

Starting Up

B

- A reserved parking space – 1
- An office with a window – 1
- A uniform – 1
- A personal business card – 2
- Your own office – 2
- A company car – 4
- Your name on your door -2
- Having a secretary – 5
- The size of your desk – 1
- More than one seat in your office – 3
- Flying business class – 5
- A company credit card – 5
- Having fixed working hours – 3

Vocabulary

A

1. Head office
2. Branches/outlets
3. Distribution centre
4. Warehouse
5. Call centre
6. Factory/plant
7. Service centre
8. Subsidiary

D

A: caring, centralised, democratic, dynamic, market-driven, professional, progressive

B: bureaucratic, conservative, decentralised, hierarchical, impersonal

I think the most important thing is that the company benefits the market, develops its employees and motivates them.

Reading

A

1. Helsinki

2. It feels like you've entered a playground; the office explodes with colour, creativity and chaos; people are walking round talking yellow mobile phones
3. It's a cleaning company

B

2. B
3. E
4. A
5. C
6. D

C

1. False. (There are no titles or secretaries at SOL, no individual offices or set hours of work)
2. True
3. True
4. True
5. True
6. False. (Liisa Joronen believes in autonomy, but she's also keen on accountability)
7. False. (Every month, the customer rates the team's performance)
8. False. (Inside the offices there's almost no room for paper. So the company stores all critical budget documents and performance reports on its Intranet)

D

1. C
2. B
3. D
4. A

This is what makes employees happy at work

1. 3 billion
2. 60%
3. Trust and respect, fairness, listening, changing
4. Salesforce, 4 seasons. They have good relations with their employees and that gives them better working results