Chapter 2

Writing Progress Check

There was an incident at the mall. Lisa Brent, a customer, was in the food court. She

slipped on a wet floor. Read the conversation between Raja and Paul to find out what happened.

Raja: Hi.

Paul: Hi. What’s up?

Raja: A customer just had an accident.

Paul: Oh? That’s terrible! Where? Were you there?

Raja: Yeah. In the food court. It happened right in front of me.

Paul: On your break, right? Must have happened just a little while ago… 12:30, or so?

Raja: Exactly at 12:30. I looked at my watch. Paul: Did the customer fall?

Raja: Yes. Someone had spilled some water on the floor. I don’t know why people don’t do the responsible thing and report such incidents.

Paul: People are just too busy, I guess. Was the customer hurt?

Raja: Pretty bad, I think. Maybe a broken bone. She tried to be brave about it, but

I could tell she was in real bad pain. I called for an ambulance right away. Paul: Wow!

Raja: Yeah, she was in pretty bad shape. Poor thing! Don, the guy who works at the delivery dock, was also there. He called for the cleaners right away.

Paul: Oh, good. All mopped up then?

Raja: The cleaner was there in a couple of minutes. Anyway, I had better get going. I need to write up the incident report. See you later.

Paul: Bye. Oh, I almost forgot. Sima was looking for you. She said it was urgent. Raja: I will stop by her office. Thanks.

Paul: Sure.

Help Raja fill in an incident report. Use the information from the instructions of this task and the conversation between Raja and Paul to write a one-paragraph description of what happened. Include factual statements in the past tense to describe the incident. Make sure you include an introduction, a description of what happened, and a conclusion.

Write your paragraph here:

In the Workplace: An Intermediate Integrated Skills Textbook

Chapter 2 Worksheets

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