Your English Toolbox

VOCABULARY · EPISODE 216

I Thought She Was Wrong | Juan's Second Year, Chapter 2

English learning resource · EN

Key words & expressions · English

8 learning entries

Study task: Listen again and notice the expressions you studied.

1

shift supervisor

DEF

A person who manages a team during a particular work shift.

Supervisor describes a role; a shift is a period of work.

Juan became the shift supervisor at the café.

The shift supervisor checked the rota.

2

be in charge

DEF

To have responsibility for managing a task, team or place.

Often followed by of: be in charge of a shift or a team. It describes responsibility, not a personality.

Juan was in charge of the Saturday shift for the first time.

Who is in charge of the event tomorrow?

3

raise a problem

DEF

To tell someone that a problem exists so it can be addressed.

Raise is a neutral verb here; the way you describe the problem can avoid blame.

Juan needed to raise a problem with Sue.

Please raise any problem with the team before Friday.

4

check together

DEF

To examine something with another person.

Together makes the request collaborative without hiding the problem.

Could we check the tickets together?

Let us check the figures together before sending the report.

5

take responsibility

DEF

To accept that you are accountable for an action or result.

Taking responsibility includes acting to correct the problem, not only apologising.

Juan took responsibility for entering the orders incorrectly.

The manager took responsibility for the delay.

6

assume something was someone's mistake

DEF

To believe a person caused a problem before checking the facts.

Assume signals an unverified belief; the past form assumed is useful in an apology.

Juan said he was sorry he assumed the mistake was Sue's.

I assumed the error was yours, and I apologise.

7

order ticket

DEF

A printed or digital record of a customer's order.

In a café, the ticket tells the person preparing the drink what was entered at the till.

Both order tickets said latte.

Please check the order ticket before making the sandwich.

8

first conclusion

DEF

The explanation you initially believe to be true.

A first conclusion can change when new evidence appears.

Juan's first conclusion was that Sue had made the wrong drinks.

My first conclusion changed when I saw the full report.