

Duties

Listening 1  **1** Business people from all over the world meet up at a global development seminar in Geneva. Listen to six conversations. Number the business cards in the order the people speak.

1.01-1.06



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Listening 2  **2** Adrianna Marek and Kurt Bjornson talk about their jobs. Before you listen, decide what you think their duties are. Then listen and check your answers.

1.07-1.08

3 Listen again and complete the notes below.



Adrianna Marek – Job description

1 Works for a company that produces vaccines and sells them to doctors

2

3

4 Deals with the health authorities in central Europe

5

6



Kurt Bjornson – Job description

1 Recruits people

2

3

4 Interviews the applicants with the department manager

5 Contacts successful and unsuccessful candidates

6

7



Don't forget

Present simple

- The third person singular form takes -s.
She works in marketing.
- Negatives are formed with **don't** or **doesn't**.
*I **don't** work with other people.*
*He **doesn't** travel on business very often.*
- Questions are formed with **do** or **does**.
Do you work in an office?
Does she work at head office?

Reading

4 Look at the business cards again. Which person is each question for?

- 1 How many sales meetings do you attend each month?
- 2 What advertising do you want to organise for this product?
- 3 Why do we need to update our current network?
- 4 When do you want to discuss the balance sheet?
- 5 Could you give me some advice on investing money?
- 6 Do you want me to interview the short-listed candidates?
- 7 How do you plan to increase output at the factory?
- 8 What kind of after-sales service do you provide for this software?
- 9 When do you want the successful applicant to start?
- 10 Do I need to keep a record of the number of packs we produce a day?

Reading tip:

You do not need to know every word to understand the meaning of what you read. Concentrate on the words that you do know!

Speaking

- 5 Find out about people in your group. Find someone who ...**
- organises things. What does he/she organise?
 - attends meetings. What sort of meetings does he/she attend?
 - deals with different nationalities. Which ones and why?
 - provides a service. What service?
 - travels a lot. Where to and why?

Talking about your job

Vocabulary

- 1 Match the sentence halves about Sunita Nandi.**
- | | |
|-------------------------------|---|
| 1 I work as | questions people have about their accounts. |
| 2 I'm responsible for | an accountant with Quantum. |
| 3 My job also involves | produce financial reports. |
| 4 I deal with | checking companies' accounts. |
| 5 As part of my job I have to | Shoreditch in East London. |
| 6 I am based in | giving financial advice. |



Speaking

- 2 Work in pairs. You are going to write an article about your partner's job for a business review. Interview your partner about his/her job and take notes. Start your questions with the words below.**

Do you ...?
When ...?

Are you ...?
What ...?

Where ...?
Why ...?

Who ...?
How often ...?

Self-study 1a

1 Match the verbs with the nouns. Then look back through the unit and check your answers.

- | | |
|-------------|--------------|
| 1 give | a problem |
| 2 provide | a record |
| 3 interview | a conference |
| 4 deal with | advice |
| 5 attend | a service |
| 6 keep | a meeting |
| 7 organise | an applicant |

2 Think of another noun to go with each verb.

- | | |
|-------------|-------|
| 1 give | |
| 2 provide | |
| 3 interview | |
| 4 deal with | |
| 5 attend | |
| 6 keep | |
| 7 organise | |

3 Complete the table below.

Noun	Verb
discussion	<i>discuss</i>
product
sale
.....	organise
interview
applicant
advertising

4 Now complete the following sentences with the correct form of the words from the table above.

- We're going to _____ ten applicants for the position of accountant.
- Could you _____ the room for the meeting tomorrow?
- Are we going to _____ our new sports shoes on the radio or only on television?
- There were forty _____ for the job but we short-listed only five of them.
- My company sells financial _____.
- We had a very interesting _____ about increasing output at the factory.
- Peter works in the _____ department. His job involves a lot of travelling to visit clients.

5 Exam practice

- Read the profile below from a business networking site.
- Choose the correct word from A, B or C to fill each gap.
- For each question, mark the correct letter A, B or C.

Meet Silvio Ruben

Silvio Ruben works for Vicenzi and Lang Financial Services in São Paulo. He works (1) a sales executive. He (2) with a large number of small and medium-sized businesses in the São Paulo area. He (3) them on the best financial products for their needs.

He is only in (4) office in the morning when he discusses clients (5) the Sales Manager. Then he travels around São Paulo to see his clients. He informs them (6) new products on the market. He keeps a (7) of any changes in the clients' information so that he can offer advice if necessary. He (8) his paperwork and arranges (9) from home or from his car between appointments.

If any members would like (10) advice on insurance or any financial product, please do not (11) to phone Silvio or one of his colleagues (12) (55 11) 3086-2201. They will be happy to help you if they can!

- | | | |
|---------------|------------|-------------|
| 1 A as | B like | C in |
| 2 A organises | B provides | C deals |
| 3 A advise | B advises | C advised |
| 4 A his | B her | C its |
| 5 A with | B to | C from |
| 6 A about | B on | C to |
| 7 A notice | B record | C reference |
| 8 A does | B produces | C deals |
| 9 A meets | B meet | C meetings |
| 10 A an | B a | C some |
| 11 A hesitate | B stop | C think |
| 12 A to | B on | C under |

Working conditions

Comments about work

Reading

1 The staff at Ideas One advertising agency have a comments box. Read the comments and answer the questions.

- 1 Why is one employee unhappy about taking calls?
- 2 What kind of supply problems does the office have?
- 3 What are the problems with pay?
- 4 What stops people from doing their job efficiently?
- 5 One person makes a suggestion as well as a comment. What is it?

Staff comments
I usually answer the phone when it rings in our department but the calls are rarely for me. It's really annoying.

Staff comments
We get our bonus annually. I'd prefer it monthly.

Staff comments
We frequently run out of stationery in our office. There doesn't seem to be a sensible system for ordering supplies.

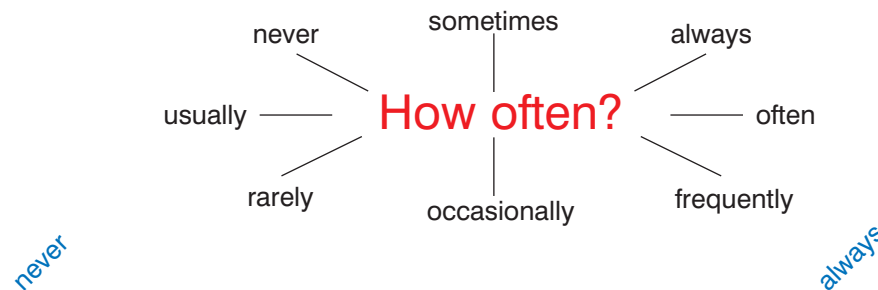
Staff comments
We meet weekly to discuss sales performance – that is too often.

Staff comments
The equipment sometimes breaks down when I'm giving a presentation. It's always so embarrassing!

Staff comments
We often work late at the office but we never get overtime pay.

Vocabulary

2 Put the words into the correct order on the line below.



Work in pairs. Compare your order with your partner.

Grammar

- 3 Look at the comments on the previous page. What do you notice about the position of the adverb in each one? Complete the information below.



Don't forget

Adverbs of frequency: word order

- Words such as **always**, _____, _____, **frequently**, _____, **occasionally**, **rarely** and _____ usually come before the verb.
- However, these words come _____ the verb **to be**.
- Words such as **hourly**, **daily**, _____, _____ and _____ come after the verb, often at the end of the sentence.

Speaking

- 4 Work in pairs. Find something that you both do:

frequently

occasionally

annually

weekly

- 5 Work in pairs. Look at the comments again. How would you deal with them?

Terms and conditions of employment

Vocabulary

- 1 Match the following words with the correct meaning.

- | | |
|----------------|---|
| 1 shift | work clothes that people wear to keep their own clothes clean |
| 2 salary | rules people have to follow |
| 3 to review | a period of work which starts when another one finishes |
| 4 overalls | money a person receives for work |
| 5 regulations | the person you are directly responsible to |
| 6 overtime | holiday from work |
| 7 leave | to look at something again in order to change it |
| 8 line manager | to give somebody something he/she needs |
| 9 break | extra hours a person works |
| 10 to provide | time to have a rest and possibly something to eat or drink |



2 Read this page of Arteco's conditions of employment. What type of work is it?

TERMS AND CONDITIONS OF EMPLOYMENT

These terms and conditions should be read before you sign your contract.

SALARY

Your starting salary is.....€18,500..... This is reviewed annually.



HOURS

The normal hours of work are eight hours a day, Monday to Friday. A shift system is in operation. The shifts are:

A 06:00–14:00 B 14:00–22:00 C 22:00–6:00.

There are three shift groups and the following system is in operation.

Week one:	Group one	Shift A	Group two	Shift B	Group three	Shift C
Week two:	Group one	Shift B	Group two	Shift C	Group three	Shift A
Week three:	Group one	Shift C	Group two	Shift A	Group three	Shift B

For your first shift, week commencing08/06....., you will be in Groupthree..... and Weekthree..... will be in operation. On the first morning report to your line managerKarim Chami.....

HEALTH AND SAFETY

Please read the safety regulations attached. If you have any questions, contact the Health and Safety Officer, whose name is at the top of the regulations sheet. If you have any health problems, please inform the Senior Nurse,Carmen Moratinos..... If you cannot work because of illness, please telephone the factory before your shift is due to start.

ANNUAL LEAVE

During your first year of employment you are allowed twenty days' leave. This should be arranged with your line manager.

OVERTIME

If you work more than forty hours a week, you will be paid at the current overtime rate. Your line manager will keep a record of the overtime you work. If you work on public holidays, you will be paid at the current rates. If you prefer, time can be taken instead of extra pay for public holidays and overtime.

CLOTHING

The Supplies Department provides overalls. Inform Supplies of your size two days before you need them. You can also order any other special equipment you need for your job from Supplies.

Choose the correct option to complete the sentences.

- | | |
|---|--|
| <p>1 This employee will start work at</p> <p>A 06.00.</p> <p>B 14.00.</p> <p>C 22.00.</p> | <p>3 If employees work on public holidays, the company will give them</p> <p>A only extra money.</p> <p>B only days off.</p> <p>C extra money or days off.</p> |
| <p>2 Employees consult their line manager about</p> <p>A health problems.</p> <p>B their annual holidays.</p> <p>C a salary review.</p> | <p>4 The company provides</p> <p>A special clothing.</p> <p>B no special clothing.</p> <p>C a uniform.</p> |

Speaking

3 Work in pairs. Discuss your conditions of employment. Use the ideas below.

hours	overtime	leave	clothing	health and safety
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Which things are the same for you and your partner?

Self-study 1b

1 Write two things at work which:

- you can run out of.

- you discuss with your line manager.

- you keep a record of.

- you find really annoying.

2 Complete the sentences with the prepositions below. You can use the prepositions more than once.

about at in with of

- 1 You should arrange your holiday _____ the line manager.
- 2 I need to consult my boss _____ that.
- 3 If you work more than forty hours, you will be paid _____ the current overtime rate.
- 4 If you want, you can have time off instead _____ overtime pay.
- 5 We need to keep a record _____ the hours you work every month.
- 6 A shift system is _____ operation.
- 7 I don't work late _____ the office very often.
- 8 We have a lot of problems _____ pay.
- 9 Please write all meetings _____ the diary.
- 10 They are having a meeting next week _____ the new sales reps.

3 Choose three of these areas. Write about your own conditions of employment.

hours health and safety
clothing overtime leave

4 Exam practice

Questions 1–5

- Read the notice and email.
- Complete the form below.
- Write each word, phrase or number in CAPITAL LETTERS.

To All Line Managers
From Javier Caldera, Accounts

Overtime Payment

Please could you let me have any staff overtime details dating from 30 October to 29 November this quarter as soon as possible so that the salaries can be calculated. Please remember to state if the worker would prefer to be paid or have leave.

Thanks very much.

To: javier.caldera@arteco.com

From: karim.chami@arteco.com

Subject: Overtime payment

Mohammed Baddou, Quality Control Assistant in Production, has done thirty-two hours of overtime this month, i.e. four extra shifts. He would like to have time off.

OVER TIME PAYMENT

Worker's name : (1)

Hours worked : (2)

Period ending : (3)

Pay/Leave : (4)

Department : (5)