

VOCABULARY Roles and tasks

- 1 Match the people and departments in the box with the definitions (1–7).

Admin	CEO	HR	IT	PA	R&D	rep
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- 1 the person responsible for a company's operations
- 2 someone who travels and sells a company's products
- 3 someone who assists another person who has a senior position
- 4 the department for organising and managing the business
- 5 the department for training and managing employees
- 6 the department responsible for computers and communications equipment
- 7 the department for researching and developing new products

- 2 Replace the underlined words and expressions with the words in the box.

come up with	draw up	input	liaise
oversee	process	schedule	troubleshoot

- 1 I facilitate communication with managers to agree on best working practice in the office.
 - 2 Could you supervise this new research project?
 - 3 We need to find a solution to the problem on the website immediately.
 - 4 Janet's working hard to enter all the dates into the group's calendar.
 - 5 We'd like you to create exciting new products.
 - 6 I'll arrange for someone to write out the full-time contract and send it to you tomorrow.
 - 7 I deal with any job applications in the usual way.
 - 8 Could we arrange a meeting of all the executives for Monday morning, Raoul?
- 3 Which people or departments in exercise 1 do you think are responsible for the tasks and activities in exercise 2?

LISTENING

- 4 9.1 Listen to three people talking about their work. Tick (✓) the two things they have in common.

All of them

- a studied the same course at university.
- b set up their own businesses.
- c have worked in business for many years.
- d have changed careers.
- e are interested in environmentally friendly products.

- 5 Listen again. Are these statements true (T) or false (F)?

- 1 Olivia started her business while she was at university.
- 2 Olivia's design uses energy produced from human activity.
- 3 She doesn't have any regrets about her business.
- 4 David's business started during the economic recession.
- 5 He has invented more than one product.
- 6 He thinks that employing someone to help him in the early stages was unnecessary.
- 7 Rafaela turned her hobby into a business.
- 8 Rafaela's professional experience helped her to draw up a business plan.

- 6 Choose the correct words to complete the sentences. Listen again and check.

- 1 What if we could *harness / create* at least some of that energy and use it?
- 2 It's still early *times / days* yet, but I've been receiving a lot of interest.
- 3 I *patented / experimented* my product so that no one would be able to copy my idea.
- 4 I had to employ someone to organise files and *deal / process* orders.
- 5 She's helped to *generate / grow* business and keep us going.
- 6 The thing was to think of a *catchy / sticky* brand name so it would stand out.

Learner tip

Read the audioscripts at the back of the book after you listen and make a note of any new vocabulary. Don't forget to learn and revise it!

VOCABULARY

Adverb–adjective collocations

- 1 Add **one** of the adverbs in brackets in the correct place.
- Advertising is competitive and can be quite stressful. (fiercely / entirely)
 - I'm not interested in working with children because I have no patience with them! (highly / remotely)
 - Caring for people with Alzheimer's can be draining, so I try to remain detached. (emotionally / mind-numbingly)
 - Factory workers should take frequent breaks to stay alert. (mildly / reasonably)
 - Accountancy was rewarding but I hated it. (utterly / financially)
 - I'm content with my present job and have no plans to retire. (inherently / blissfully)
 - Working as a receptionist is straightforward, although problems occasionally arise. (not terribly / technically)
 - I'm exhausted by the work and really need a break. (highly / utterly)

PRONUNCIATION *quite*

Language note meanings of *quite*

Quite has several different meanings. In British English, *quite* can be used as a modifying adverb to mean *fairly* / *rather* with gradable words and *completely* with non-gradable words.

I'm quite tired but I'll do a bit more work.

I'm quite exhausted; I can't work any longer.

In American English, *quite* almost always means *completely* when used as a modifying adverb.

Quite can also be used to express agreement.

'I wish they didn't always argue in public.' 'Quite.'

- 2 Does **quite** mean **fairly (F)** or **completely (C)**, or is it being used to express agreement (A)?

- It was quite nice there.
- 'His behaviour was out of order!' 'Quite.'
- Have you quite finished? I've had enough of your attitude!
- This new product's quite amazing!
- 'It was an inspiring performance.' 'Quite.'
- The presentation was quite interesting, if you like that sort of thing.

- 3 9.2 Listen. Practise saying the sentences, imitating the intonation.

READING

- 4 Quickly read the web page opposite. Complete the subheadings (1–3) with the options (a–e). There are two extra options that you don't need to use.
- Show a willingness to correct your mistake
 - Learn from your mistake
 - Help colleagues deal with their mistakes
 - Admit your mistake
 - Don't make any more mistakes
- 5 Read the web page again. Tick (✓) the opinions the writers would generally agree with.
- Making a mistake is the worst thing that can happen at work.
 - Making a mistake needn't be a disaster.
 - Focus on the solution more than the problem.
 - Most mistakes sort themselves out by themselves.
 - Employers are generally too critical of employees who make mistakes.
 - Don't try to deal with your mistakes alone.
- 6 Complete the notes with ideas from the web page. Write one or two words in each gap.

SEVEN TOP TIPS: DEALING WITH MISTAKES

- Don't panic. Everyone sometimes.
It's normal!
- about your mistake, then go and
..... your boss.
- Don't your colleagues as this won't
gain you any favours.
- Show a desire to for your mistake
by working overtime.
- committing future mistakes
through effective organisation.
- Don't make unrealistic promises, as your boss
won't you in future.
- Never stop new skills to help you
..... your performance.

VOCABULARY The world of work

1 Choose the best options to make collocations.

- 1 *industrial / collective* tribunal
- 2 *voluntary / compassionate* redundancy
- 3 *biased / unfair* dismissal
- 4 *subsidised / statutory* travel
- 5 *compassionate / compensation* leave
- 6 *crackdown / minimum* wage
- 7 *swingeing / early* retirement
- 8 *state / absentee* pension

2 Complete the sentences with the collocations in exercise 1. There are two extra collocations that you don't need to use.

- 1 As he had a substantial pension, Henry decided to take in his 50s, to the disappointment of the CEO.
- 2 An ruled that the company had acted fairly with regard to the employee's dismissal for repeated absenteeism.
- 3 Elderly people are finding it increasingly difficult to get by on the It doesn't provide for a high standard of living.
- 4 We need to raise the so that everyone, from cleaners to factory workers, can earn enough to live on.
- 5 Her company needed to make cuts, so she agreed to take and is now looking for a job elsewhere.
- 6 Alan's boss let him take two weeks' when his sister died.

3 Complete the paragraph with suitable words.

One of the ¹p..... of my job is that I get a company car with ²s..... travel – the company pays for some of my petrol. The union also managed to negotiate the introduction of a ³c..... at head office, where I can leave my two-year-old daughter during work hours. This saves me a lot of money on ⁴c....., such as nurseries or nannies, and also means I get to check on her from time to time. There was some ⁵o..... from the management at first, who wanted to avoid the extra expense. Then Howard Kendall suggested that launching a ⁶c..... on the problem of ⁷a..... would reduce money lost in that area, and so offset any costs incurred. Management finally agreed, for which I'm eternally ⁸g..... It's made a real difference.

DEVELOPING WRITING

A job application – making a positive impression

4 Choose the most important **four** points from options a–g which, in your opinion, should be included in a job application.

- a relevant experience
- b your skills and qualifications
- c your interests and hobbies
- d explanations of why you would be suitable
- e queries about salary and working conditions
- f expressions of enthusiasm about the role
- g personal details (age, marital status, etc.)

5 Quickly read the email. Which of the options a–g in exercise 4 are included?

The screenshot shows an email interface. The header includes 'To', 'From: jy-klein@interweb.home.com', and 'Subject: Application for position ref KLT/33'. The body of the email is as follows:

Dear Ms Fields,

I'm writing to apply for the post of Customer Services Manager advertised on your company's website.

I graduated with a degree in Marketing in 2010 and since then I have been working in the Customer Services department of a large corporation. During this time I have ¹..... a range of effective management skills in liaising with customers and company sales representatives. I have personally ²..... and overseen a number of improved customer service initiatives, including the development of new staff training programmes. In recognition of these achievements I was ³..... early promotion to the role of Department Manager last year.

For some time now I have been following your company's activities in the business press and I am highly ⁴..... by your company's commitment to offering excellent customer support. I feel that I could use my knowledge and experience to help your Customer Services department to ⁵..... its maximum potential in the future.

I attach my curriculum vitae and would ⁶..... the opportunity to discuss some of my ideas with you in person. I look forward to hearing from you.

Yours sincerely,
Jannette Klein

6 Complete the email with the correct form of the verbs in the box.

award	demonstrate	develop	impress
realise	relish		