UNIT 1

The working day

Getting started

1 Read the introductions and write the correct first names on the organogram below.

My name’s Caroline. My area of responsibility is finding and testing new products.

I’m Jan. I’m responsible for computer systems. I install hardware and software and fix any problems.

I’m Gamal. I do the bookkeeping and the payroll.

I’m John Paul. I lead the team who make our products and I’m responsible for their safety at work.

My name’s Sveta. I help to make sure the company is producing what people want to buy and promote our products.

I’m Rosie. I’m responsible for recruitment and issues to do with staff welfare.

I’m Alex. I deal with our suppliers and make sure we buy equipment and materials at the best prices.

I’m Marcelo. I unload deliveries, record stock and make sure it is stored correctly.

I’m Ben. I operate some of the equipment for making our products.

My name’s Daniel. I meet possible new customers and give them information about our products.

I’m Lawrence Muyimba. I am the financial director.

My name’s Asaad. I do the bookkeeping.

Leila Smith
Marketing Manager

Leonard Holister
Sales Executive

Mike Nowak
IT Support Engineer

Bernard Yates
Sales Manager

Steve Cann
Production Manager

Lawrence Muyimba
Financial Director

Caroline Gomes
Warehouse assistant

Asaad Leila
Accountant

Leila Smith
Marketing Manager

Bernard Yates
Sales Manager

Steve Cann
Production Manager

Lawrence Muyimba
Financial Director

Caroline Gomes
Warehouse assistant

I’m Rosie. I’m responsible for recruitment and issues to do with staff welfare.
2 Do you know anyone who does any of the jobs in this organogram? Which do you think is the most difficult job to do?

Company departments

Vocabulary

Look at the list of company departments (a–h) and read situations (1–6). Decide which department each person should ask to speak to when phoning the company. There are two more departments than you need.

1 Mr Mitchell is a marketing executive who has received several complaints from customers about faulty goods.
2 Mr Davies is a consultant who thinks he has not been paid for an invoice.
3 Mr Ivanov has just received the results of some laboratory tests on a possible new product.
4 Ms Santoro is a sales executive who is interested in working for the company.
5 Ms Evans works in the company as a secretary and she has a problem with her computer.
6 Mr Chen is a retailer who is interested in stocking the company’s products.

Personal assistants

Listening

1 You are going to hear a conversation with a PA (personal assistant) who works for the director of a TV channel. Work in pairs and decide which of the following activities could be part of her job.

- answering letters
- booking flights
- booking train tickets
- co-ordinating special events
- looking up information
- making coffee
- prioritising appointments
- taking notes in meetings
- taking phone calls
- welcoming visitors

2 Listen to the first part of the interview. Which of the above activities does she mention?

3 Listen to the whole interview and complete the interviewer’s questions:

1 So what ................., Sally?
2 What .................?
3 Do you ................. your job?
4 ................. the people you work with?

4 Complete the following statements with the correct adjective from the box.

- busy
- friendly
- helpful
- organised
- reliable
- stressful

1 Sally’s workplace is always very ................. .
2 According to Sally, it is important for a PA to be ................. .
3 Sometimes the job can get ................. .
4 She thinks her colleagues are very ................. and ................. .
5 Sally’s boss thinks she is ................. .

5 Listen to the interview again and check your answers.
Many critics dislike reality TV shows, but one show which has received very favourable reviews is *Changing Places*. The main idea is simple. Take the Chief Executive Officer of a company and put him in the position of one of his own company’s low-end workers.

Donald Eisner is the CEO of Absalon chain of hotels in Australia. His family have been hotel owners for three generations and are one of the richest in the Australian hotel industry. In the programme we see Donald Eisner working as a bellboy, cook and cleaner while supervisors monitor his performance, noting any mistakes. He has some triumphs, it is true. In the kitchen, he successfully cooks several pancakes, for example, and he makes the beds correctly. The rest of his housekeeping, however, is not a success as he fails to clean any rooms to the company’s required standards.

At the end of the programme we see his supervisor taking him from room to room, pointing out his mistakes.

Alex Jennings runs a highly successful chain of steak bars called Wayside Inn. He has a reputation for demanding quality from his staff, both in terms of food and service. However, when he changes places with some of them, we see him fail in a number of tasks in the restaurant. As a waiter, he continually forgets to ask customers how they want their steaks to be done, and mixes up the orders completely when he has to serve five tables at the same time. A few minutes later disaster strikes when his tie becomes caught under the drinks on a tray! The next day when he takes the place of the cook, the supervisor makes him redo several of the steaks.

Now that their experience is over, are the CEOs thinking of making any changes to their businesses? The answer is that they already have. ‘We carried out several changes like sorting the knives, forks and spoons to make it easier for the person who washes the dishes,’ says Mr Jennings. ‘We’re also redesigning the staff uniforms.’ Mr Eisner found the experience even more of a shock. He is not only making changes in his hotels, like the policy on who orders new supplies of cleaning materials, but he also wants to create a *Changing Places* day at all Absalon hotels so that all senior management can go through a similar process to him.

### Describing a job

**Speaking**

1. Make a list of the responsibilities that you have in your job. If you are not yet working, either think of another position you had (for example in a school club), or imagine you are doing a job from the organogram on page 10.

2. Work with a partner. Use some of the questions from the interview to ask your partner about his/her job. Tell your partner about your responsibilities. Use the useful language to help you.

#### Useful language

**Describing your job**

- I’m in charge of …………..
- I deal with …………..
- It’s my job to …………..
- I’m responsible for …………..

### Changing Places

**Reading**

Reality TV is where real people are filmed in different situations. Some reality TV programmes are set in the workplace, such as a hospital or a hotel.

1. **Discuss these questions in small groups.**
   - Do you know any examples of reality TV shows which show people at work? Have you seen any of them?
   - Read the quotes. Which opinion do you agree with? Why?
     - ‘Most people don’t know what it’s like to do another job. That’s why reality shows like this are so interesting.’
     - ‘Shows like this give people the wrong idea because they only show the interesting parts of jobs. You can’t know what a job is like from just one hour of TV.’

2. **Read the article quickly without using a dictionary to get a general understanding of what it is about.** This is called *skimming* and it is very useful when you have a lot of text to read. If you are reading a text you may also be looking for key words or phrases. This is called *scanning*, and is useful if you are looking for specific information.

   When you have skim-read the text, scan it and write the paragraph numbers next to the names.

   - Donald Eisner …………..
   - Alex Jennings …………..

3. **Read the text again to see if the statements on page 13 are true or false.** Begin by underlining a word or phrase in each statement you think you can find in the text. For example, in Statement 2, you can look for the word *pancakes*. 

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Donald Eisner
1 He comes from a rich family. T
2 He can cook pancakes. ........
3 He cleans the hotel rooms to the company’s required standards. ........
4 He is thinking of making a different person responsible for ordering the cleaning materials. ........
5 He would not like other senior executives to work as cooks and cleaners. ........

Alex Jennings
6 He believes quality is important in his restaurants. ........
7 He has good skills as a waiter. ........
8 He is making changes to the uniform that staff wear. ........

4 Work with a partner. Discuss these questions.
1 What do you think of the idea of having a Changing Places day in your company or place of study?
2 Would it be a good idea? Why/Why not?

Grammar workshop
Present simple and present continuous

You use the present simple to talk about habits and things that are always or usually true.

Alex Jennings runs a chain of steak bars.
(He does this as part of everyday life.)

Question: Does he run a chain of steak bars?
Negative: He doesn’t run a chain of steak bars.

You use the present continuous to talk about things which are true only at the moment, or a process which is not completed.

They are redesigning the staff uniforms.
(This is true only in this period of time.)

Question: Are they redesigning the staff uniforms?
Negative: They aren’t redesigning the staff uniforms.

1 Look at the time phrases in the box. Write present simple (PS) or present continuous (PC) next to the correct time phrase.

<table>
<thead>
<tr>
<th>always</th>
<th>generally</th>
<th>this month</th>
</tr>
</thead>
<tbody>
<tr>
<td>at the moment</td>
<td>now</td>
<td>PC</td>
</tr>
<tr>
<td>currently</td>
<td>never</td>
<td>today</td>
</tr>
<tr>
<td>every month</td>
<td>often</td>
<td>this week</td>
</tr>
<tr>
<td>each year</td>
<td>sometimes</td>
<td>twice a month</td>
</tr>
</tbody>
</table>

2 Write five sentences about things which happen or are happening at the moment in your company or place of study. Use a time phrase from the box in each sentence. Work in pairs and read them to your partner. Ask your partner a question about each of their sentences.

At the moment we’re working on a big project.
What exactly are you doing?

We have a staff meeting every week.
What do you discuss in the meeting?

3 Business English students sometimes wrongly use a state verb in a continuous tense. Read the following sentences. Decide which are incorrect and change them.

1 We are needing an audiosystem for the conference. need
2 Our staff are not understanding our financial position.
3 They are advertising for a new sales executive at the moment.
4 I can’t employ him because he’s having no references.
5 Don’t disturb Richard just now because he’s doing the payroll.
6 I’m thinking this new system is a big mistake.
7 I’m thinking of going on holiday next week.
8 Some people are still preferring to use a flipchart instead of PowerPoint.

4 Which verb can be either a state verb or an action verb? What is the difference in meaning?