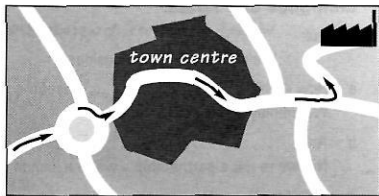


4 Write what you would say.

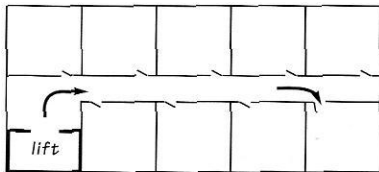
- a Direct someone to the factory.

.....
.....
.....
.....
.....



- b Direct someone to your office.

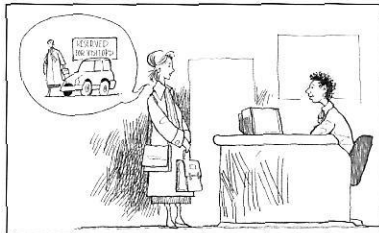
.....
.....
.....
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.....



3rd floor

- c Explain where you parked your car.

.....
.....
.....
.....
.....



- d Explain where you are.

.....
.....
.....
.....
.....



5 Write down a question for the following answers. Refer to the dialogues and notes.

EXAMPLE: What kind of business are you in?

We're in the shipping business.

- a How many ?
We employ just over 200 people.
- b Are ?
No, we're not a partnership – we're a limited company.
- c How long ?
We have been on this site for three years.
- d Do ?
Yes, I do. The working atmosphere is very good now.
- e Where ?
In terms of region, the biggest market is North America.
- f Who ?
I suppose our biggest competitors are companies in Thailand and Indonesia.
- g Can you tell me ?
Follow the road to Trieste and you'll see the factory on the right.

6 Rewrite the following in another way. Refer to the dialogues and notes.

EXAMPLE: I have an appointment with Jan Pickero.

I'm here to see Jan Pickero.

- a I've parked in a reserved space.
.....
- b Could you tell me the way to the main office?
.....
- c I'd like you to meet our marketing manager.
.....
- d How was the journey?
.....
- e When was the company established?
.....
- f We are one of the largest manufacturers in the region.
.....
- g We have an excellent name in the market.
.....

3

Job information

**Some useful phrases.**

Listen to the recording and repeat.

I work for a software company.
I'm responsible for the development of new products.
It's a very challenging job.
I report directly to the Managing Director.
The job involves a lot of travelling.
I usually start work at 8 o'clock in the morning.
Do you usually drive to work?

How's the new job?
I really enjoy it.
The salary is good.
I'm very pleased I moved here.

How has the takeover affected you?
Some people are going to lose their jobs.
Some will take early retirement.
There won't be any compulsory redundancies.

We need to recruit a new training manager.
What kind of person are you looking for?
We need someone with excellent communication skills.

I REALLY
ENJOY THIS JOB.
IT'S A GREAT COMPANY
TO WORK FOR.



Dialogues 1

Responsibilities

- A: So, what exactly do you do in the company?
B: **I'm responsible for new product development. I report directly to the CEO.**
A: **What does that involve?**
B: I supervise a team of designers. We all have to think of new ideas, test them and develop the ones that we think will succeed.
A: **It sounds challenging.**
B: It is, but I really enjoy it.

Qualifications for the job

- A: **I hear you studied in Finland.**
B: That's right. **I did a degree in Engineering** at Tampere Technical University and then I worked in a small software company in Helsinki.
A: Why did you decide to stay in Finland?
B: **I was very interested in the job.** I wanted to put my training into practice. The experience was very good and certainly helped me to get this job.

A typical day

- A: What time do you start in the mornings?
B: I aim to get to work by 8 a.m. That means leaving home at 7:30. **I usually cycle to work.**
A: **Are the hours flexible?**
B: In theory, yes, but I normally finish at 4 p.m. I sometimes finish earlier if I take a very short lunch break.
A: Do you go out for lunch?
B: Occasionally, but **I like eating in the company canteen.**

Discussing a new appointment

- A: What kind of person are we looking for?
B: We want someone who is already working as a Project Manager in a software house. He or she should have at least three years' experience.
A: What sorts of skills are needed?
B: **Excellent communication skills are essential.** The person we appoint will have a lot of direct contact with clients – we need someone who can present the company clearly.
A: **Absolutely.** So where can we find this person?
B: I think **we should advertise with an on-line recruitment agency** but we may have to use a firm of head-hunters.

Notes

I'm responsible for new product development.

We can also say:

I'm in charge of new product development.

New product development is my responsibility.

I report directly to the CEO.

This means the CEO is my boss.

CEO = Chief Executive Officer

CFO = Chief Financial Officer

MD = Managing Director

What does that involve?

Notice that we use the *-ing* form of the verb after *involve*:

It involves attending a lot of meetings.

It involves working long hours.

It sounds challenging.

challenging means demanding, tough.

The job is a challenge.

I enjoy challenges.

I hear you studied in Finland.

Note how *hear*, *understand*, and *believe* are used in conversation:

I understand you spent some time in Japan.

I believe you know Don quite well.

Possible responses:

That's right/Not really.

Yes, I was there for two years.

Yes, we're very good friends.

I did a degree in Engineering ...

Other language for describing studies:

I did a B.A. (Bachelor of Arts)

I studied for an MSc. (Master of Science)

I completed my studies last year.

I graduated from Oxford University in 1999.

I was very interested in the job.

Note the prepositions:

to be interested in, keen on, fascinated by

I usually cycle to work.

Other ways of getting to work – note the correct prepositions:

I walk/go on foot.

I drive/go by car.

I take the train/go by train.

Are the hours flexible?

Phrases to talk about flexible working:

I work flexible hours.

We have a 'flexitime' system.

... I like eating in the company canteen.

Another person may prefer to have a *takeaway* or to eat:

in a local restaurant.

at his/her desk.

in a sandwich bar.

from a market stall.

Excellent communication skills are essential.

Some key qualifications for a job:

We need someone who is very reliable.

We're looking for someone with strong leadership skills.

We want someone with a good 'track record'.

Absolutely.

In speech, *Absolutely* means I agree/You're right.

... we should advertise with an on-line recruitment agency ...

We can find staff in a *recruitment* or *employment agency*.

How do you recruit staff?

Do you advertise in the local/national newspapers?

British/American differences

British

flexitime

takeaway

American

flextime

takeout

Note: *To be keen on* is only used in British English. It is not used at all in American English.

Dialogues 2

Working conditions

- A: Are you pleased you moved to the Bangkok office?
B: Yes I am. **The atmosphere is very relaxed** and I have a good group of colleagues. There's a great mix of nationalities and we often go out for dinner or for a drink after work. **Everyone is on first name terms.**
A: **Don't you find it very hot there?**
B: Bangkok is hot, yes, but the offices are very comfortable. All the buildings and cars are air-conditioned. **I have no regrets about moving.**

Financial rewards

- A: What kind of salary do you think we should offer for the new sales manager's job in Almaty?
B: It's difficult to say. We would normally pay **\$50 000 a year plus commission** for a job with these responsibilities, but I don't know about **the cost of living in Kazakhstan** and I have no idea about **the level of local salaries.**
A: **Neither have I.** I'll talk to Balgira Karakas about it. She's originally from Almaty – I think she's working in our Dacca office at the moment.

Job benefits

- A: How's the new job?
B: I'm very happy with it. The salary is reasonable – not quite as good as in the last job but **the company really looks after its people.**
A: How do you mean?
B: Well, **I have free use of the company gym** and health club, they pay for all my phone calls and I get excellent medical insurance. Sickness pay and holidays are very good and the **promotion prospects are excellent.**
A: You're lucky.
B: Yes, I am – they even give us a season ticket for the local football team!

Retirement and redundancy

- A: **How has the takeover affected the company?**
B: Well, the new owners are going to close down a plant in Manila and another in Dubai. **About 300 people are going to lose their jobs.**
A: That's terrible.
B: Actually it's not quite as bad as it seems. Most of the staff will be offered jobs in other plants and **quite a few want to take early retirement.**
A: So **there are no compulsory redundancies?**
B: Very few.
A: That's good news.

Notes

The atmosphere is very relaxed ...

The working atmosphere can be *formal* or *informal*. It can also be *stressful* or *relaxed*.

Everyone is on first name terms.

In an informal environment, staff are probably *on first name terms* – they use first names rather than surnames.

Don't you find it very hot there?

Note that the use of *Don't* at the beginning of this question expects the answer *Yes*. If the answer is *No*, the speaker must emphasise the answer, e.g.: *Not really. No, not at all.*

I have no regrets about moving.

Expressing feelings:
I don't regret moving here at all.
I'm happy to be here.
I'm very pleased I moved.

... \$50 000 a year plus commission ...

Commission is the payment made to sales people depending on how much they sell.

... the cost of living ...

The *cost of living* is the expense of living in a country.
The *standard of living* is how well you can live in a country.

... the level of local salaries.

Salaries are normally paid monthly.
Wages are normally paid weekly.

Neither have I.

Note the word order after *neither*:
I didn't go to university. – Neither did I.
I'm not going to move. – Neither am I.
so follows the same rule:
I studied in Moscow. – So did I.

I'm moving to Tashkent. – So am I.
I like working here. – So do I.

... the company really looks after its people.

Phrases for describing your employer:
It's a great/terrible company to work for.
I have a very good/an awful boss.

... I have free use of the company gym ...

Some other benefits (if you are lucky!):
They pay for all my phone calls.
I get excellent medical insurance.
I have a good daily allowance.

... promotion prospects are excellent.

The speaker has a very good chance of getting a better paid job with more responsibility in the company.

How has the takeover affected the company?

Note the use of the verb *to affect*.
How has the takeover affected you? Compare:
What has been the *effect* of the takeover on the company?

About 300 people are going to lose their jobs.

This is more neutral than:
They are going to fire/sack fifty people. or
Fifty people are going to be fired/sacked.

... quite a few want to take early retirement.

Note that we *take* early retirement. Other expressions:
I'd like to retire early.
I'm not looking forward to retirement.

... there are no compulsory redundancies.

Note how we talk about *redundancy*.
Will anyone be made redundant?
I was made redundant last year.
Most of the redundancies will be voluntary.

British/American differences

British

football team
compulsory
redundancies
to be made redundant/to be laid off
I didn't go to university
I have a good daily allowance.
To sack

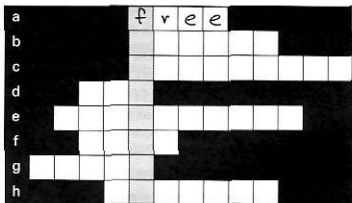
Note: *To fire* is less formal than *to dismiss* in both British and American English.

American

soccer team
mandatory
layoffs
to be laid off
I didn't go to college
I have a good per diem.
to fire/dismiss (also used in British English)

Practice

- 1 Complete the missing word in the sentences and then put them in the grid. The letters in the tinted panel will spell a key word.



- a You don't need to pay. Use of the gym is free
- b Is the cost of high in Norway?
- c We need a person with communication skills.
- d There is a good of nationalities in the office.
- e Are you planning to take early ?
- f I understand some will be lost after the takeover.
- g Do you know the of local salaries?
- h My employer provides free insurance.

- 2 Complete the sentences with a form of the word in brackets.

- EXAMPLE: John is now Head of recruitment. (recruit)
- a Because of the factory closure, 500 people are going to be made (redundancy)
- b I'm in charge of (develop)
- c The company provide free motor (insure)
- d I'm planning to next year. (retirement)
- e It is a very place to work. (stress)
- f Do you know who the new of the company are? (own)
- g We need a manager with excellent skills. (lead)
- h I have good prospects in my new job. (promote)
- i It's a very job. (challenge)
- j It's a job with a wide range of (responsible)

3 Match the statements and questions with the responses.

- | | |
|---|--|
| 1 I understand Frank used to work in Japan. | a Fine, thanks. |
| 2 How are you? | b Yes, the directions were very clear. |
| 3 I usually walk to work. | c At 4 p.m. |
| 4 Did you have a good journey? | d Yes, I am. |
| 5 I don't have any regrets about moving. | e That's right, it was five years ago. |
| 6 Is it a good place to work? | f Neither do I. |
| 7 Are you looking forward to retirement? | g It can be. |
| 8 When did you graduate? | h Absolutely! |
| 9 What time do you leave work? | i So do I. |
| 10 We need someone who is very reliable. | j In 2001. |

4 Complete the sentences with a preposition.

EXAMPLE: I'm in charge of IT Services.

- I'm responsible recruitment.
- I report the Human Resources Director.
- I take care everyday office procedures.
- I studied my degree at Edinburgh University.
- I have no regrets taking my current job.
- Isn't the cost living very high?
- I have free use the company swimming pool.

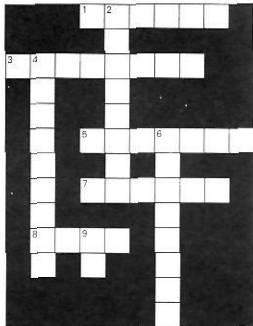
5 Complete the crossword.

Across

- I work for a recruitment
- I don't have time to eat in a restaurant at lunchtime.
I usually have a
- The meals in the staff are excellent.
- I used to be paid, now I'm paid monthly.
- I can't afford to live here. The of living is too high.

Down

- She is an Oxford University
- The company provides a very good daily for living expenses.
- The company has changed enormously since the
- 'I'm moving to Istanbul next year.'
'Really? am I!'



6 Match the two parts of the sentences.

- | | | | |
|---|-------------------------------------|---|--|
| 1 | I graduated | a | for a degree in Business Administration. |
| 2 | I report | b | by car. |
| 3 | I studied | c | plus commission. |
| 4 | I go to work | d | to early retirement. |
| 5 | We need to advertise | e | in the local newspaper. |
| 6 | We offered her a salary of \$60 000 | f | to the Chief Project Manager. |
| 7 | The company looks | g | after its staff well. |
| 8 | I'm looking forward | h | from university five years ago. |

7 Respond to the statements with *so* or *neither*.

EXAMPLE: I'm going to lose my job.

So am I.

- a I didn't want to take early retirement.
.....
- b I went to University in France.
.....
- c I'm not going out this evening.
.....
- d I usually start at 8.00 a.m. in the morning.
.....
- e I don't like eating in the company canteen.
.....
- f I wasn't interested in my previous job.
.....
- g I was very happy in Thailand.
.....
- h I'm in the paper industry.
.....