

UNIT 1



The working day

Getting started

1 Read the introductions and write the correct first names on the organogram below.



My name's Sveta. I help to make sure the company is producing what people want to buy and promote our products.



My name's Caroline. My area of responsibility is finding and testing new products.



I'm John Paul. I lead the team who make our products and I'm responsible for their safety at work.



I'm Gamal. I do the bookkeeping and the payroll.



I'm Alex. I deal with our suppliers and make sure we buy equipment and materials at the best prices.



I'm Rosie. I'm responsible for recruitment and issues to do with staff welfare.



My name's Ben. I operate some of the equipment for making our products.



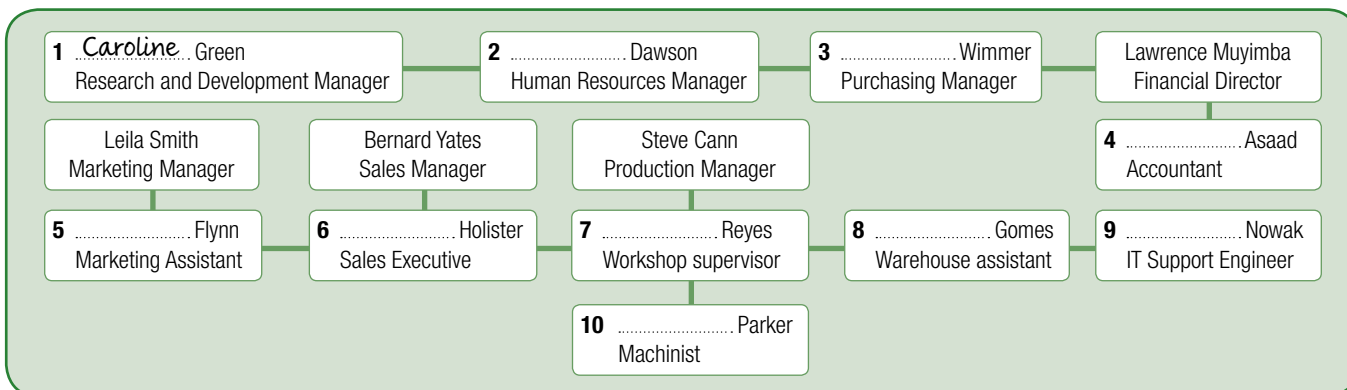
I'm Jan. I'm responsible for computer systems. I install hardware and software and fix any problems.



I'm Daniel. I meet possible new customers and give them information about our products.



I'm Marcelo. I unload deliveries, record stock and make sure it is stored correctly.



2 Do you know anyone who does any of the jobs in this organogram? Which do you think is the most difficult job to do?

Company departments

Vocabulary

Look at the list of company departments (a–h) and read situations (1–6). Decide which department each person should ask to speak to when phoning the company. There are two more departments than you need.

- a Personnel
- b Accounts
- c Technical support
- ~~d Quality Control~~
- e Sales
- f Marketing
- g Research and development
- h Production

- 1 Mr Mitchell is a marketing executive who has received several complaints from customers about faulty goods. d
- 2 Mr Davies is a consultant who thinks he has not been paid for an invoice.
- 3 Mr Ivanov has just received the results of some laboratory tests on a possible new product.
- 4 Ms Santoro is a sales executive who is interested in working for the company.
- 5 Ms Evans works in the company as a secretary and she has a problem with her computer.
- 6 Mr Chen is a retailer who is interested in stocking the company’s products.

Personal assistants

Listening

1 You are going to hear a conversation with a PA (personal assistant) who works for the director of a TV channel. Work in pairs and decide which of the following activities could be part of her job.

- | | | | |
|------------------------------|--------------------------|---------------------------|--------------------------|
| answering letters | <input type="checkbox"/> | making coffee | <input type="checkbox"/> |
| booking flights | <input type="checkbox"/> | prioritising appointments | <input type="checkbox"/> |
| booking train tickets | <input type="checkbox"/> | taking notes in meetings | <input type="checkbox"/> |
| co-ordinating special events | <input type="checkbox"/> | taking phone calls | <input type="checkbox"/> |
| looking up information | <input type="checkbox"/> | welcoming visitors | <input type="checkbox"/> |



2 **1 02** Listen to the first part of the interview. Which of the above activities does she mention?

3 **1 02** Listen to the whole interview and complete the interviewer’s questions:

- 1 So what, Sally?
- 2 What ..?
- 3 Do you your job?
- 4 the people you work with?

4 Complete the following statements with the correct adjective from the box.

busy friendly helpful organised reliable stressful

- 1 Sally’s workplace is always very busy .
- 2 According to Sally, it is important for a PA to be
- 3 Sometimes the job can get
- 4 She thinks her colleagues are very and
- 5 Sally’s boss thinks she is

5 **1 02** Listen to the interview again and check your answers.

1 UNIT

Describing a job

Speaking

- 1 Make a list of the responsibilities that you have in your job. If you are not yet working, either think of another position you had (for example in a school club), or imagine you are doing a job from the organogram on page 10.
- 2 Work with a partner. Use some of the questions from the interview to ask your partner about his/her job. Tell your partner about your responsibilities. Use the useful language to help you.

Useful language Describing your job

I'm in charge of I deal with
 It's my job to I'm responsible for

Changing Places

Reading

Reality TV is where real people are filmed in different situations. Some reality TV programmes are set in the workplace, such as a hospital or a hotel.

1 Discuss these questions in small groups.

- Do you know any examples of reality TV shows which show people at work? Have you seen any of them?
- Read the quotes. Which opinion do you agree with? Why?

'Most people don't know what it's like to do another job. That's why reality shows like this are so interesting.'

'Shows like this give people the wrong idea because they only show the interesting parts of jobs. You can't know what a job is like from just one hour of TV.'

- 2 Read the article quickly without using a dictionary to get a general understanding of what it is about. This is called *skimming* and it is very useful when you have a lot of text to read. If you are reading a text you may also be looking for key words or phrases. This is called *scanning*, and is useful if you are looking for specific information.

When you have skim-read the text, scan it and write the paragraph numbers next to the names.

Paragraphs:

- Donald Eisner ,
- Alex Jennings ,

- 3 Read the text again to see if the statements on page 13 are true or false. Begin by underlining a word or phrase in each statement you think you can find in the text. For example, in Statement 2, you can look for the word *pancakes*.

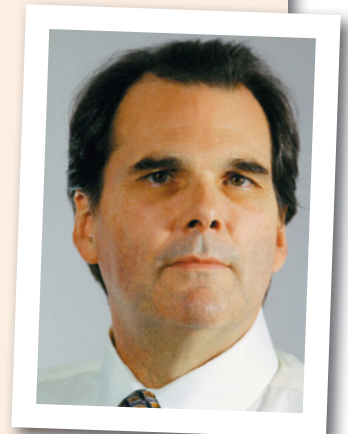
CHANGING PLACES

1 Many critics dislike reality TV shows, but one show which has received very favourable reviews is *Changing Places*. The main idea is simple. Take the Chief Executive Officer of a company and put him in the position of one of his own company's low-end workers.

2 Donald Eisner is the CEO of Absalon chain of hotels in Australia. His family have been hotel owners for three generations and are one of the richest in the Australian hotel industry. In the programme we see Donald Eisner working as a bellboy, cook and cleaner while supervisors monitor his performance, noting any mistakes. He has some triumphs, it is true. In the kitchen, he successfully cooks several pancakes, for example, and he makes the beds correctly. The rest of his housekeeping, however, is not a success as he fails to clean any rooms to the company's required standards. At the end of the programme we see his supervisor taking him from room to room, pointing out his mistakes.

3 Alex Jennings runs a highly successful chain of steak bars called Wayside Inn. He has a reputation for demanding quality from his staff, both in terms of food and service. However, when he changes places with some of them, we see him fail in a number of tasks in the restaurant. As a waiter, he continually forgets to ask customers how they want their steaks to be done, and mixes up the orders completely when he has to serve five tables at the same time. A few minutes later disaster strikes when his tie becomes caught under the drinks on a tray! The next day when he takes the place of the cook, the supervisor makes him redo several of the steaks.

4 Now that their experience is over, are the CEOs thinking of making any changes to their businesses? The answer is that they already have. 'We carried out several changes like sorting the knives, forks and spoons to make it easier for the person who washes the dishes,' says Mr Jennings. 'We're also redesigning the staff uniforms.' Mr Eisner found the experience even more of a shock. He is not only making changes in his hotels, like the policy on who orders new supplies of cleaning materials, but he also wants to create a *Changing Places* day at all Absalon hotels so that all senior management can go through a similar process to him.



Donald Eisner

Donald Eisner

- 1 He comes from a rich family. *T*.....
- 2 He can cook pancakes.
- 3 He cleans the hotel rooms to the company's required standards.
- 4 He is thinking of making a different person responsible for ordering the cleaning materials.
- 5 He would not like other senior executives to work as cooks and cleaners.

Alex Jennings

- 6 He believes quality is important in his restaurants.
- 7 He has good skills as a waiter.
- 8 He is making changes to the uniform that staff wear.

4 Work with a partner. Discuss these questions.

- 1 What do you think of the idea of having a *Changing Places* day in your company or place of study?
- 2 Would it be a good idea? Why/Why not?

Grammar workshop**Present simple and present continuous**

You use the **present simple** to talk about habits and things that are *always* or *usually* true.

Alex Jennings runs a chain of steak bars.

(He does this as part of everyday life.)

Question: **Does he run** a chain of steak bars?

Negative: He **doesn't run** a chain of steak bars.

You use the **present continuous** to talk about things which are true only at the moment, or a process which is not completed.

They are redesigning the staff uniforms.

(This is true only in this period of time.)

Question: **Are they redesigning** the staff uniforms?

Negative: They **aren't redesigning** the staff uniforms.

page 26 Present simple and present continuous

Note: Some verbs are not usually used in the continuous because they talk about states, not actions, e.g. *I know*, *he likes*, *it involves*. (NOT: *I am knowing*, *he is liking*, *it is involving*, etc.)

1 Look at the time phrases in the box. Write present simple (PS) or present continuous (PC) next to the correct time phrase.

always	generally	this month
at the moment	now PC	today
currently	never	this week
every month	often	twice a month
each year	sometimes	usually PS

2 Write five sentences about things which happen or are happening at the moment in your company or place of study. Use a time phrase from the box in each sentence. Work in pairs and read them to your partner. Ask your partner a question about each of their sentences.

At the moment we're working on a big project.

What exactly are you doing?

We have a staff meeting every week.

What do you discuss in the meeting?

page 26 Position of time phrases**3 Business English students sometimes wrongly use a state verb in a continuous tense. Read the following sentences. Decide which are incorrect and change them.**

- 1 We are ~~needing~~ an audiosystem for the conference. *need*
- 2 Our staff are not understanding our financial position.
- 3 They are advertising for a new sales executive at the moment.
- 4 I can't employ him because he's having no references.
- 5 Don't disturb Richard just now because he's doing the payroll.
- 6 I'm thinking this new system is a big mistake.
- 7 I'm thinking of going on holiday next week.
- 8 Some people are still preferring to use a flipchart instead of PowerPoint.

4 Which verb can be either a state verb or an action verb? What is the difference in meaning?