

1 Discuss with a partner. When you need directions, do you:

- use the satnav in your car?
- use a map?
- use your phone?
- ask someone for directions?

2 Read the email. Answer the questions.

- 1 Why does Yuki Okita write to Mr Castaño?
- 2 Is this Mr Castaño's first visit to the power station?
- 3 Which places does she give directions to?

Dear Mr Castaño,

I am writing to confirm your visit to the power station this Thursday, the 3rd. Here are the instructions for when you get there.

When you drive into the complex, don't go straight to the plant. Turn right and follow the signs to the visitor's car park. If the barrier is down, key in the pin code 4778 into the keypad. Use the call button to call security if the pin code doesn't work. Drive to the end of the car park and park in area C.

Reception is in building C. If you face the building, the door is on the far left. Press the button on the intercom. The receptionist will buzz you in. When you hear the buzzer, open the door and follow the blue arrows to reception. Give the receptionist your name and sign in. Pick up your visitor's pass and wait for me.

I am looking forward to your visit.

Best regards,

Yuki Okita

3 Which verbs in the email mean the same as:

- 1 go right _____
- 2 type _____
- 3 push _____
- 4 say your name _____
- 5 unlock the door electronically _____
- 6 write your signature _____
- 7 collect _____

4 Choose the correct definition for the underlined word in each phrase.

- 1 When you drive into the complex ...
a very difficult
b a group of buildings
- 2 Don't go straight to the plant.
a vegetable
b factory
- 3 If the barrier is down ...
a something that stops you from entering
b a limit or standard
- 4 ... key in the pin code.
a a number you use to gain access
b a sharp metal stick
- 5 ... into the keypad
a something that opens a lock that you press
b something with numbers
- 6 Use the call button
a something that holds your shirt together
b something you use if you want to contact someone
- 7 Press the button on the intercom.
a a communication device
b a safety alarm
- 8 Pick up your visitor's pass ...
a an identification card you take with you
b something you wear to show you are a guest

5 Complete the sentences below with words and expressions from Exercises 3 and 4.

- 1 Press the _____ to contact security.
- 2 Hello? I don't have a key. Could you _____ me _____ ?
- 3 Danger! Please do not walk under the _____.
- 4 For fire safety, all visitors must _____.
- 5 We can use the _____ to make an announcement to all the employees.
- 6 When you arrive on the _____, you must follow the signs to find the correct building.

6 Work in pairs. Give directions to your place of work and explain what visitors must do when they arrive.

7 Write an email giving directions and instructions to a visitor to your company.

I CAN

give directions to my place of work

give instructions to a visitor