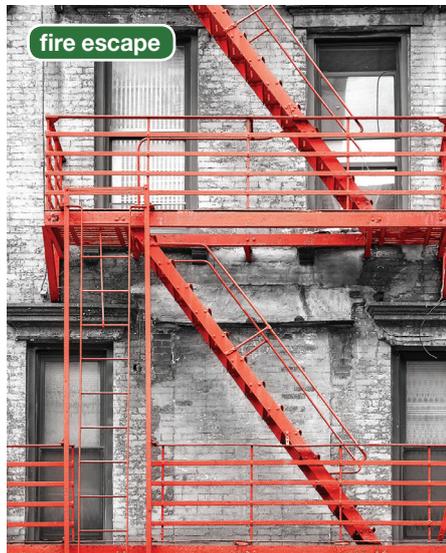


window

floor



conference room



fire escape

Facility Maintenance To-do List

Our building has a maintenance inspection scheduled for Thursday. It is important that the building is in excellent condition. Please complete these items today.

Check the light bulbs in the **conference room**. Replace any broken bulbs.

Touch up the paint in the **fire escape**. Be sure to cover any chipped or damaged spaces.

Wash the **floors** and **windows** of the **lobby**. **Facade** cleaning should be carried out asap.

Repair the handrails in the 4th-floor **stairwell**. Be sure to barricade the **entrance** before conducting repairs.

Check the electrical outlets in all personal **offices**, **cubicles** and **common areas**. Repair any broken outlets.

Replace the A/C filter in the front **vestibule**.

Get ready!

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

- 1 What are some different kinds of rooms in a commercial facility?
- 2 What are some different kinds of passages in a commercial facility?

Reading

2 Read the to-do list. Then, mark the following statements as true (T) or false (F).

- 1 ___ There is a maintenance inspection scheduled for today.
- 2 ___ The facility manager needs to check the outlets in the conference room.
- 3 ___ The facility manager needs to replace the A/C filter in the front vestibule.

Vocabulary

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

- 1 All the employees' office supplies are in his enclosed workspace.
c _ b _ _ l _
- 2 The CEO's office is on the seventh level in the building.
f _ _ o _
- 3 In emergencies, exit the building through the stairs on the outside of a building.
_ i r _ _ _ s c _ _ _
- 4 Look out the clear, glass opening and tell me if it's raining.
w _ _ d _ _
- 5 The receptionist greeted clients in the open area just inside the building's entrance.
l _ _ _ y

- 4 Fill in the blanks with the correct words or phrases from the word bank.

Word BANK

conference room stairwell vestibule
office entrance

- The mail carrier ran up the _____ to get to the next floor.
 - Go around to the front _____ to enter the building.
 - The _____ was being used for a board meeting.
 - With my new promotion, I finally get a big corner _____.
 - There's a long _____ that leads to the main building.
- 5 Listen to and read the to-do list again. What needs to be done in the conference room?

Listening

- 6 Listen to a conversation between a facility manager and an employee. Choose the correct answers.
- Which of following does the fire escape need?

A a final coat of paint	C its door repaired
B new light bulbs	D the windows cleaned
 - What will the facility manager likely do next?

A paint the fire escape	C its door repaired
B repair the stairwell	D clean the lobby windows
- 7 Listen again and complete the conversation.

Manager: Are we almost finished working, Ms. Edwards?
Employee: Almost, Mr. Nelson. Let's look at the 1 _____ - _____.

Manager: Okay. Well, the next item on the list is painting the 2 _____.

Employee: Yes, that's right. Did you finish the last coat?
Manager: Yep, just now. I'm also finished repairing the 3 _____.

Employee: Ok, great. Then I guess we just need to change the 4 _____ lights.

Manager: Alright, sure, but let's clean the 5 _____ first.
Employee: I almost forgot the 6 _____ in there are filthy!

Speaking

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

USE LANGUAGE SUCH AS:

Are we almost finished ...?
I'm also finished ...
We just need to ...

Student A: You are a facility manager. Talk to Student B about:

- work items that need to be completed
- parts of a facility that need to be serviced
- which work items are a priority

Student B: You are an employee. Talk to Student A about parts of a commercial facility.

Writing

- 9 Use the conversation from Task 8 to complete the work log.

Daily Work Log

Facility Manager: _____

Date: _____

Tasks Completed:

- _____
- _____
- _____
- _____

Glossary

ppm [ABBREV-U11] Parts per million (**ppm**) is a unit of measurement for air quality.

prime [V-T-U8] To **prime** a surface is to apply a layer of special paint to the surface to prepare it for the next layer.

prune [V-T-U15] To **prune** is to cut off parts of a tree or plant in order to make it grow better.

pulse [N-COUNT-U13] A **pulse** is someone's heart rate that is caused by the heart pumping blood. It can be felt when an artery is pressed.

pump jack [N-COUNT-U2] A **pump jack** is a platform that can be raised or lowered by pumping a device up and down.

push [V-T-U8] To **push** something is to apply force to it so that it moves away.

radon [N-UNCOUNT-U11] **Radon** is a kind of radioactive gas, which is colorless, odorless and has a low degree of chemical reactivity.

rake [V-T-U15] To **rake** is to remove leaves or make soil level with a long-handled tool which has sharp points at the end.

rat [N-COUNT-U10] A **rat** is an animal with a long tail, which is similar to a mouse, only larger.

remove [V-T-U9] To **remove** something is to take it out of something else.

repeat [V-T-U8] To **repeat** an action is to do it again.

rescue breathing [N-UNCOUNT-U13] **Rescue breathing** is a first aid procedure involving providing air for someone who has stopped breathing, but still has a heartbeat.

reset [V-T-U7] To **reset** a switch, a device, a machine etc. is to press a button or make a change that makes it work again.

resistance [N-UNCOUNT-U5] **Resistance** is the property that restricts the flow of electric current.

retaining wall [N-COUNT-U14] A **retaining wall** is a wall that is built in order to stop soil from slipping or moving.

rewire [V-T-U7] To **rewire** is to put all new electrical wires into a building or piece of equipment.

risk [N-COUNT-U4] A **risk** is the chance of loss, injury, or death.

rodent [N-COUNT-U10] A **rodent** is a kind of small animal with long, sharp front teeth. Mice, rats and rabbits are all rodents.

roller [N-COUNT-U8] A **roller** is a tube shaped device with a handle, which is used to apply paint to a surface.

rotor [N-COUNT-U14] A **rotor** is the piece of a machine that turns around a central point. In landscaping, it is a type of sprinkler that sprays a rotating stream of water.

scaffold [N-COUNT-U2] A **scaffold** is a raised platform or structure that workers stand on to paint, repair or perform other tasks to a building.

screw [V-T-U8] To **screw** something is to connect it to something else using a screw.

seal [V-T-U9] To **seal** an opening is to close a container, space or entrance by covering it with something that prevents air or other substances from getting in or out.

security alarm [N-COUNT-U1] A **security alarm** is a system that alerts others in the event that an unauthorized person enters a building.

service entrance [N-COUNT-U7] A **service entrance** is the point where electricity comes into a building.

sever [V-T-U7] To **sever** is to cut all the way through something, dividing it into two parts.

shock [N-UNCOUNT-U13] **Shock** is a medical condition of emergency in which blood doesn't flow around the body properly due to injury or other reason.

short circuit [N-COUNT-U7] A **short circuit** is an abnormal connection that allows current to travel along the wrong path. This can cause excess current and lead to circuit damage or fire.

shrub [N-COUNT-U14] A **shrub** is a low, thick bush, with several woody stems.

sick building [N-COUNT-U11] A **sick building** is a building whose occupants suffer from discomfort or health issues, which appear linked to time spent in the building, when a clear cause cannot be found.

slide [V-T-U9] To **slide** something is to push it horizontally.

slope [N-COUNT-U14] A **slope** is the side of a hill, or any surface where one end is raised higher than the other end.

socket [N-COUNT-U6] A **socket** is a place on a wall where it is possible to connect electrical equipment to the electrical power supply.

sod [N-UNCOUNT-U14] **Sod** is soil that has grass and roots growing in it.



FACILITIES Maintenance

Career Paths: Facilities Maintenance is a new educational resource for facility maintenance professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. **Career Paths: Facilities Maintenance** addresses topics including waste management, HVAC, plumbing, fire safety, and pest control.

The series is organized into three levels of difficulty and offers a minimum of 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's Guide** contains detailed lesson plans, a full answer key and audio scripts.

The **audio CDs** (downloadable) contain all recorded material.

Chris Anderson manages a facility maintenance business in Chicago, IL. In his decades of work in the field, Mr. Anderson has performed maintenance in office parks, apartments, schools, and public buildings.



The **Digital** version of the book contains subject specific videos, instant feedback on all tasks and progress monitoring reports.



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