



2

Contacts

Starting point

- 1 At work, who do you usually speak to ...?
 - by phone
 - face-to-face
- 2 How much time do you spend ...?
 - speaking with people inside your company
 - speaking with people outside your company
 - working alone

Working with words | Describing your job and contacts

- 1 What do these people do?
 - A retail buyer 1
 - A public relations officer 2
 - A business psychologist 3
- 2 Read the texts and compare your answers to 1.



1

My name's Sara Prentiss. I'm a retail buyer and I work for a supermarket chain. My main job is to buy salads and vegetables from **suppliers**. I research the kind of products that our **customers** want. I also work on logistics projects. For example, at the moment I'm working with an external **consultant**. He's advising me on how to get our products to the supermarkets more quickly.



2

Hi, I'm Ben Davidson. I work for the police, but I'm not a police officer. I'm a public relations officer, so I answer questions from journalists when the police are in the news. I'm currently working on a new project to attract new people to the police force. For this, I'm working with senior police officers and an outside **employment agency**.



3

I'm Heidi Johnson and I'm a business psychologist. I'm self-employed, so I work on projects for various **clients** and companies. Basically, I deal with problems at work and help **staff** develop good relationships. At the moment, I'm helping a local team to communicate better with their **colleagues** abroad.

- 3 Read the texts in 2 again. Which person or people ...?
 - 1 work(s) on problems of communication 3
 - 2 work(s) with people outside the company 2
 - 3 work(s) with products 1
 - 4 work(s) *with* companies, but not *for* a company 3

4 Match the words in **bold** in the text in **2** to definitions 1–7.

- 1 These companies sell their products to retailers supplier
- 2 This organization finds new employees for you employment agency
- 3 These people work with you colleagues
- 4 These people pay for the services of a professional person or organization client
- 5 This expert outside the company helps you with problems consultant/advisor
- 6 These people buy your products customer
- 7 These people are the employees of a company staff

5 Work with a partner. Which people in **4** do you work with?**6** ▶ **2.1** Listen to Simon Faubert talk about his job and answer questions 1–4.

- 1 What's Simon's main job? produces software
- 2 Which department does he work in? Sale department
- 3 Who does he work with? international company
- 4 What is his main problem at work? his company have employs 12 people. There are lot. he set software but he organize the training course.

7 ▶ **2.1** Complete the sentences about Simon Faubert. Then listen again and check your answers.

- 1 I work for a company that _____ software.
- 2 They use our software to _____ the cost of making a _____ in different countries.
- 3 Then they choose the _____ with the best price.
- 4 My company only _____ 12 people.
- 5 I _____ the _____ courses.

8 Complete the table with the correct words from **4** and **7**.

Verb	Nouns
<u>Produce</u>	producer, <u>Product</u>
supply	<u>supplier</u> , supplies
<u>calculate</u>	calculator, calculation
<u>employ</u>	employer, <u>employee</u> , employment
<u>organize</u>	organizer, organization
train	trainer, trainee, <u>training</u>
consult	<u>consultant</u> , consultation <u>consultancy</u>

» For more exercises, go to **Practice file 2** on page 108.

9 Complete questions 1–5 with prepositions *with, on, for* or *in*.

- 1 Which company do you work for?
- 2 Which department/area do you work in?
- 3 Who do you work with inside and outside of the company?
- 4 What sort of projects do you work on?
- 5 What problems do you deal with?

10 Work with a partner. Ask and answer the questions in **9**.**Tip | Word families**

When you learn a new word, try and find other words in the same 'family' and note how to use them. We often use *-er* for people, e.g. *employer*, and *-ation* for things, e.g. *organization*.

Business communication | Making and receiving phone calls



- 1 What do you say or do in the following situations?
 - a Somebody calls and asks to speak to your colleague who isn't there.
 - b Somebody calls trying to sell you something.
- 2 ▶ 2.6 Listen and match the two conversations to the situations in 1.
- 3 ▶ 2.6 Match sentences 1–5 with responses a–e. Then listen to Conversation 1 again to check.

1 Is Mrs Ackers there, please? ____	a This is Simon Ilago from AOS.
2 Who's calling, please? ____	b I'm calling to offer you a special price on printers.
3 What can I do for you? ____	c Speaking.
4 Can I call you back tomorrow? ____	d You're welcome. Goodbye.
5 Thanks for calling. ____	e Sorry, but I'm out of the office tomorrow.
- 4 Which sentences and responses in 3 are said by the caller and which by the receiver?
- 5 Work with a partner. Take turns to be the caller. Have similar conversations using your own names.

Call 1: You want to organize a company visit for a group of foreign business students.

Call 2: You are offering in-company training courses.
- 6 ▶ 2.6 Make five questions with the words in the table. Listen to Conversation 2 again to check and write down the responses. Then practise the questions and responses.

Could	I you	speak leave have ask tell	Leo to call me back? me what it's about? your name, please? to Leo Keliher, please? a message?
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» For more exercises, go to **Practice file 2** on page 108.

- 7 Work with a partner. Have two phone conversations.

Student A

 - 1 Ask to speak to Alex. You're an ex-colleague. You want to meet him/her for lunch or dinner tomorrow. You're only in town for one day.
 - 2 Alex calls you back.

Student B

 - 1 You work with Alex. He/she is very busy and wants you to answer all phone calls. Ask who's calling and why, and take a message.
 - 2 Now you are Alex. Your colleague gave you the message. Call Student A.

Key expressions

Asking to speak to someone

Could I speak to (name)?

Is (name) there, please?

Identifying the caller / person called

Could I have your name, please?

A Who's calling, please?

B This is (your name).

Giving a reason for the call

I'm calling about ...

I'm phoning to ...

Saying the person is/isn't free

I'm sorry, but (I'm busy at the moment).

I'm afraid (he's out of the office).

Can I take a message?

Leaving a message

Can/Could I leave a message?

Can/Could you ask him/her to call me back?

Finishing

I'll give him/her the message.

Thanks for your help/for calling.

Speak to you later/tomorrow.

2 | Practice file

Working with words

- 1 Complete sentences 1–7 with the words from the list.

*customers supplier staff consultant
colleague employment agency client*

- 1 If I have a lot of work, my colleague often helps me.
- 2 We always use the same _____ when we need new computers or printers.
- 3 The _____ say they have two people who are interested in the new sales job.
- 4 Our _____ buy from us because our prices are very good.
- 5 Over 200 members of _____ work in our New York office.
- 6 We use a Brazilian _____ to give us advice about the South American market.
- 7 I'm self-employed and am currently working for a _____ based in Paris.

- 2 Choose the correct words in *italics* to complete sentences 1–7.

- 1 My company *employs* / ~~employees~~ 300 people.
- 2 In my job, I *train* / *training* people to use new software.
- 3 We sell our *production* / *products* to customers all over the world.
- 4 We have the price per unit. Now we can *calculate* / *calculation* the total price.
- 5 That's Yann Pichon over there. He's the *organization* / *organizer* of this conference.
- 6 Yes, we can *supply* / *supplier* the tools that you have requested.
- 7 A half-day *consultant* / *consultation* costs between \$200 and \$250.

- 3 Match 1–5 to a–f to make complete sentences.

- 1 I work for d
 - 2 I deal with _____
 - 3 I work in _____
 - 4 I work on _____
 - 5 I work with _____
- a the public relations department.
b some very interesting projects.
c colleagues in London and Paris.
~~d an IT services company.~~
e a lot of customer problems.

Business communication

- 1 Seth Guterson wants to speak to Elena Cascarino, but she isn't there. Complete his phone conversation with the receptionist using the words from the list.

*help ~~speak~~ calling afraid give take back
Does ask This*

Seth Could I ¹ speak to Elena Cascarino, please?

Receptionist Who's ² _____, please?

Seth ³ _____ is Seth Guterson.

Receptionist I'm ⁴ _____ Elena's in a meeting at the moment. Can I ⁵ _____ a message?

Seth Yes, sure. Can you ⁶ _____ her to call me ⁷ _____?

Receptionist OK. So that's Seth Guterson. ⁸ _____ she have your number?

Seth Yes, she does.

Receptionist OK, Seth. I'll ⁹ _____ her the message.

Seth Thanks for your ¹⁰ _____. Goodbye.

- 2 A few hours later Seth is still waiting for Elena to call. He phones her again. Choose the correct words in *italics* to complete the conversation.

Seth Is Elena ¹ *calling* / *there*, please?

Elena Yes, ² *welcome* / *speaking*. Is that Seth?

Seth Yes, it is. Hi, Elena.

Elena Hi, Seth. Did you call earlier and ³ *take* / *leave* me a message?

Seth Yes, this morning.

Elena I'm sorry I didn't manage to call you back. What can I ⁴ *do* / *offer* for you?

Seth It's ⁵ *on* / *about* that Japanese customer. I'm ⁶ *phoning* / *asking* to give you his email address. It's f.hayashi@yahoo.jp.

Elena OK, I've got that. That's great, Seth. Thanks very much for ⁷ *help* / *calling*.

Seth ⁸ *Of course* / *You're welcome*.

Elena I'll phone you again on Monday to give you more news.

Seth OK. ⁹ *Listen* / *Speak* to you next week. Bye.

Elena Bye.

Language at work

GRAMMAR REFERENCE

Present continuous

Form

Positive: Use *am/is/are* + *-ing* form.

He's preparing his presentation.

Negative: Use *am/is/are* + *not* + *-ing* form.

They're not going to the meeting.

Questions

1 Put *am/is/are* before the subject.

Are you staying in this hotel?

Where is she working?

2 To give a short answer to *yes/no* questions, use the subject + *am/is/are*.

Are you working on this now?

Yes, I am. / No, I'm not.

Use

1 To describe actions happening at the moment of speaking.

Hi. I'm calling you from my car.

2 To describe actions in progress around the present time, but not always at the moment of speaking.

He's doing a very interesting course this month.

3 We don't use the present continuous to talk about regular or repeated actions. Instead, we use the present simple (see page 107).

Do say: *She calls me every week.*

Don't say: *She's calling me every week.*

1 Complete sentences 1–6 with the present continuous form of the verbs in brackets.

1 (we / develop) We are developing a new range of products for South America.

2 (he / stay) _____ at the Intercontinental Hotel?

3 (you / not / listen) _____ to me. What did I say?

4 (I / leave) _____ now. See you tomorrow.

5 Why (those German engineers / visit) _____ the company?

6 (she / not / work) _____ this week. She's on holiday.

2 Match questions 1–6 to answers a–e.

1 What is she doing? c

2 What does she do? _____

3 Are you working this week? _____

4 Do you work at weekends? _____

5 Why do you leave the office so late? _____

6 Why are you leaving the office so late? _____

a She's a teacher.

b Yes, but only four days.

c ~~A Masters in Business Studies.~~

d I always have a meeting with my boss from 6.30 to 7 p.m.

e We had a very long meeting.

f No, never.

3 Read this email and choose the correct form of the verbs in *italics*.

Hello,

I ¹ *write* / *am writing* to ask if you ² *have* / *are having* a sales office or sales rep in Argentina. I ³ *work* / *am working* for a small computer producer here and we ⁴ *look* / *are looking* for a new supplier of sound cards. We usually ⁵ *buy* / *are buying* from a supplier in the USA, but their products ⁶ *become* / *are becoming* too expensive for us.

We have over 30 shops in Argentina and we ⁷ *open* / *are opening* another five this year.

We also regularly ⁸ *get* / *are getting* business by mail order via our website.

We ⁹ *try* / *are trying* to find a new supplier before the end of this month, so please contact me as soon as possible.

Best regards,

Elena Suarez