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Refer students to the Exam Success tip

Ways of working

flexitime [ˈfleksitaɪm] 弹性上班制 job-sharing 轮班 shift work 换班

socialising ['səʊʃəlaɪzɪŋ] 社交 socialising skills 社交技能 online socializing 网络社交

teleworking 在家办公 temping [ˈtempɪŋ] 临时工 collate 核对

freelance, temping, consultancy:

It's great because I'm my own boss, but I still work with lots of different people.

hot-desking:

I wish I had my own space. I have to carry everything around in my bag and sometimes there's nowhere to sit

temping:

I like it because it's only for a couple of months and I'm saving up to go round the world

shift-work:

The only problem is sleeping. Your body never knows if it's night or day!

teleworking:

It can get a bit lonely at times. And I miss my colleague and all the office gossip

part-time, teleworking:

My children are at school so it lets me spend more time with them.

job-sharing:

When one of us wants a week off, the other person does a few extra days so it's fairly flexible

How to job-share

1. Find the perfect partner

Find someone you like. 'Be prepared to communicate and share credit and blame.' says Carol Savage, the managing director of Flexecutive, a flexible working consultancy.

1. Open your mind

Bosses should consider requests for flexible working from employees with children under six. So embrace the benefits: 'Twice as much experience, skills, brainpower and energy,' Savage says.

1. Plan for disaster

Always discuss the worst-case scenarios.

When Margaret Mills, a teacher, lost her job-share partner because of a family illness, a return to full-time work seemed inevitable 'We had been over-optimistic. I did manage to find someone else who fitted in with me, but I am very lucky.

1. Get organized

Plan the system for handing work over carefully and play to each other's different strengths. Delegate the workload according to each other's particular skills and qualities

1. Set your limits

Managers should clarify what they expect in terms of hours, availability and results, and employees should manage their employer's expectations. Sue Osborn, a job-sharer for 21 years, says, 'We're often asked to do five-day weeks. Eventually you just have to say no.'

1. Put pen to paper

Agree in writing arrangements for holidays, parental leave, retirement, etc. Everyone should know where they stand from the beginning.

1. Don't feel guilty

Don't work until 1am at home to make up for not being in the office every day.

1. Two become one

Clients may not like having to deal with two people working closely together. As Savage says: 'A job-share should be like a marriage -one voice, one unit.'

I: ok, Michela. You work from home now. Can you tell me about a typical day?

M: Sure, I always get up around seven and the first thing I do is get the kids ready for school. I take them at eight thirty and then I always start work at nine.

I: Do you ever have a day where you decide to have the morning off and start work later?

M: No, you can't do that. It's important with home-working to have a timetable and stick to it. If you end up watching TV or doing the cleaning then it's not for you. So I have lunch at twelve and finish work at two thirty to get the children

I: Was that why you gave up your office job?

M: Yes, I wanted to spend more time with the children. It gives me more flexibility. Sometimes I need to work in the evening but usually it isn't a problem

I: So how long have you been doing this kind of work?

M: For about five years, I have been with the same company since I left the school, but with the Internet and technology it is easy now to be at home

I: So your employer doesn't mind

M: No. It means the company saves money on office space and as long as I get the work done, they are happy. Sometimes I still go into work to meet clients and so on. For example, I'm going in nearly every day this week because we have visitors from another company and I can't really invite them over to my house. Besides, it's nice to go in every so often. I like to see people and catch up on the gossip and the news with my colleagues. I miss that side of going into work every day.

I: Is there anything else you miss?

M: Ermm. No, not really. And I'll tell you what I really don't miss and that's having to spend two hours commuting on the bus and train every day

Working from home

Even at home, always set yourself a timetable

You need to find a quiet place to work, where there are no distractions

If you communicate with a client on the phone today rather than face-to-face, it's still important to dress for work as normal.

Now that you have escaped from the office, you'll still need peace and quiet at home. Don't answer the door to neighbors or make social calls

Once you have been working from home for a while, you might feel a bit lonely. It might be worth going into the office once or twice a week.

After you have been at the computer for a few hours, remember to take a break -why not leave the house and go for a walk outside?

Be strong. When a friend calls and asks you out to lunch, say what you would say in any other job: 'Sorry but I am working on something at the moment. How about after five instead?

Make sure colleagues and clients can reach you and answer the phone as though you are in the office

Making contacts

To you, networking might mean **attending a conference** **or trade fair event**(商品交易会) to meet new clients or partners. Or it could be the coffee break at work where you **share ideas with colleagues in other departments**. But nowadays networking have become an event in itself.

For example, Pricewaterhouse Coopers offer its female staff a formal networking group called PwCwomen. With 900 members, it organizes events ranging from informal drinks evenings to coaching events. Tina Hallet, who is responsible for the group, says that she **got involved in** networking because I'd got to a reasonably senior level and I wanted to help other people to maximize their potential.

You don't have to be senior to run a network though. Vicky Wood and Sally Hopkins had the idea for the City Girls Network when they first moved into London's corporate world and **wondered how to get to know other women**. 'We couldn't find anything for people with no experience. So we thought we'd start our own'. From twelve friends meeting regularly, **it rapidly grew to** 250 members from many different organizations. It's a great way to make useful contacts and bring in potential business.

Fiona Clutterbuck is co-chair of a network for the bank ABN AMRO. 'Women **tend to think of networking as socialising and give it low priority**.' But given the chance, women will network - as the bank's last 'speed networking' event demonstrated. 'With over 100 women and men, it was a great success. It is amazing how many people you get to meet from different parts of the organization

I would like to introduce you to Marek.

Hello, Marek, How do you do ?

Do you two know each other already?

Well, we’ve spoken on the phone a few times

I know your company is looking for a partner on this Thai project.

Yes. Is that something you might be interested in …?

Nice to meet you at last. Pleased to meet you too.

Would you like a coffee? Thanks

So have you enjoyed this morning? Yes, it was very interesting.

Is this your first time at one of these events? Yes, it is. And you?

May I join you? Sure

You’re a colleague of Martin obach, aren’t you? That is right, he works in our Barcelona office.

How do you know him? We were both at Elcotil together

How many children do you have? Two. Twins.

Have you always lived in Lille? Yes, most of my life.

**Further to our previous meeting**, we are pleased to be able to confirm that the new flexitime system will **come into operation as from 1st August**. The system applies to all administrative and office staff. **May I remind you that** any production staff on the current shift system remain unaffected by these changes.

With regard to your letter dated 12th June, I am writing to confirm that …

And where do you live exactly?

I’m from a small town in northern Switzerland, **but at the moment** I’m studying for a business degree so I live in Zurich.

What types of business are most successful in your town?

Er, well, I suppose that tourism is quite important to the area and there are many small farms so agriculture also. Zurich, where I study, is more famous of course for banking and financial services.

How is working life changing in your country?

**Sorry, can you repeat the question, please?**

Yes, how is working life changing in your country?

I think that more and more people are moving to the city or **they are commuting in every day**. In my opinion, **the biggest change has come from technology** – but then that’s probably true everywhere, not just in my country.

Company benefits

Parental [pəˈrentl] leave 产假 perks 额外津贴 take on 承担,雇佣

Intake (一定时期)纳入的人数

Take with a pinch of salt 将信将颖 incumbent [ɪnˈkʌmbənt] 在职者

Longevity 长寿，持久 distribution centre 配送中心

Turnover 营业额 holding company 控股公司 subsidiary 子公司

A division is a branch of a company

A subsidiary would be another company below a main company which operates independently

**What is most important to you when** choosing a job? **Rank the following in order of** importance from 1 to 10

An impressive job title

I’ve just been promoted from Assistant IT Technician to Chief Operational Network Administrator. **It means I get a bit of a pay rise and** new business cards with my name on. **I’m not sure if I get my own office though.**

Flexible working hours

I thought it wouldn’t change the way I worked after the first six months, but as they got older it actually became more complicated with getting them to school or if they wanted to do activities in the afternoon. But my boss has been really good about it and **some days I can do a half day if I want and then I might work later on other days –or I take work home**, which I don’t like doing, but it’s the only way.

Parental leave

It’s actually the law now so they had to let me have it. It was only two weeks but at least I had time to help my wife out. **Mind you, after all the late nights and crying I was really happy to get back to work for a while and have a rest.**

A pension

The problem for me is that **I won’t have enough to live on when I’m 60** and I can’t afford a private plan. So I‘ll probably **try and keep working for a few more years**, and anyway, I heard the government is planning to raise the age of retirement…

A company car

It’s great because usually it means my wife can use the one at home and we even take mine away at weekends. **I work for quite a relaxed company** and they don’t seem to mind how I use if for leisure [ˈleʒə(r)].

Is working for Xerox [ˈzɪərɒks] too good to be true?

What a lovely place Xerox is to work! Kim Moloney [məˈloʊni], a client service executive, **can’t say enough nice thing about her employer**. ‘It’s a very special environment,’ she says. ‘People describe Xerox as a family and **I was amazed at the number of people who have worked here for so long**.’

It is tempting to **take Moloney’s comments with a pinch of salt**, especially considering that when you’ve been working somewhere for only two years, as she has at Xerox, everyone seems old and established. But there is truth behind her enthusiasm.

Take Carole Palmer, the group resources director. She joined Xerox in 1978 as a temp and has been in her present role for seven years,’ she says. ‘It has supported me through qualifications and last year I took part in the vice-president incumbent programme.’

**Human resources is taken seriously** at Xerox, Palmer says, **and the company has a policy of promoting from within** (which would explain Moloney’s amazement at her colleagues’ longevity [lɒnˈdʒevəti]). The company takes on only fifteen to twenty graduates each year and Moloney was part of intake who joined having already acquired a couple of years’ working experience.

**She started as a project manager** for Xerox Global Services **before moving into sales**. Now her responsibility is to grow and maintain customer relationship.

Moloney is based at the head office in Uxbridge. ‘It’s great **in terms of working environment**,’ she says. ‘We’ve just got a new provider in the canteen [kænˈtiːn] and **we have brainstorming room and breakout areas**.’

Much of Moloney’s role is visiting clients, so she doesn’t have a permanent desk at head office. ‘I’m a hot-desker, which is good because you get to sit with different people in the hot-desk areas. And you’re given a place to store your things.

Head offices staff numbers between 1,200 and 1,500 people. Palmer says. The company has four other main offices in the UK. The nature of organization, which encompasses sales and marketing, global services (the biggest division), developing markets, research and development and manufacturing, means what the opportunities at the company vary from service engineers to sales roles and consultants.

Perks include a final-salary pension scheme and various discount schemes. The reward and recognition [ˌrekəɡˈnɪʃn] scheme is a little different, and rather nice: ‘**Each manager has a budget every year to recognize and reward staff**,’ Palmer says. ‘**It can be in the form of a meal for two, or a bottle of wine. It can up to 1000 pounds**. There is the recognition and then there’s putting money behind it.’

Moloney, however, likes the noncash rewards. ‘Xerox takes care of all its staff but it also **recognizes the people who put in the added effort**,’ she says. ‘It offers once-in-a-lifetime incentive trips, and recently I organized a sailing trip for my team.’

The idea of working abroad with the company appeals to her, and she says that her career goal is to be part of the senior management team. Here’s another employee, it would seem, who is in it for the long haul.

Why do you like the company?

It is like a family.

How long have you been working for the company?

Two years.

When did you join the company?

In 1978.

What was your first job?

A project manager

What are you responsible for?

Growing and maintaining customer relationships

**Where are you based**?

At Uxbridge.

What would you like to do in the future?

Work abroad and be part of the senior management team.

Dear Sir or Madam,

I saw your advert for the post of Client Services Executive in yesterday’s newspaper and I would like to apply for the position.

**As you can see from my attached CV, I have been working for my current company for over two years**. I joined MacKintyre and Co in 2007 and since then, I have had many opportunities to develop my skills. **However, I have been considering a career change with a new challenge for number of months and this seems like the perfect moment to make that move**.

I see from recent press reports that your company has been expanding its operations in China and therefore I would like to draw your attention to my degree in Oriental Studies and Mandarin which I completed in 2006. Combined with my current MBA, which I have been studying for part-time at the local university, I feel that I would be an asset to your company.

Please also note that my current manager has agreed to write a reference and can be contacted on 021 2411 5296

I look forward to hearing from you.

Your faithfully

Qizhong Lin

6% of revenue dedicated to research and development

**Good morning and thanks for coming. Today I would like to tell you about** the world’s largest document management company. With a turnover of nearly sixteen billion dollars the Xerox Corporation develops and markets innovative technologies with products and solutions that customers depend upon to get the best results for their business. **In my brief presentation we’ll begin by looking at some of the key figures behind** the company’s success and how the company is structured. **Then I will give an overview of** Xerox around the world **and finally I’d like to talk about some of** the trends affecting our market and its future growth. **If you have any questions, I’ll be happy to answer them at the end. So, here you can see,** the turnover for last year was nearly sixteen billion dollars, with a final income of 978 million dollars. We operated from our headquarters in Rochester New York State in 160 countries with 55,000 employees, with over half of those in the USA. **This next chart shows you** how the corporation is split into four divisions. First of all there’s Xerox Global Services…

And finally there’s Xerox Innovation with five centres in the United States, Canada and Europe. **Note that six percent of revenue was dedicated to research and development last year as the key part of our mission statements is**, and I quote, ‘to help people find better ways to do great work.’ **Ok, let’s move on to look at Xerox around the world in a little more detail. Take a look at this chart, which shows revenue by region. So about half our revenue is from the US market. Then Europe with over five billion dollars and the rest of the world with over two. One thing I’d like to point out is** …

Finally, how is the market for the document industry looking? Well it would be unrecognizable to the people who founded the original company in 1906 and even compared to the second half of the twentieth century. **More and more offices are moving from black and white printing to colour**, and from paper documents to electronic documents. These are clearly the future opportunities and areas of growth in what is a total market worth an estimated 112 billion dollars…

**So that brings me to the end of my presentation**. Thanks for listening. I hope it’s been of interest. Are there any questions?

* Introducing the presentation

Good morning and thanks for coming.

Today I’d like to tell you about…

* Explaining the structure of the presentation

In my brief presentation we’ll begin by looking at…

If you have any questions, I’ll be happy to answer then at the end.

Then I’ll give an overview of …

* Presenting the first part/the second part/ the final part

First of all there’s ...

Here you can see

One thing I would like to point out is …

Take a look at this chart, which shows…

OK, let’s move on to look at…

Finally I would like to talk about…

* Ending the presentation

So that brings me to the end of my presentation.

Thanks for listening

Are there any questions?

Ask students what kind of company they would like to run if they had the chance. Tell them it is their dream company and they are going to create it. Working alone, they make up facts and figures to fill in the first column of the table. The aim of the task is to give controlled practice of the expressions for presenting. Their ideas can be as far-fetched as they like.

To offer staff a better health insurance scheme, we are now working with a new insurance company. Please note therefore that a representative from this company will present the new staff policy **on 9th October at 2PM in the conference room**. All staff are welcome to attend.

Please note that I have booked Rooms 101 and 102 for the seminar next week. Also note that Mr Singh will be one hour late on the Monday morning.

Due to the recent changes in the government laws, the Head of Finance will give a presentation on Tuesday 1 July at 5.30pm in the canteen to outline any effect on current company-based person scheme. Staff with this policy are welcome to attend.

As you are probably aware, the company is currently considering plans for …

Following recent feedback on working hours, the Head of Human Resources will give a presentation on Thursday 2 July at 4.30pm in the conference room to outline proposals for a system of flexitime and home-working. Any staff are invited to attend and share their ideas.

Please note that Spanish classes this year will begin on October 16th on Wednesday lunchtimes. Anyone wishing to participate should inform their line manager.

Starting a business

Branch out 扩展到

I continued studying English, and branched out to other language

Franchise [ˈfræntʃaɪz] 经销权，加盟 franchisor 被加盟商 franchisee 加盟商

Sole trader 专营商

Sole trader: you are self-employed and set up the business on your own.

Partnership: you are self-employed and start the business with another person. You are both equally liable.

Franchise: you buy a license to trade under the name of the franchisor and you benefit from the franchisor’s expertise.

New employee

The new employee introduction letter welcomes your new staff member. It introduces the new employee to his or her coworkers. A nice touch for the employee is to schedule an informal time with food and drinks for coworkers to greet their new teammate, the new employee will feel as if the team has embraced his or her arrival.

other activities to make the new employee feel welcome should include ...

it discourages the new employee from continuing to job search.

submit questions **in advance of** the meeting 在会议之前提交问题

consider giving the new employee access to your employee intranet or wiki.

This also allows the new person to more quickly integrate into the new workplace.

You highlight the new employee's experience and competence with your other employees.

A self-introduction letter will break the ice between you and your new colleagues.

since you have initiated contact

develop and maintain a smooth relationship with them

All of you are friendly with each other.

I anticipate working with all of you ...

concerning experience,

Email to welcome new staff

Dear staff:

I'd like to introduce you to our newest employee. Mike has accepted our offer of employment as a marketing manager, his first day is March 1, please join us at 4PM in the main conference room and welcome him to the company on his first day.

Mike has 15 years of experience in increasingly responsible roles with marketing at several companies.

his experience is enhanced by ...

As Marketing manager, Mike is responsible for the overall leadership of the marketing department and the marketing staff. Specifically researching and evaluating new product opportunities, demand for potential products, and customer needs and insights, working with product development teams to manage new product development

Mike will work closely with the product development teams.

thanks for joining me in welcoming Mike to the team.

QizhongLin's introduction

Hi everyone,

my name is Qizhong, actually I had joined Philips for about 7 years, the same month and same year with Dr. Xu in 2011, unfortunately I left our company four months ago, the reason is similar to others "the world is so big that I want to have a look", I thought I would get used to local company, but the answer is no. I can not be too happy during this time our company hire me again.

concerning my experience, I graduated from Fudan University in 2007, my major is bio-medical engineering, my research area is medical image processing. After graduation I went to korea directly, my first job is cardiac vessel analysis based on CT sequence. after two years I come back to Shanghai and join Hitachi, my second job is 3D visualization of medical image, finally I joined Philips research China, I participated in several projects including BI-RADS, LI-RADS, big data analytics, natural language processing, and BAMA.

That is all, thank you.

------------common conversation in office-------------

I haven't seen you around before. 　　　　我以前在这儿没见过你。

Is this your first trip to \_\_\_? 这是您第一次来某地吗？

Have you found time to see much?

Time is up, 时间到了

--Thank you for your help

--Anytime. 　　　　（不用谢）也是英美人用来回答致谢的话

--Thanks for the lovely evening.（谢谢您的款待）

--Glad you enjoyed it.（很高兴你喜欢）。

--sorry, ...

--never mind

--Why don't you join us for a drink?

--Thanks. That's a good idea.（好主意）

--What about going out for a meal after work?

--I'd like to. But I get another appointment tonight.

--I lost the match. （我输掉了比赛）

--Never mind. Better luck next time.（ 没关系，下次交好运。）

I'm afraid that he's not available at the moment.

Let's fix when we will start. (让我们来决定何时动身。)

--Yes, Of course. We've got to discuss next year's order. Just a moment, I'll get my diary... Right, next week...?

--Could you manage Tuesday? 　 （你周二能有空吗？）

I'm fully booked up next week. （下一星期的日程我都排满了）

Anytime between nine and eleven is fine.

Assemble all the relevant information. 　搜集所有的有关资料。

Arrange the points in order of importance. 　按重要性的顺序安排要点，决定哪些是可以省略的观点。

provisional 临时的，暂时的

favorable impression 　　良好印象

daily routine 　　　日常杂务

fix a meeting 　 安排会谈

Please drop me a line whenever you have time.

无论什么时候你有时间,请惠我短信.

Drop me a line once in a while.

有空给我写信.

Drop me a line and tell me how you’re getting on.

给我写封短信，告诉我你过得怎么样了。

We would be grateful if you could

Further to our telephone call this morning. I am writing to inform you of my availability for

Sorry, I couldn’t lay my hands on the address at the time.

很抱歉，我现在找不到那个地址

Since we are one of your loyal customers, please quote us your bestprice.

我们是贵方的忠实客户，请报给我们最优惠的价格

The delay of supply is due to shortage of raw materials.

延期供货是由于原材料短缺。

We would appreciate a reply at your earliest convenience.

如果你能尽早回信，我方将不胜感激

Did you apply for the post of Sales Manager?

你申请销售经理的职位了吗？

I’m writing to inform you of my availability for the above post.

我写信是想告诉你我什么时候能来就任该职。

I’m sorry, the manager is not available at the moment.

对不起，经理这会儿不在。

Please ask him to get back to me as soon as possible.

请让他尽快给我回电话。

Advertisement is a key means of sales promotion.

广告是促销的一个重要手段。

Have you put your application in writing?

你写书面申请了吗？

The annual conference will be taking place at the Metropole Hotel from 24 to 28 July.

年会将于7月24日至28日在蒙特普利饭店举行。

with reference to …现提及……[常用于商务书信中以担及来信 、参考性资料等]

eg. With reference to your letter of 25 May, I’m pleased to accept your invitation.

我很高兴接受你在5月25日信中对我的邀请。

if you enquire any further information, please don't hesitate to get in touch with us

Let’s have a look at the performance of our three main products over the last six years.

We’ve captured 70% of the domestic market.

我们已占有了国内市场的70%

launch a new enterprise 创办一家新企业 launch our new product投放新产品

top-of-the-range product 高质高价产品

middle-of-the-range product 普通产品

cheap product 廉价产品

level off 变平稳

eg. Prices leveled off after the inflation ended.