

The Mentor

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The Mentor

by Andy Boon

Book 10

Pocket Reader Series

SAMPLE

Halico
CREATIVE EDUCATION

Pocket Readers Overview

The 10-book business reader series tells the story of your first year working in the product marketing department of *ABC Convenience Stores*. The series looks at skills and strategies for being successful in interviews, the first week on the job, giving presentations, taking part in meetings, writing emails, entertaining business clients, going overseas on business, dealing with office conflict, launching new products, and mentoring new staff.

The Mentor

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SAMPLE

1. The Beginning

The story begins with you. In April, you started work in the product marketing department of *ABC Convenience Stores*. You had a good first week on the job (*See Book 2*). You did a successful business presentation (*See Book 3*). You chaired a successful business meeting (*See Book 4*). You attended a training workshop. You learned how to write better business emails (*See Book 5*). You looked after and entertained two important overseas speakers from the U.S. (*See Book 6*). You went on your first business trip overseas, attended an important conference, and met Mary Benson from the *ABC U.K.* team (*See Book 7*). There was a big office conflict with Mr. Ogawa. Mr. Ogawa

was fired (*See Book 8*). Finally, you did a successful product launch for soup (*See Book 9*).

It is now the following year. It is April 3rd. You have been working for *ABC Convenience Stores* for one year. It is Wednesday morning. Ms. Tanaka calls you into the meeting room.

“You’ve done a great job for us in your first year,” she says. “The two partnership deals with *Underground Sandwiches* are really successful. And, you work really hard for us.”

“Thank you,” you reply.

“I had a meeting with the director, Kevin Wei and the assistant human resources manager, Julie Morris yesterday,” Ms. Tanaka says. “We

discussed Mr. Ogawa's position. As you know, he left the company about three months ago."

"Yes," you reply. You remember the conflict with Mr. Ogawa. You feel sad.

"We planned to hire somebody new for his position," Ms. Tanaka explains. "But, you've helped us out so much by doing his job. We're very thankful. So, we decided yesterday to **promote** you to his position."

"Promote me?" you ask. "You're giving me a promotion?"

"Yes, that's right," Ms. Tanaka smiles. "**Congratulations!**" she says.

"Thank you," you say. You feel really happy.

“So, we’re going to hire somebody for your position,” Ms. Tanaka says. “We’re going to advertise and do interviews as soon as possible. We hope to get a new employee for your job by the middle of April.”

“Great,” you say.

“And, we’d like you to **mentor** the new employee. We’d like you to be his or her mentor,” Ms. Tanaka requests.

“Mentor?” you ask.

“Yes,” Ms. Tanaka replies. “You’ll be responsible for the new employee for the first few weeks. You’ll help the new employee. You’ll give them advice, training, support, and so on.”

“Sure,” you reply. “I can do it.”

“Okay,” Ms. Tanaka says. She smiles.
“And....”

“And?” you reply.

“Please don’t make the same mistakes that Mr. Ogawa did.” Ms. Tanaka looks very serious. “He mentored a new employee a few years ago. We had many complaints from her. And, she quit the company after a week.”

“What mistakes?” you ask.

“You should speak to Julie Morris,” Ms. Tanaka replies. “She’ll tell you what happened. She’ll give you some good advice about what NOT to do.”

“Okay, thanks. I’ll talk to her,” you reply.

2. Unsuccessful Mentoring

You send Julie Morris an email:

To: Julie Morris

CC:

Subject: Mentoring new employee

Dear Julie,

I hope you are well.

I am writing to ask if we could meet this week. Ms. Tanaka has asked me to talk to you about mentoring the new employee.

I am free tomorrow afternoon and all day Friday.

Thanks for your help.

*Kind regards,
[Your Name]*

About thirty minutes later, you receive a reply from Julie Morris:

The Mentor

To: [Your Name]

CC:

Subject: Re: Mentoring new employee

Dear [Your Name],

Thank you for your email and a big congratulations on your promotion!

I am busy tomorrow, but can see you on Friday. How about 10 in the morning? I can meet you in my office.

Sincerely,

Julie Morris,

Assistant Human Resources Manager

You write and send a reply:

To: Julie Morris

CC:

Subject: Re: Mentoring new employee

Dear Julie,

Thanks. That's great. See you on Friday.

Kind regards,

[Your Name]

It is Friday. You are sitting in Julie Morris's office. She makes you a cup of coffee.

"Congratulations on your promotion! So, how can I help you today?" Julie asks.

"Ms. Tanaka has asked me to mentor the new employee," you say to Julie. "Could you tell me what happened a few years ago with Mr. Ogawa?"

"Oh, Ms. Tanaka told you about that?" Julie looks surprised. "It was a big problem," Julie begins her story.

2.1 Not Introducing Mari

“The new employee was..., let’s call her Mari. It was her first job after graduating university,” Julie explains. “We asked Mr. Ogawa to be responsible for her. On her first day at *ABC Convenience Stores*, I met her at the reception area. It was a Monday morning. I took her to the product marketing department. I introduced Mari to Mr. Ogawa. I asked Mr. Ogawa to introduce Mari to all of her colleagues. I also asked him to show her around the office.”

“That’s great,” you say. “Ms. Tanaka did the same for me when I started here.”

“Yes, but Mr. Ogawa didn’t do it,”

4. Language Focus and Tasks

4.1 Vocabulary #1

Read the following sentences. What do you think the words in **bold** mean?

1. We are going to **promote** you to Mr. Ogawa's position.

2. **Congratulations** on your promotion!

3. I'd like you to **mentor** the new employee.

4.2 Vocabulary #2

Read the definitions to the words in Task 4.1. Did you guess the meanings of the words correctly?

Promote / Promotion:	(Verb / Noun) To give someone a better position at a company e.g. to move from assistant manager to manager / getting a more important job in a company.
Congratulations!:	(Exclamation) A phrase you say to someone who has good news to show that you are happy for them e.g. a promotion, passing a test, getting married.
Mentor:	(Verb / Noun) To give somebody help, advice, and training at a company / Somebody who helps, gives advice, and trains another person at a company.
Quit:	(Verb) To stop doing something / To leave a company.

4.3 Useful Language:

1. Saying 'Congratulations'

- Congratulations on your promotion!
- Well done on your promotion!

2. Introducing a new employee to his / her colleagues

- I'd like you to meet *[NEW EMPLOYEE]*. He/she just joined us today.
- This is *[NAME]*, he/she looks after product marketing.

3. Paying for somebody's lunch.

- Don't worry! I've got this!
- This is on me.
- I'll get this.

4.4 Reflection Questions

1. What mistakes did Mr. Ogawa make when mentoring Mari?

2. Why was the mentoring of Danilo Santos successful?

3. Talk to a friend. What other things could happen to make mentoring a new employee unsuccessful?

4. Talk to a friend. What other things could you do to make mentoring a new employee successful?

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