

Отработка 2

Organisations

Task 1 (page 1, ex. B)

In organizations, certain privileges can significantly affect an employee's status. For example, a reserved parking space not only makes life easier, but also demonstrates a privileged position. Having your own office with a window speaks of trust and responsibility on the part of the management, and a personal business card shows your professionalism and distinguishes you from the general background. Access to a company car emphasizes the importance of the position held by an employee, and the presence of a secretary shows your employment and focus on important tasks of the company. These perks directly indicate the employee's status and position in the company hierarchy.

Task 2 (page 2, ex. A, D)

subsidiary - 8	head office - 1
factory / plant - 6	distribution centre - 4
call centre - 5	warehouse - 3
service centre - 7	branches / outlets - 2

In my opinion, a good organization includes caring, decentralized, democratic, dynamic, market-oriented, professional, progressive qualities, while a bad one includes bureaucratic, centralized, conservative, hierarchical and impersonal qualities. I can also add that a good company has innovative qualities, and a bad one has disorganized and stagnant qualities. Now I work at Yandex, which I can confidently call a good example of an organization, due to the fact that this company concentrates qualities such as caring, democracy, market orientation, professionalism, freedom of thought and progressivity.

Task 3 (page 3)

Ex. A

1. Where is SOL Located?

Answer: SOL is located in a renovated film studio in the heart of Helsinki, Finland.

2. What is unusual about the company?

Answer: SOL has a unique approach to corporate structure; it eliminates traditional rules and hierarchies, having no titles, secretaries, or set hours of work. The company emphasizes autonomy and individual freedom.

3. What does SOL do?

Answer: SOL is a cleaning service company that provides cleaning services, focusing on employee satisfaction and customer service.

Ex. B

1. A headquarters with a difference
2. Hard work has to be fun
3. There are no low-skill jobs
4. People set their own targets
5. Loose organisations need tight systems
6. Great service requires cutting-edge technology

Task 4 (page 4)

Ex. C

- | | |
|----------|----------|
| 1. false | 5. true |
| 2. true | 6. false |
| 3. true | 7. true |
| 4. false | 8. false |

Ex. D

1. c 2. b 3. d 4. a

This is what makes employees happy at work

1. How many working people are there in the world?

Answer: There are three billion working people in the world.

2. How many percent of them are unhappy at work?

Answer: About 60 percent of working people are not happy at work.

3. What are 4 tips to create happy employees?

- trust
- respect
- fairness
- listen

4. What are two role model brands? Why should we follow their example?

Role model brands: *Four Seasons, Salesforce*

Four Seasons idea makes the employees feel great (“Do whatever you think is right when servicing the customer.”). And this is why they are known for delivering some of the best service.

Employees want to be treated the same, so Salesforce found that men and women working in the same position with the same skill level earn different amounts of money, calculated the difference and invested three million dollars to try to balance the situation.