



Learners can understand and give a short basic description of common jobs.

Lead-in

f 1 Look at the photos. Match the people (A-D) with the jobs.

Digital Designer IT Specialist Production Engineer Sales Manager











Vocabulary The work we do

2A Read the information about people and their jobs below. Match the person, job and department.

Name	Job	Department
Carla Lombardi	Production Engineer	sales
Ben Schmidt	Sales Manager	IT (information technology)
Lucas Sousa	IT Specialist	production
Anna Robinson	Digital Designer	marketing

B Complete the sentences with the correct name: Carla, Ben, Lucas or Anna.

1	is German.	5	answers phone calls.
2	works on projects.	6	sells transport services.
3	makes website designs.	7	solves technical problems
4	has meetings with clients.	8	works in Milan.



Teacher's resources: extra activities



Carla Lombardi

Where are you from? I'm from Florence in Italy.

Where do you work?

I work for an e-commerce company. We **sell** sports clothes and equipment. I work in the Milan office.

What's your job?

I'm a Digital Designer. I work in the marketing department.

What do you do at work?

I make designs for the website and social media.



Ben Schmidt

Where are you from? I'm from Hamburg in Germany.

Where do you work?

I work for a pharmaceutical company in Berlin. It's the capital of Germany.

What's your job?

I'm a Production Engineer.

What do you do at work?

I check the production processes are safe and cost-effective.



Lucas Sousa

Where are you from? I'm from Brasília. It's the capital of Brazil.

Where do you work?

I work for Telefónica. It's a big telecommunications company.

What's your job?

I'm an IT Specialist and I work in the IT department.

What do you do at work?

I work on projects for other departments. I solve technical problems.



Anna Robinson

Where are you from? I'm from Manchester in England.

Where do you work? I work for a transport

company.

What's your job? I work as a Sales Manager.

What do you do at work?

I manage my sales team. I have twelve people in the team. I make and answer phone calls, **have** meetings with clients and write reports.

Communicative grammar

TALKING ABOUT WORK

Grammar reference: page 106

I work in the marketing department.

You manage shop assistants.

We work in a shop.

They sell clothes.

I/You/We/They have meetings.

She works in the marketing department.

He writes reports.

She **makes** designs.

He sells clothes.

He/She has meetings.

3 Match 1-4 with a-d and 5-8 with e-h.

- **1** I manage
- **a** phone calls to clients.
- **3** We sell
- **4** They make
- **c** a team of twelve people. **d** a multinational company.
- **2** You work for **b** hybrid and electric cars. **6** You solve
- **5** Thave
 - e technical problems. **f** the process is safe.
- **7** We write
- **g** meetings with clients.
- **8** They check
- **h** emails and reports.
- Complete the texts with the correct form of the verbs in the boxes.

have sell work write

David is an Accountant. He 1_____ ___ for a chemical company. It 2__ chemical products. He 3_____ meetings with other departments and he 4____

financial reports. answer manage work solve

Teacher's resources: extra activities

Linda 5 as a Customer Service Manager. She 6 a team of twenty staff. She 7 phone calls from customers and 8 their problems.





VIDEO 5A 2.1.1 Watch Elena in the video and complete the information in the table.



	Elena	Ellen	Steve
City/Country	Southend-on-Sea	Leicester, England	9
Company	1	5	10
Job/Department	2	Senior Research Manager	11
Responsibilities	the phone, and give visitors a pass	with the team and with manager, make phone calls and emails	the sales team, 13 meetings with clients

- **B** Watch Ellen and complete the information in the table.
- Watch Steve and complete the information in the table.
- **6A** Work in pairs. Ask and answer the questions.
 - What's your name? Where are you from? Where do you work?
 - What's your job? What do you do at work?

Student A: Read your role card on page 114 or use your own information. **Student B:** Read your role card on page 116 or use your own information.

- B Work in new pairs. Use the questions in Exercise 6A and introduce yourself to your partner.
- Work with your partner from Exercise 6A. Tell your partner about the person you talked to in Exercise 6B.

His/Her name is ...







What does the company do?

Lesson outcome

Learners can understand and give a short basic description of a company.

Lead-in

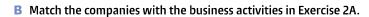
Do you have these products? What brand is the product?

car e-reader laptop/computer mobile phone TV washing machine

Vocabulary What companies do

2A Match the photos (A–F) with the business activities.

design cars make clothes make consumer electronics provide air transport services provide financial services sell products online



Allianz Amazon Inditex Qatar Airways Samsung Volkswagen



- 1 2.01 Choose the correct word. Then listen and check.
- 1 Qatar Airways designs / provides air transport services.
- **2** Allianz *provides / makes* financial services.
- **3** Volkswagen *designs / provides*, makes and sells cars.
- **4** Amazon *makes / sells* books and other products online.
- **5** Inditex makes and *sells / provides* clothes in shops and online.
- **6** Samsung *makes / provides* mobile phones and home electronics.



4A Write sentences about these companies using the verbs in Exercise 3.

Alibaba Apple Bank of China H&M Lufthansa Toyota



B Work in pairs. Ask and answer questions about the companies. **A:** What does Apple do? **B:** It makes ...



5A 12.02 Write the missing numbers. Then listen and repeat.

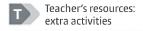
100	a/one hundred		
	three hundred and twenty		
647	six hundred forty seven		
1,000	a/one thousand		
55,367	fifty-five, three and sixty-seven		
	seventy-eight thousand, one hundred and thirteen		
100,000	a/one hundred thousand		
360,000	three hundredsixty		
	eight hundred and ninety-two thousand, six hundred and seventeen		
1,000,000	a/one million		



page 112 See Numbers

150 220 7,000 174,000 100,000 140,000

B \$\int\$ 2.03 Complete the sentences with the numbers in the box. Then listen and check. Allianz has over 1 _____ employees in more than seventy countries. Amazon has over ² _____ warehouse robots. Qatar Airways has ³ _____ aircraft and flies to over ⁴ ____ destinations. Inditex has over ⁵ _____ stores and over ⁶ _____ employees in ninety-six countries.



- How many employees/students are there where you work/study?
- page 97 See Pronunciation bank: Numbers



Reading and Company information

listening 6 Look at the company profile. Complete the table.

About Tramuntana

We are an e-commerce company. We sell clothes and shoes in our online shop. We work with top brands. We are based in Paris and have offices in eighteen countries. We have 700 staff all over the world. Most of our sales are in Brazil, Mexico, Spain, Poland, Germany and Ireland.

Company name	
Business	
Head office	
Number of countries	
Number of staff	
Top sales	

- **7** Read the company profile again. Are the sentences *true* (T) or *false* (F)? Correct the false sentences.
- 1 Tramuntana designs cars.
- **2** It sells products on the internet.
- 3 It sells famous brands.
- 4 It is an international company.
- 5 There are 700 staff in Paris.
- 6 The top sales are in Asia.
- 1-5 with a-e.
- 1 We are
- 2 We provide
- **3** Our global head office is based
- 4 We have over 360 offices
- **5** We have

- **a** in Bonn, Germany.
- **b** an international transport company.
- c in 220 countries.
- **d** 85,000 staff and 250 aircraft.
- e global logistics services.

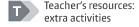


A/AN

Grammar reference: page 106

We use an with a word beginning with a vowel sound: an airline, an e-commerce company, an international transport company, an MBA, an hour, an online company, etc.

We use a with other words: a bank, a car company, a manufacturer, etc.



Writing 9A Look at the table about the InterContinental Hotels Group. Write a short description of the company. Use some of the phrases in the box.

Company name	InterContinental Hotels Group (IHG)	
Business hospitality services		
Head office Denham, England		
Hotels	Over 5,300	
Countries	100	
Staff	Over 375,000 people in hotels and corporate offices globally	

We are a/an ... company. We make/sell ... We provide ... services. We are based in ... We have (offices) in ... We have over ... staff/offices/etc.

B Work in pairs. Write a similar description about a different company. Use some of the phrases in the box.

Student A: turn to page 114. Student B: turn to page 115.

Compare your descriptions from Exercise 9B with your partner.



2.3 A week in the life

Lesson outcome

Learners can write simple sentences about work routines and activities.

Lead-in 1A Put the days of the week in order (1–7). Which days are the weekend?

Friday Monday 1 Saturday Sunday Thursday Tuesday Wednesday

B 12.05 Listen and check. Then listen again and repeat.

Reading

- 2 Complete the texts with questions a-i.
- **a** Where are you from?
- **b** Where **do** you **work**?
- c What do you do? (x2)
- **d** What **do** you **do** at work? (x2)
- e Do you like your job? (x2)
- **f Do** you **travel** for work?
- **g Does** the company **have** offices in other countries?
- h What days do you work?
- i What do you do in your free time?



About Charlotte Thomas

I'm an IT specialist.

.

I work for a German company. It's a financial services provider. I'm based in the Guildford office in England.

I work on projects for different departments. I design software programs and provide technical solutions.

Yes, the projects are interesting.

Yes, but I **don't travel** a lot. I go to the company head office in Munich every three months to see my boss. I spend a week there.

Yes. Germany, the UK, the Netherlands and Japan.





THE WORK AND HOLIDAY BLOG

Meet Álvaro and Pablo

	We're students from Spain. We have visas to live, work and study in Australia for a year.
	We work in a restaurant in Sydney. We're waiters.
	We take food orders, prepare drinks and serve customers.
0	
	Five days a week from Wednesday to Sunday. We don't work on Monday and Tuesday.
1	
	We don't work in the morning, we study English. On Monday

and Tuesday afternoon we go to the beach and relax.

Yes, it's good work experience and we have money to study and travel.

Read the two texts again. Who does this information refer to?

	Charlotte	Álvaro and Pablo	All
1 travels/travel for work	✓		
2 likes/like the job			
3 works/work at the weekend			
4 works/work in an office			
5 studies/study			



Communicative grammar

>	TA	ALKING ABOUT ROUTINES	→ Grammar reference: page 106
	+	I/You/We/They work for a German company. I/You/We/They live in Australia.	He/She designs software programs. He/She spends a week in Munich every three months.
	-	I/You/We/They do not travel for work. I/You/We/They don't work on Monday and Tuesday.	He/She does not work in the head office. He/She doesn't study in the afternoon.
	?	Do you travel for work? Do they like their jobs?	Does he/she work at the weekend?
	?	Where do you work ? What do they do at work?	What days does he/she work ?

page 97 See Pronunciation bank: Questions

4A Choose the correct word.

- **1** He *don't / doesn't* work in an office.
- **2** I don't / doesn't live in Munich.
- **3** We don't / doesn't have visas.
- **4** He *don't / doesn't* travel for work.
- **5** You *don't / doesn't* work on Monday.
- **6** She *don't / doesn't* spend a month in Germany.
- **7** They *don't / doesn't* go to the beach at the weekend.
- 8 The IT department don't / doesn't have an office in London.
- **B** Put the words in the correct order to make sentences.
- 1 not/websites/He/does/design
- 2 like/job/She/not/her/does
- **3** pizzas / have / The / does / not / restaurant
- 4 does / language / The / provide / college / not / classes
- **5** for / does / He / not / work / travel
- **6** does / food / She / not / the / prepare

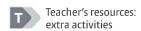
5A Complete the questions with *do* or *does*.

1	What	Alvaro and Pablo study?
2	-	_ Charlotte Thomas work in London?
3	Where	Álvaro and Pablo work?
4	How often _	Charlotte go to Munich?
5	What days _	Álvaro and Pablo work?
6	What	Charlotte do at work?

B Work in pairs. Ask and answer the questions in Exercise 5A.

6A Write questions with *you*.

1	What / do?	
2	Where / live?	
3	What / do at work?	
4	What days / work?	
5	work at the weekend?	
6	travel for work?	
7	like your job?	



B Work in pairs. Ask and answer the questions in Exercise 6A.

Writing

- Write a short blog post for your company intranet. Choose <u>one</u> option.
- 1 Write about a new colleague at work.
- 2 You have a new job. Write about yourself.





Lesson outcome

Learners can talk about their jobs and work routines in a simple way.

Lead-in 1 A Match the photos with the situations.

friends in a café new colleagues by the coffee machine at work strangers in a lift







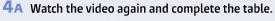
B Look at the situations again. What do people talk about in each situation?

family free-time activities health home town job nationality nothing the weather work

- C Think of some more things to talk about for each situation.
- Use the phrases to complete the dialogue for photo A in Exercise 1A.
- T: I'm Tony. 1_ (What / your name)?
- **S:** Hi, I'm Susan. Nice to meet you.
- T: 2_ (Which department / you work in, Susan)?
- **S:** Sales. I'm in Mark's team.
- **T:** 3 (What / you do)?
- S: 4 (I / a Sales Rep).
- (Where / you work)? What about you? 5_
- **T:** I work in the IT department.









B Which job do you prefer, Andrea's or Jack's? Why?







USING'S AND S'

Grammar reference: page 107

Teacher's resources: extra activities

Mark's team = Mark has a team, the company's image = the company has an image The employees' canteen = the employees have a canteen The customers' email addresses = the customers have email addresses

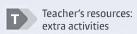
5A Complete the sentences with one word in each gap. Watch the video again if necessary.

1	You're h	nere, right?
2	Yes, that's	It's my first week.
3	Nice to	you.
4	Whicha	are you in?
5	What a	Community Manager do?
6	I write blogs and	images and videos.
7	That sounds	
8	do you	work?
9	you tra	vel for work?
.0	talking	to you.

B Work in pairs. Practise saying the sentences in Exercise 5A.

Speaking

>	MAKING SMALL TALK		
	Starting a conversation Hi! My name's Hello, I'm Nice to meet you (again). Asking questions Which department are you in? What do you do? Do you work (in finance / with Sylvia, etc.)?	Showing interest Really? Oh, I see. That sounds interesting/boring/good/great, etc. That's interesting/boring/good/great, etc. What about you? / And you? Finishing a conversation Nice talking to you. See you later.	
	Do you know (Jack/Susan, etc.)?	See you soon.	



6A Work in pairs. Choose a role or complete the table for yourself. Write a dialogue between these people by the coffee machine at work. Use the Speaking box to help you.

Student A: You are Andrea, Jack or yourself.

Student B: You are a new person in the company. Choose a role: Oscar, Veronica or yourself.

	Oscar	Veronica	Me
Job	Intern	Admin Assistant	
Department	human resources	purchasing	
Tasks	answer phones, make photocopies, take notes at meetings, learn from colleagues	phone suppliers, make orders, write emails, solve problems with orders, check documents	

B Practise the dialogue.



BUSINESS WORKSHOP



At a conference



Lesson outcome

Learners can introduce themselves in formal situations and talk about their companies and jobs in a simple way.

A conference

- 1 Look at the website. Answer the questions.
- website **1** Where is it? 2 When is it?



small talk

- **Conference** 2A Do you go to conferences? Do you have a business card?
 - B \$\int_{2.06}\$ Listen to a conversation at the Global marketing conference. Complete the business cards with the person's job. Do the people know each other?







Listen to the conversation again. What do they talk about? Tick (\checkmark) five options from the box.

their companies their families their home towns the hotel their jobs their nationalities the weather

4A 12.07 Listen and complete the questions from the conversation. Use one word in each gap.

T	are y	ou from, Anthony?
2	What	you? You're American, right?
3	What do you	, Anthony?
4	What do you do at	?
5	What	your company do?

6	Sorry, what's your name		?
7	Patricia.	do vou do?	

•		ao you ao.
8	What	a Digital Project
	Manager do?	

- **9** Do you ______ for work?
- **B** Listen again and repeat the questions in Exercise 4A.

Networking 5 Look at page 122 and follow the instructions.



