

UNIT 2

The world of work

▼ AGENDA

- ▶ Present Simple and Present Continuous
- ▶ Work file. Verb groups
- ▶ Describing a company
- ▶ Making contact

Language focus

- 1 2.1 Listen to three extracts from interviews for a business magazine. Complete the information about the three people.

Business World Today
International edition
ISSUE 21
*It's plain sailing for business
the Australian way*

Extract 1

Name: José Manuel Faria
Job: _____, Food Division
Company: Unilever
Place of work: _____

Extract 2

Name: Geneviève Cresset
Job: Team Co-ordinator
Company: Téléimages
Place of work: _____

Extract 3

Name: Kensuke Matsumura
Job: _____, Professional Products
Company: Electrolux
Place of work: _____

- 2 2.1 Listen to the interview extracts again. José Manuel, Geneviève, and Kensuke all need English for different activities at work. Which activities?
- 3 Work in groups. Answer the questions.
- 1 Do you need English for any of the activities you listed in 2?
 - 2 Make a list of needs for your group.
- 4 2.2 Listen to three more extracts from the interviews. Answer the questions.

Extract 1

- 1 What very big change is Unilever making to its distribution system in Spain?
- 2 Why is José Manuel having a lot of meetings with consultants?

Extract 2

- 1 In what way is Téléimages changing?
- 2 What news is Téléimages hoping to get soon?

Extract 3

What is happening to Electrolux sales in Japan in

- 1 the Professional Products Division?
- 2 the Consumer Products Division?



- 5 Look at the verbs in 4. They are all in the Present Continuous. Why?

Present Simple and Present Continuous

Read the examples. Complete the grammar rules and answer the question.

Present Simple

- I usually stay there for about a week.
- He **doesn't** speak Japanese.
- Do you need English in your job?
- How often do you go to international meetings?

Present Continuous

- We're **changing** our distribution system.
- The Consumer Products Division **isn't having** this problem.
- Are companies like Electrolux **having** problems, too?
- What changes is Unilever **making**?

Write the Present Continuous or the Present Simple.

- Use _____ to talk about regular activities.
- Use _____ to talk about current activities.
- To make _____, use *am/is/are + -ing* form of the verb.

How do we make short answers with the Present Continuous?



Pocket Book p. 11, 12

Pronunciation

- 1 2.3 Listen to the examples. Notice the pronunciation of *do* and *does*.

/də/ (weak)

/du:/ (strong)

Example 1 a Do you work in Paris? b Yes, I do.

/dɒz/ (weak)

/dʌz/ (strong)

Example 2 a Does she live in Madrid? b Yes, she does.

- 2 2.4 Listen to the pronunciation of *do* and *does* in the sentences. Which sound do you hear? Tick (✓) a or b. The first one is done as an example.

1 Where do they live?

a (weak)

b (strong)

✓

2 Does she speak English?

3 Yes, she does.

4 What time do we arrive?

5 Do you often travel abroad?

6 Yes, I do.

- 3 2.4 Listen again and repeat the sentences.

- 4 When *do* or *does* is at the end of the sentence, do we pronounce it as the strong form or the weak form?

Practice

- 1 Work in pairs, Student A with another Student A, Student B with another Student B.

Student A

- 1 Read about Kensuke Matsumura. Student B will ask you questions about him in 2.



Kensuke Matsumura works in Tokyo but he doesn't live there. He goes to work by underground and his journey takes one and a half hours. He works nine hours a day or more and usually takes work home at weekends. He spends about five hours a day on phone calls and emails. He doesn't get much time to relax but he enjoys watching TV, and once a month he does kendo. Like a lot of managers in Japan he has two weeks' holiday a year, and usually takes one week in the summer and the other in the winter.

- 2 Prepare questions about José Manuel Faria to ask Student B in 2. Use the words below and the Present Simple.
- a How many children/José Manuel Faria/have?
 - b What language/he/speak at home?
 - c What work/his wife/do?
 - d Where/he/spend/most of his work time?
 - e How often/he/travel to Bilbao?
 - f Why/he/go/to Bilbao?
 - g he/like/living in Barcelona?
 - h What/he/enjoy doing/in his free time?

Student B

- 1 Read about José Manuel Faria. Student A will ask you questions about him in 2.



José Manuel Faria lives with his wife and two sons in Barcelona. After seven years in Spain they all speak Spanish, but at home their language is Portuguese, and his wife works as a translator in both languages. José Manuel spends most of his time working in Barcelona but every Monday he goes to Bilbao to visit his company's factory and have meetings with people there. He likes living in Barcelona and in his free time enjoys swimming with his sons and walking in the mountains.

- 2 Prepare questions about Kensuke Matsumura to ask Student A in 2. Use the words below and the Present Simple.
- a Where/Kensuke Matsumura/work?
 - b he/live in Tokyo?
 - c How long/his journey to work/take?
 - d How many hours a day/he work?
 - e How much time/he/spend on phone calls and emails?
 - f What/he/do/to relax?
 - g What/he/do/once a month?
 - h How many weeks' holiday a year/he/have?

- 2 Work with a different partner, Student A with Student B. Ask your questions and answer your partner's questions.
- 3 Complete the article about Geneviève Cresset. Use the Present Simple or Present Continuous form of the verbs in brackets.



Geneviève Cresset _____¹ (start) work at 9 a.m. and _____² (finish) around 6 or 7 p.m. The company she _____³ (work) for, Téléimages, _____⁴ (produce) TV programmes and _____⁵ (sell) them to TV channels in France and other countries. About a hundred people _____⁶ (work) full-time in the company's Champs-Élysées office. Geneviève _____⁷ (not have) much time outside work but at present she _____⁸ (work) on an important project – she _____⁹ (write) a book. The book is about the wartime memories of two World War II soldiers. 'They were heroes,' she says, 'so right now I _____¹⁰ (record) their stories for the future. I think it _____¹¹ (be) important we _____¹² (not forget) the enormous courage of people like them.'

- 4 Prepare your answers to these questions.

What's happening in your life these days?

At work

Are there any changes or new developments in your

- organization?
- job?
- career plans?

Outside work

Is anything new happening in your

- family life?
- social life?

Are you

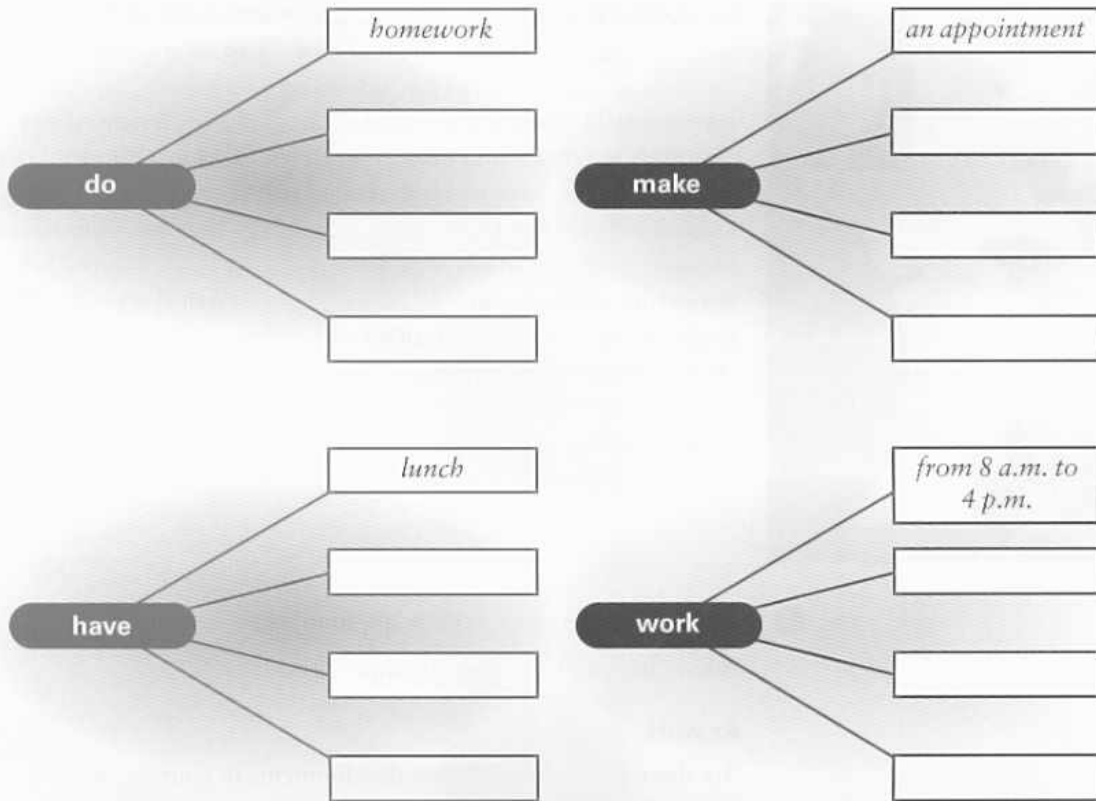
- making any plans for your next holiday?
- saving money for something important?
- making any changes to your home?

- 5 Work in pairs. Ask and answer the questions in 4.
- 6 Tell the class three things about your partner's current activities.

Work file. Verb groups

- 1** Complete the verb groups with words from the box.

a phone call some work full-time a meeting a decision a holiday
a discussion part-time flexitime a job an exam a business trip



- 2** Prepare a question about each topic in the job description.

Examples *What hours do you work?*

Do you have discussions at work? Who with? What about?

JOB DESCRIPTION

Name _____

Job title _____

1 Working hours _____

2 Lunch _____

3 Phone calls _____

4 Meetings or discussions _____

5 Business trips _____

6 Holidays _____



- 3** Work in pairs. Ask your partner your questions. Answer your partner's questions.

4 Match the words in the box with their meaning.

self-employed	in work ✓	unemployed	retired
a pensioner	out of work	on sick leave	on maternity leave
on paternity leave	on strike	in employment ✓	

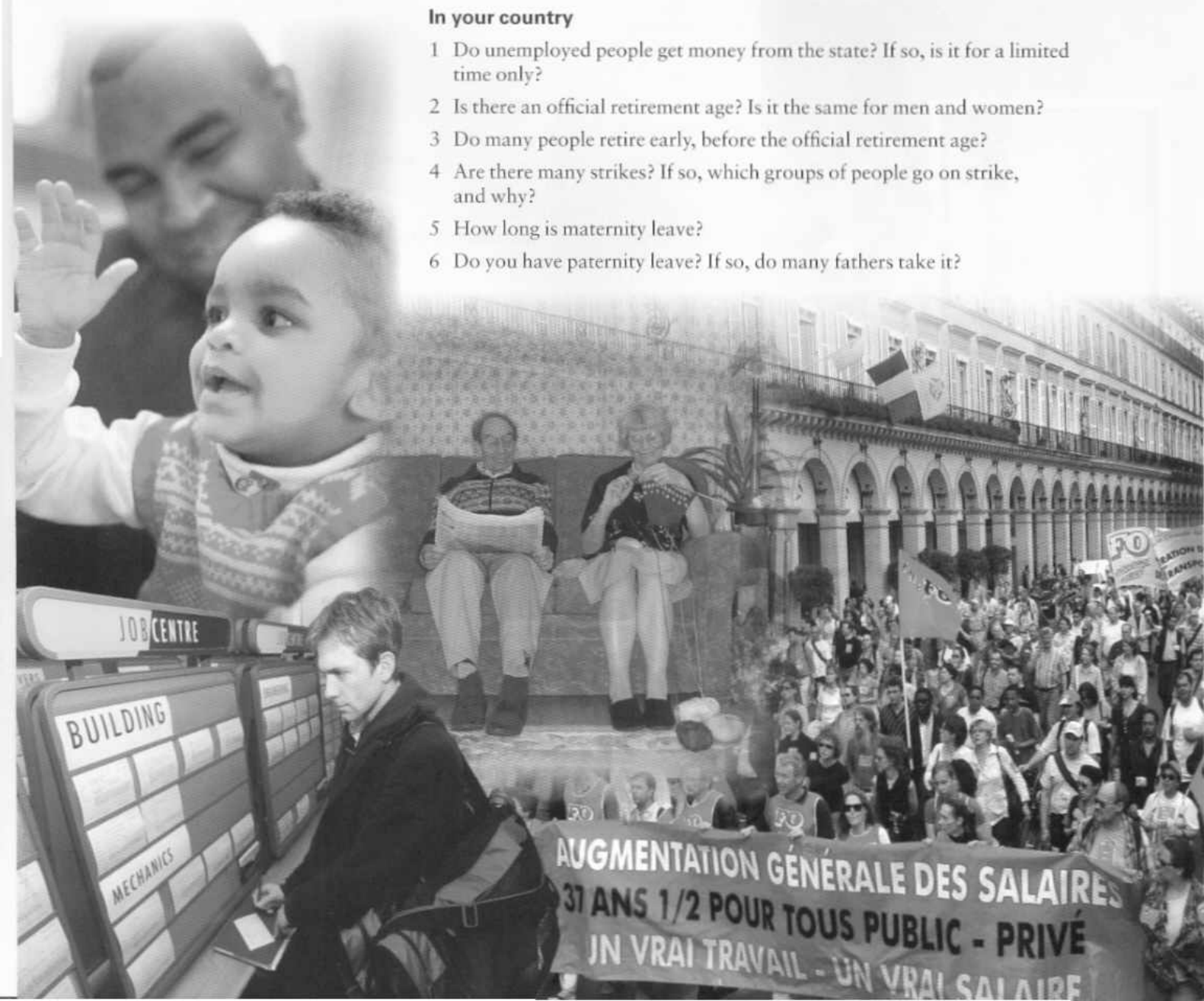
A person who

- | | | |
|---|----------------|----------------------|
| 1 has a job | <u>in work</u> | <u>in employment</u> |
| 2 doesn't have a job | _____ | _____ |
| 3 works independently, not for an employer | _____ | _____ |
| 4 doesn't work any more because of age | _____ | _____ |
| 5 is away from work because of illness | _____ | _____ |
| 6 is away from work for the birth of a baby | _____ | _____ |
| 7 refuses to work because they want more money, better working conditions, etc. | _____ | _____ |

5 Work in groups. Discuss the questions.

In your country

- Do unemployed people get money from the state? If so, is it for a limited time only?
- Is there an official retirement age? Is it the same for men and women?
- Do many people retire early, before the official retirement age?
- Are there many strikes? If so, which groups of people go on strike, and why?
- How long is maternity leave?
- Do you have paternity leave? If so, do many fathers take it?



Skills focus



1

Describing a company

The pictures show some of the products made by companies in the Electrolux Group. In pairs, match the names of the products with the pictures.

lawnmower _____ freezer _____ refrigerator _____
dishwasher _____ cooker _____ vacuum cleaner _____
washing machine _____

4



5



6



7



Electrolux

2

2.5 A Swedish employee of Electrolux is welcoming a group of visitors. Listen to her presentation and complete the company datafile.

COMPANY DATAFILE

The Electrolux Group – the world's largest producer of powered appliances for kitchen, cleaning, and outdoor use.

Nationality _____
Head office _____
Started _____
World's first vacuum cleaner _____
First fridge _____
Employs _____ people
Sells its products in _____ countries
Worldwide turnover* € _____ million
Global divisions: Consumer Durables _____ % of sales
Professional Products _____

(Figures for 2002)

turnover = the total value of business done in a year

3

Read the phrases for describing a company.

Describing a company

(Unilever/Renault) | started in ... | (It) has | companies | in ...
| dates from ... | subsidiaries |

(Its) head office is in ... | (It) | produces ...
| manufactures ...
| sells ...

(It) | employs ...
| has ... employees

(Its) worldwide turnover is ... | (It) has | (2) divisions
| (5) business groups
| (many) well-known brands

(It) spends (5%) of its revenue* on R + D*.

(50%) of its | revenue comes | from ... | (It) has a (10%) market share in ...
| sales come |

revenue = total amount of money received by a company in a period of time
R + D = Research and Development

4 Work in Group A or Group B.

Group A

Look at the information about Unilever. Prepare a short presentation about the company. Use suitable phrases from 3.



Unilever

Nationality
Started
Head offices
Employs
Worldwide turnover
Spending on R + D
Global divisions:

British-Dutch
1930
Rotterdam and London
247,000 people in 57 countries
€48,760m
2.3% of turnover

Business groups
Sells its products in

Food – over 50% of sales
Home and Personal Care
10 regional groups, to meet needs of local markets
150 countries to 150m customers

Unilever's well-known consumer brands include:

Food

Knorr
Lipton's tea
Hellmann's mayonnaise
Magnum ice cream
Flora

Home and Personal Care

Omo
Cif
Domestos
Dove
Lux

(Figures for 2002)



Group B

Look at the information about Renault. Prepare a short presentation about the company. Use suitable phrases from 3.



RENAULT

Nationality
Head office
Started
Employs
Spending on R + D
Worldwide revenue
Global divisions:

French
Paris
1898
132,351 people in 36 countries
5.6% of revenue
€36.336m
Automotive – 93.1% of revenue
Finance – 5% of revenue

The Automotive Division

The Renault Group

Renault, Samsung (South Korea), and Dacia (Romania)
3rd largest company in France
4.4% world market share
top-selling cars – Mégane, Clio, Laguna

Renault-Nissan Group world's 5th largest automobile manufacturer

(Figures for 2002)



5 Present your company to the other group. Listen to their presentation.

6 Write a short description of your own company or organization for a business magazine.

Focus on functions

Making contact

- 1  2.6 James Turner is telephoning Monique Bresson at her London office. Listen to the conversation and complete the receptionist's message pad.

Message for
 Caller's name
 Company
 Number
 Please call ☐
 Caller will phone back ☐



- 2  2.6 Listen to the call again. Tick (✓) the phrases you hear.

Could I speak to Monique Bresson, please?
 I'd like to speak to Monique Bresson, please.
 Who's calling, please?
 It's James Turner.
 Hold the line, please.
 I'm sorry, she's in a meeting.
 I'm afraid she's busy at the moment.
 Can you take a message?
 Can I take a message?
 Could you ask her to call me?
 Could you tell her I called?

- 3 Work in pairs. Practise this telephone conversation. Use phrases from 2. Then change roles and practise the conversation again.

Receptionist

Answer phone.

Ask who's calling.

Ask caller to hold the line.

Say she's in a meeting.

Offer to take a message.

Repeat the message.

Say goodbye.

Caller

Ask to speak to Monique Bresson.

Give your name and company.

Give the message.

Say thank you and goodbye.

- 4  2.7 James phones Monique later. Listen and complete the conversation.

R Bresson Translation Services.

J Can I¹ to Monique Bresson, please?

R Who's²?

J³ James Turner.

R Hold⁴, Mr Turner.
 (phone rings) Monique?

M Speaking.

R I have James Turner for you ...



- 5 2.8 James telephones Monique another day to arrange a meeting. Listen to the phone call and tick (✓) the correct answers.

- 1 The appointment is with
a Mr Mikelore b Mr Michelmore c Mr Michinore
- 2 on
a Friday b Wednesday c Tuesday
- 3 at
a eleven o'clock b ten o'clock c three o'clock
- 4 His telephone number is
a 020 7623 5469 b 020 7623 4459 c 020 7623 3409

- 6 Put the letters of the alphabet in the correct boxes below. Then practise saying them.

a b c d e f g h i j k l m n o p q r s t u v w x y z

/eɪ/ (as in say)	/iː/ (as in she)	/e/ (as in ten)	/aɪ/ (as in fly)	/əʊ/ (as in go)	/ɑː/ (as in bar)	/uː/ (as in who)
a	e	f	i	o	r	u

- 7 Work in pairs. Spell your name and the names of two people in your family to your partner. Your partner writes down the names. Check the spellings are correct.
- 8 Look at these ways of saying telephone numbers.
64459 six four four five nine six double four five nine
01731 oh one seven three one (UK) zero one seven three one (USA)
- 9 Practise saying these numbers.
56767 293401 334477 220499 020 8112 3665
- 10 Work in pairs. Choose one of the letter headings below, or your own company's letter heading. Ask and answer questions about your companies.
Examples *What's the name of your company?*
Can you spell that, please?
Could you tell me your fax number, please?

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