

English Under the Arches Course Placement Guide

A 5-Minute Assessment to Determine Which Course
Your Employee Should Attend

Employee Name
Recommended Course Name

When Asking Questions

- Ask all questions in English (please do not help by explaining the questions in employee's native language).
- Ask the employee to respond in English to the best of their abilities.

- Note how well they answered the questions (you do not need to write their answers).
- If employees can answer most of a set of questions, proceed to next set and ask several of these questions. If they cannot answer these, you do not have to proceed any further.

Question Set 1

- What is your last name?
- What is your first name?
- What country are you from?
- Where do you live?
- How long have you lived in the United States?
- How long have you worked here?
- What do you do every day in your job?

Assessment after Question Set 1

If the employee answered:

- no questions in English or had difficulty in most questions
- most or all questions in English, go to **Set 2** questions

Recommended Course/Action

The employee is not ready to take any EUA courses at this time

Enroll student in:

Shift Basics

Focuses on the listening and speaking skills needed to train crew in English and prepares students to succeed in the EUA Shift Conversation course

Set 2

- Where is your restaurant?
- What do you like to eat at McDonald's?
- If you could work anywhere in the restaurant, where would you like to work?
- What do you like to do for fun?
- What is your favorite sport? Why do you like it?
- What is your favorite television show? Why do you like it?
- What is your favorite food to make at home? How do you make it?

Assessment after Set 2

If the employee answered:

- most or all of Set 1 and some of Set 2
- most or all questions in English, go to **Set 3** questions

Enroll student in:

Shift Conversation

Focuses on the listening and speaking tasks needed to run a shift (delegation, feedback, maintaining a respectful workplace, customer complaints)

Set 3

- What do you want to learn in an English language class?
- What would you do if you spoke perfect English?
- What did someone tell you on your first day of work here? Would you tell a new crewperson the same thing?
- What was the most common customer complaint that you heard last month? What did you say to the customers?
- What is something you would suggest that would improve your restaurant's operations? Why would you suggest it?
- Pretend that you are at work now, the crew person on fries is new, and fry orders are slow. There are five cars waiting in line to order. What should you tell customers? What should you tell crew to do?

Assessment after Set 3

If the employee answered:

- most or all of set 2 and one or fewer questions in Set 3
- 2 or more questions in English

Enroll student in:

Shift Writing

Focuses on the reading and writing tasks needed to run a shift (telephone messages, communication log, incident reports)