

UNIT IV: ORGANIZATIONAL TERMINOLOGY AND STRUCTURES

Objectives:

- Introduce students to vocabulary used in companies and NGOs
- Introduce and explain different structures of companies and NGOs

COMPANY VOCABULARY

For each number, choose a pair of words from the list to complete the spaces in the two sentences. Decide which of the two words you need for each space. The first is done for you as an example.

salesman/retailer
sells/buys
education/training

consists/divided
produce/products
manufactures/factory

accountant/accounts
share/subsidiary

- 1 There are 300 machine operators in our factory.
The company manufactures children's toys.
- 2 The Purchasing department products.
Guinness its beer all over Europe.
- 3 The of staff in our company is the responsibility of the Human Resources department.
Schools are responsible for children's
- 4 We 300 units per hour in our factory.
Bell's Whisky is one of our most profitable
- 5 We can't give you exact sales figures now because our is on holiday.
The tax inspector came last-month to look at our
- 6 ICL is a of the Japanese Fujitsu company.
LVMH has a large of the perfume market.
- 7 A has a shop which sells directly to the public.
A is a person who sells to shops or companies.
- 8 Our electronics division is into a number of autonomous companies.
The company of five operating divisions.

Work

1 Match each word or phrase on the left below with the correct phrase on the right.

- | | |
|------------------------|---|
| (a) wages | (1) certificates and exams passed |
| (b) skills | (2) a talk with a company about a possible job |
| (c) experience | (3) the times when you work |
| (d) qualifications | (4) points in your character (politeness, honesty etc.) |
| (e) interview | (5) abilities, things you can do (type, drive etc.) |
| (f) hours | (6) work of the same type you have done before |
| (g) personal qualities | (7) money you get, usually hourly or weekly ("salary" is usually monthly or annually) |

2 Put each of the words on the left in Exercise 1 above in the correct space in the following conversation.

- Valerie: Hello, I'm Valerie Woods. I've come for an (a) _____ for a job as a secretary.
- Mr. Watts: Oh yes, Miss Woods. Please take a seat. Well, have you done office work before? Have you any (b) _____?
- Valerie: Well, I'm afraid I haven't. I've just left college. But I have some (c) _____. Here are my typing and shorthand certificates.
- Mr. Watts: Good. Have you any other (d) _____? Can you use a computer?
- Valerie: No, but I speak French and Spanish.
- Mr. Watts: Good. Your teachers tell us you're very careful and you get on well with other people, so there's no problem about your (e) _____. In fact you seem very suitable.
- Valerie: Thank you. Can I just make sure of one or two points? I believe the (f) _____ are £1 50 a week. Is that right?
- Mr. Watts: Yes, that's right. And the (g) _____ are nine to five, Monday to Friday. Well, we'd like to have you, Miss Woods.
- Valerie: Thank you very much. I think the job will suit me very well.

3 Finish each sentence on the left with the correct phrase on the right.

- | | |
|-----------------------|---------------------------------|
| (a) He found | (1) in his work. |
| (b) He was | (2) an advertisement. |
| (c) He applied | (3) his work very interesting. |
| (d) He answered | (4) at science and mathematics. |
| (e) He had | (5) honest and hard-working. |
| (f) He was interested | (6) to the company for a job. |
| (g) He was very good | (7) a lot of experience. |

Easily Confused Words:

Personal / Personnel

A. Which of these two words means "belonging to a particular person"? Which means "people employed in a company"?

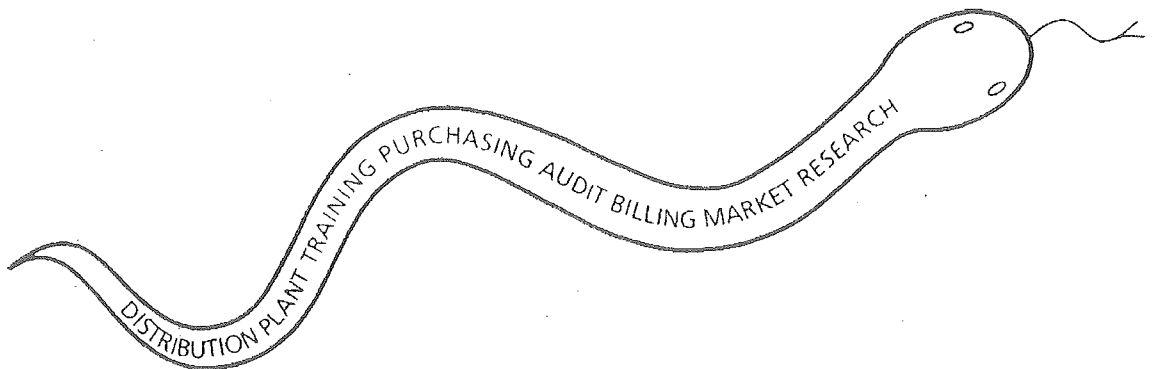
B. How are they pronounced?

C. Fill in the blanks with either *personal* or *personnel*.

1. Does your Managing Director have a _____ assistant?
2. Does your company have a _____ Department or a Human Resources Division?
3. We weren't able to offer the new service because we hadn't got enough trained _____.
4. Do you agree that you shouldn't mix your _____ and professional life?

D. Find the words in the snake which correspond to the description of each division or department.

- 1 It buys in supplies.
- 2 It sends out invoices and receives payment.
- 3 It organizes in-house courses for employees.
- 4 It finds out whether or not a product will sell.
- 5 It checks the accounts.
- 6 It ensures that the product reaches dealerships and wholesalers.
- 7 It organizes the manufacturing process.



subsidiary/ agency/branch

A. Match the definitions to the words above.

1 A business or place of business providing a (usually specified) service.

2 A local office belonging to a national firm or organization.

3 A company which is controlled by a parent company.

B. Put the right word - *subsidiary*, *agency* or *branch* - into the blanks.

1 Coca-Cola has a(n) _____ in more countries than there are in the United Nations.

2 A travel _____ can organize business trips as well as holidays.

3 A(n) _____ is a company of which more than half the **share capital** is owned by the holding company.

4 The major banks have at least one _____ in all large cities.

Learning vocabulary

One of the best ways of remembering words is by meeting them all the time. One business person we know uses Post-its™ to do this:

"Every time I came across a new word that I want to learn, I write it down on a Post-it. Then I stick the Post-it somewhere in my flat. They are stuck everywhere - on furniture, doors and walls - my favorite place is in the kitchen. Then, every time I go past one of my Post-it, I try to remember what the word means, and imagine a context I could use it in. It may not always look very nice and tidy, but I learn a lot of words that way."

Josianne Peccoud (France)

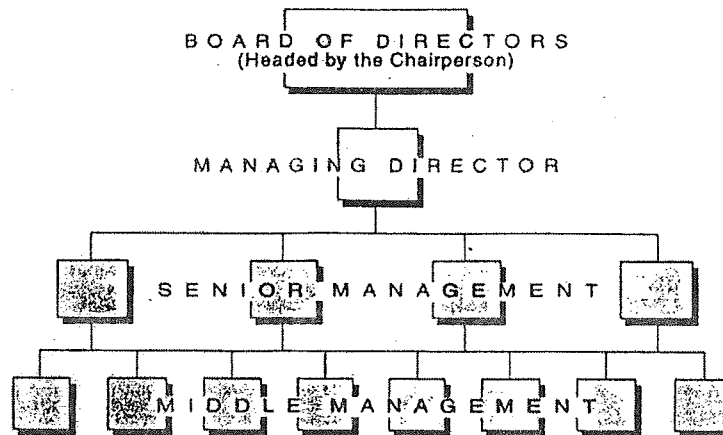
PS: Have fun trying it yourself!!!



Company Structures

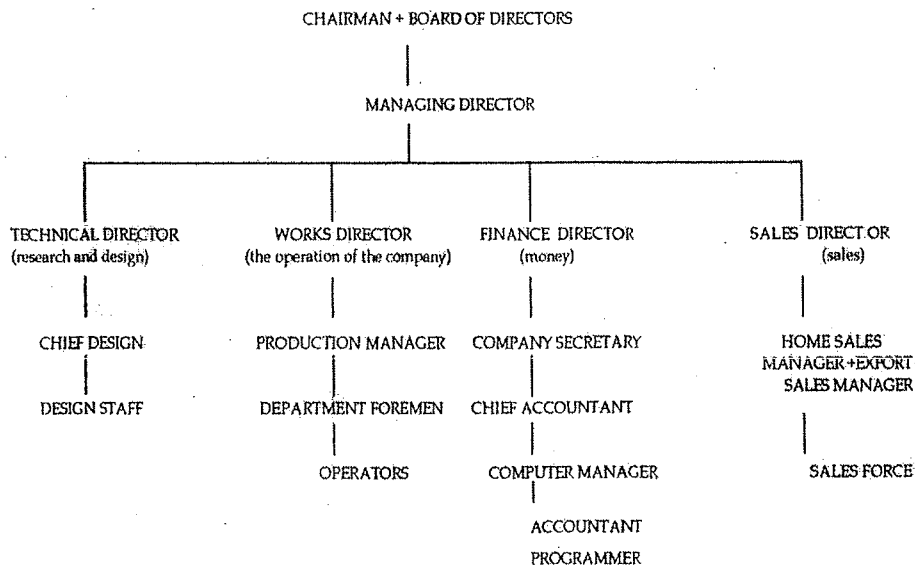
KEY VOCABULARY

Most companies are made up of three groups of people; the **shareholders** (who provide the capital), the **management**, and the **workforce**. The management structure of a typical company is shown in the following organisation chart:

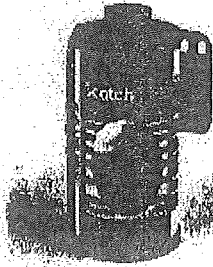


At the top of the company hierarchy is the **Board of Directors**, headed by the **Chairperson** (or **President**). The Board is responsible for making policy decisions and for determining the company's strategy. It will usually appoint a **Managing Director** (or **Chief Executive Officer**) who has overall responsibility for the running of the business. **Senior managers** head the various departments or functions within a company, which may include the following:

Other possible company structure



Getting to Know a Company



3M is a major multinational company which manufactures more than 60,000 different products. In groups, study the 3M organisation chart which shows just some of the company's main activities, then decide which department or sector is responsible for each of the following:

- 1 Reflective material for motorways and street signs
- 2 Scanners, colour print film and projection equipment
- 3 Aerosol products for people suffering from asthma
- 4 Decisions concerning salaries and benefits of employees
- 5 Scotch Magic Tape and Post-it Notes
- 6 3M United Kingdom
- 7 Computer Diskettes

3M Corporate Organisation Chart



L.D. De Simone
Chairman and Chief
Executive Officer

DEPARTMENTS



SECTORS



R.A. Mitsch
Executive Vice President,
Industrial and Consumer
Sector

- Industrial tape
- Automotive systems
- Commercial office supply
- Consumer stationery
- Abrasive technologies
- Special adhesives and chemicals



L.E. Eaton
Executive Vice President,
Information, Imaging and
Electronic Sector

- Printing and publishing systems
- Photo colour systems
- Telecom systems
- Electrical products
- Consumer and professional video and audio technology
- Data storage diskette and optical technology



J.E. Robertson
Executive Vice President,
Life Sciences Sector

- Medical products
- Healthcare services
- Dental products
- Traffic and personal safety products
- Traffic control materials



H.A. Hammerly
Executive Vice President,
International Operations

- Europe
- Asia Pacific
- Canada
- Latin America and Africa

November 1, 1992