

1.2

Making contacts

VOCABULARY

Job responsibilities

1 Tell your partner about your job. Use these expressions and choose the correct preposition.

I work *of / for / about* ...

I'm responsible *for / of / about* ...

I usually report *up / at / to* ...

I specialise *about / in / for* ...

I'm involved *in / of / for* ...

I deal *for / with / of* ...

I'm in charge *for / of / to* ...

2 Think of one person you see and speak to in connection with your work ...

- at least once a day _____
- once every six months _____

Tell your partner about these two people. Explain the connection and what they do.

3 Why is making contacts, or 'networking', an important part of many jobs? Is that true for you?

4 Read the article below about some new networking groups specifically for businesswomen. Choose the best word A, B or C to fill the gaps 1-10.

READING

Life's all about making connections



- | | | |
|-----------------|-----------|---------------|
| 1 A attending | B going | C meeting |
| 2 A ideas | B sugar | C money |
| 3 A department | B company | C group |
| 4 A work | B charge | C responsible |
| 5 A to | B in | C about |
| 6 A run | B control | C produce |
| 7 A speak | B know | C be |
| 8 A do | B see | C make |
| 9 A socialising | B work | C extra |
| 10 A talk | B win | C success |

To you, networking might mean (1) _____ a conference or trade fair event to meet new clients or partners. Or it could be the coffee break at work where you share (2) _____ with colleagues in other departments. But nowadays networking has become an event in itself.

For example, Pricewaterhouse Coopers offer its female staff a formal networking (3) _____ called PwCwomen. With 900 members, it organises events ranging from informal drinks evenings to coaching events. Tina Hallet, who is (4) _____ for the group, says that she got involved (5) _____ networking because 'I'd

got to a reasonably senior level and I wanted to help other people to maximise their potential.'

You don't have to be senior to (6) _____ 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 (7) _____ 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 organisations. It's a great way to

(8) _____ 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 (9) _____ 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 (10) _____. It is amazing how many people you get to meet from different parts of the organisation.'

5 According to the article, where do people network and what are the reasons? Would it be useful for you to join or set up similar networks?

LISTENING

Starting a conversation


- 6**  1.2 Listen to four people starting conversations. In each conversation decide where the speakers are making contact.

<http://jeisee.com/tten/text/download/sound/?id=1192&filename=02.mp3>

- Conversation 1: _____ A At a conference
Conversation 2: _____ B Over dinner
Conversation 3: _____ C In someone's office
Conversation 4: _____ D On a training course

- 7** Match the expressions on the left to the responses on the right.

- | | |
|---|--|
| 0 I'd like to introduce you to Marek. | A Yes, it is. And you? |
| 1 Nice to meet you at last. | B Hello, Marek. How do you do? |
| 2 Do you two know each other already? | C Thanks. |
| 3 Would you like a coffee? | D Pleased to meet you too. |
| 4 So have you enjoyed this morning? | E Sure. |
| 5 Is this your first time at one of these events? | F Two. Twins. |
| 6 May I join you? | G Yes, most of my life. |
| 7 You're a colleague of Martin Obach, aren't you? | H Yes. Is that something you might be interested in ...? |
| 8 How do you know him? | I Well, we've spoken on the phone a few times. |
| 9 How many children do you have? | J Yes, it was very interesting. |
| 10 Have you always lived in Lille? | K That's right. He works in our Barcelona office. |
| 11 I know your company is looking for a partner on this Thai project. | L We were both at Elcotil together. |

- 8**  1.2 Listen and check your answers.

<http://jeisee.com/tten/text/download/sound/?id=1192&filename=02.mp3>

- 9** Work in pairs. One student says expressions 0–11. The other student closes this book and gives an appropriate response.
- 10** In conversation 4, the two people start discussing personal topics such as where they live and their family. Would you discuss these topics in your country with business colleagues? What do you think are good topics for networking? Make a list of topics with your partner.

SPEAKING

Developing a conversation

- 11** Work as a class or in large groups. You are at a networking event, so stand up and walk around. Meet one person and have the conversation below. At the end, move on to a new person.



Business correspondence

Read the correspondence on Evelyn's desk and answer these questions.

- 1 Is it all related to her work?
- 2 Which is formal? What is it about the content and language which tells you this?
- 3 Which is 'internal communication'? Did anyone else receive it?
- 4 How is the memo different to the letter and the email? Think about the following:
 - the layout
 - the beginning and the end
 - the paragraphs
- 5 Find abbreviations which mean the following:
 - telephone number
 - as soon as possible
 - at
 - Subject (or) With reference to

To: All Staff
From: Ray Bonner
Date: 24th June
Subject: Trial of flexitime system

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.

From: evelyn@larbonner.com

Hi Rona

How are you? I got a note to say you called. Great news that you passed your final exam! I'm sorry that I didn't get back to you but it's been crazy here. The network was down for three days so all our customers were receiving the wrong orders! Anyway, how about meeting for lunch this week? If you can't make it, don't forget the party this weekend. Do you want me to pick you up at 8?

See you soon.

Eve

Dear Mr Hynes

RE: Replacement of item 00-A104

With regard to your letter dated 12th June, I am writing to confirm that we can offer you a replacement item and this will be sent out today. I would like to apologise for the delay in dealing with this. Unfortunately, this was due to recent changes to our network. On behalf of Lar Bonner I would like to thank you for your custom. We look forward to working with you again in the future.

Yours sincerely

Evelyn Boer

Customer Services
 Tel. 0207 865 849

Eve - Can you call someone called Rona back asap? She passed!

Exam Success

In Part One of the writing test you are required to write a note, message, memo or email of around 40–50 words. You will need to use some of the phrases from this table.

2 Complete this table of phrases for writing emails, letters, notes and memos with the underlined words in Evelyn's correspondence.

	More formal	Less formal
Opening salutation	Dear ...	Hi ...
Give reason for writing	(1) _____	Just a quick note to say ...
Refer to previous contact	(2) _____ _____	Thanks for your email ...
	(3) _____ _____	It was good to see you last week ...
Make a suggestion	I would like to suggest that ...	(4) _____ What about ...
Apologise	(5) _____ _____	I'm afraid that ... (6) _____
	We apologise for any inconvenience caused by ...	
Give good news	We are delighted to ... (7) _____	Great news!
Give bad news	(8) _____ We regret to tell you that ...	The bad news is ...
Request	I would be grateful if you could ...	(9) _____
Offer help	If you have any further queries / problems, please do not hesitate to contact me ...	(10) _____ _____
Remind	(11) _____	(12) _____
Refer to future contact	(13) _____ _____	(14) _____
	I look forward to meeting you again soon.	
Closing salutation	Yours faithfully (when the letter begins <i>Dear Sir / Madam</i>) (15) _____ (when the letter begins <i>Dear Mr / Ms / Mrs</i>)	Best regards / wishes All the best

3 You are a manager at Lar Bonner. After a meeting with staff, the company has agreed to extend parental leave for fathers from two weeks to three weeks. Write a memo to all staff.

- Refer to the previous meeting.
- Say when the new system will begin (25th September).
- Remind staff that their managers need one month's notice.