1. An office with a window

The view from the window has an unobvious, but quite strong influence on people. This is due to mood, which affects well-being and health. If a person spends many hours in a room with windows facing a blank wall, his mood is unlikely to be upbeat. Employees are in the office for 8 or even more hours during the entire working week, so when choosing an office, the view from the window should also be taken into account.

2. Your own office

One of the undeniable advantages is the ability to arrange everything "for yourself". In such circumstances, you can bring your favourite flower from home or put a family photo on your desktop. Your own office gives you the opportunity to focus on work, and not be distracted by the gossip of colleagues.

3. A company car

Having a company car gives employees more freedom. The company's car can facilitate trips to and from work, as well as business meetings outside the office. A company car used exclusively for business is not subject to income tax. You don't have to spend money on fuel and car maintenance.

4. Taking holidays when you like

Constant problems in the workplace lead to constant stress. If you take a vacation during a period of special stress, you reduce the impact of stress on the body. Prolonged monotonous work without vacation leads to nervousness, problems with concentration and so on. Therefore, it is better to rest not according to a schedule, but when the body itself requires it.

5. Flying business class

Business class has all the amenities for a comfortable flight. It is very important especially for those who often fly for work. The car seat turns into a flat bed, where you can have a great night's sleep while flying. There will also be a socket and a large desk for work. There is also some economic benefit in business class. Loyalty programs are an opportunity to receive bonuses from airlines whose services you often use.

**Page 2 (a)**

Factory/plant 6

Call centre 5

Service centre 7

Head office 1

Distribution centre 3

Warehouse 4

Branches/outlets 2

**Page 2 (d)**

1

a) caring, democratic, market-driven, decentralised, dynamic, professional, progressive;

b) bureaucratic, centralised, impersonal, conservative, hierarchical

2

Good qualities: adaptability, realism, innovative

Bad qualities: aggressiveness, low morale, lack of direction

**Page 3 (a)**

1. SOL is located in Helsinki.

2. The company’s office has bright colours, the employees wander the halls talking on the phones.

3. SOL is a cleaning service company.

**Page 3 (b)**

2 A

3 E

4 C

5 A

6 D

**Page 4(c)**

1 There are no individual offices there.

2 True

3 True

4 True

5 True

6 SOL is fanatical about measuring performance.

7 Every month the customer rates the team’s performance.

8. The company stores all documents and reports on its Intranet.

**Page 4(d)**

1 c

2 b

3 d

4 a

There are 3 billion working people in the world. 60% of them are unhappy at work.

4 tips to create happy employees are:

Trust and respect

Fairness

Listening

Changing

**This is what makes employees happy at work**

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Two role model brands are “Four Seasons” and “Salesforce”

The first one hands trust to its employees to do whatever they think is right and it makes the employees feel great. The other one invested a lot of money to balance the male and female’s salaries to make them feel that they’re being treated fairly.