

1.1

World of work

READING

Training and workshops

1 J&C Training is a company providing training for other businesses. Look at the courses J&C Training offers and tick the ones that you find interesting. Compare with a partner and explain why the courses interest you.

<input type="checkbox"/>	Selling techniques	<input type="checkbox"/>	Health and safety in the workplace
<input type="checkbox"/>	Cross-cultural communication	<input type="checkbox"/>	How to give effective presentations
<input type="checkbox"/>	Business English intensive courses	<input type="checkbox"/>	How to deal with difficult customers
<input type="checkbox"/>	How to set up a business through the Internet	<input type="checkbox"/>	Public speaking
<input type="checkbox"/>	Team building	<input type="checkbox"/>	Speed reading and memory supertraining

2 Match the jobs (1-4) with their definitions (A-D).

- |                |   |
|----------------|---|
| 1 an author    | A someone who talks at a public event                                     |
| 2 a speaker    | B someone who helps people to improve at a sport, skill or school subject |
| 3 a trainer    | C someone who advises people on a particular subject                      |
| 4 a consultant | D someone who writes books or articles                                    |

3 Read this profile about the owner of J&C and fill the gaps with the jobs in exercise 2.



J&C TRAINING - about us

J&C is a training consultancy for personal and professional development in the workplace. It is based in Oxford and it is run by Janet Coyte.

Janet is an experienced teacher and (1) \_\_\_\_\_. She runs courses and workshops for companies and universities. As a (2) \_\_\_\_\_, she helps business people overcome difficulties. She sometimes gives one-to-one sessions on the phone or via email.

She is the (3) \_\_\_\_\_ of several books, and she writes articles on public speaking and presentation skills. Janet is also an internationally accredited public (4) \_\_\_\_\_, and she gives motivational talks around the world. Clients of J&C say that their courses are entertaining, professional and very practical.

4 Read the five sentences from emails sent to J&C Training. Which requests can J&C help with?

- I want to study business English, but I can't travel to Oxford.
- Our university department needs some IT training. Can you help?
- I want to give a speech at my brother's wedding.
- I'd like some help with writing a novel.
- Our company would like some information on team-building weekends.

## What does your job involve?

- 5** Five people from different companies are attending a J&C workshop on public speaking. Match their job titles (1-5) with their responsibilities (A-E). Write the correct letter A-E for each job.

### Job titles

- 1 chief financial officer (CFO) \_\_\_\_\_
- 2 management consultant \_\_\_\_\_
- 3 personal assistant (PA) \_\_\_\_\_
- 4 quality manager \_\_\_\_\_
- 5 sales representative (rep) \_\_\_\_\_

### Responsibilities

- A visits customers, leaves samples and supports the customer service department.  
 B is responsible for testing new products and deals with customers' complaints.  
 C interviews clients and gives them advice.  
 D is responsible for the company's accounts, and controls money coming in and going out.  
 E organises meetings and deals with correspondence.



- 6** 1.1 Listen to the five workshop participants introducing themselves. Complete the badges with the correct job title for each person.

Please scan the QR code and find the audio listening through Online resources(在线资源).

The image shows five name badges for a 'Joe TRAINING' workshop. Each badge features a photo of a person and a blank space for a job title. The names and companies on the badges are:

- Katherine Alessi**, Marfil Solutions
- Mark Jenkins**, Soap Heaven
- Kostas Hadavas**, Athens Daily Menu
- Suzanne Wilkes**, P&B Europe
- Carmen selles**, Car Spek

- 7** Write two sentences which are true for you, using the expressions in exercise 5. Compare with your partner.

*I deal with employees' problems.*

## The present simple

The present simple is used to talk about:

- permanent situations

Q: *What **do** you **do**?*

A: *I'm a sales rep. I **work** for a company that **supplies** computer software.*

- habits and frequency of activities

Q: ***Do** you **often** **travel** abroad?*

A: *Yes, I **go** to Italy two or three times a month.*

- timetables (with a time expression)

Q: ***When** **does** your train **leave**?*

A: *It **leaves** at 14:45.*

### 1 Complete the sentences with the present simple form of the verbs in brackets.

1 'What \_\_\_\_\_ your company \_\_\_\_\_?' (produce)

'It \_\_\_\_\_ electrical appliances.' (make)

2 'How many people \_\_\_\_\_ you \_\_\_\_\_?' (employ)

'We \_\_\_\_\_ 1,200 employees.' (have)

3 '\_\_\_\_\_ you \_\_\_\_\_ your goods abroad?' (export)

'Yes, we do. We \_\_\_\_\_ all over Europe.' (ship)

4 'How often \_\_\_\_\_ you \_\_\_\_\_ staff meetings?' (have)

'Once or twice a month. We \_\_\_\_\_ them every week.' (not hold)

5 'What time \_\_\_\_\_ the meetings \_\_\_\_\_?' (start)

'They usually \_\_\_\_\_ at 11 o'clock.' (begin)

6 '\_\_\_\_\_ Peta \_\_\_\_\_ you with your work?' (help)

'Yes, she does, but she \_\_\_\_\_ a lot of time.' (not have)

## Adverbs and expressions of frequency

We often use these adverbs of frequency with the present simple:

always usually often sometimes rarely never

Adverbs of frequency usually go:

- before most verbs *She **often** prepares Power Point presentations.*
- after the verb *be* *He **is never** late.*

We also use expressions such as *once a week, twice a month, every Monday, on Thursdays*. These usually go at the end of the sentence.

*We have a staff meeting **every Monday / on Mondays / once a week.***

### 2 Put the words in the correct order to make sentences.

1 meetings / month / we / every / have / two

---

2 December / bonus / always / in / gets / a / he

---

3 rarely / complaints / we / receive / any

---

4 produce / catalogue / year / every / new / we / a

---

5 she / schedule / behind / is / never

---

## Work-life balance

- 3 Do you work or study too much? Or do you know how to balance your work with your life? Take this test to find out. Answer the questions by writing a number (0-5).

## PERSONALITY QUIZ

## HOW OFTEN ...

- 1 do you plan your day's activities?
- 2 do you sleep eight hours a night?
- 3 do you find time to relax during the day?
- 4 are you on time for appointments?
- 5 do you spend more than an hour on lunch?
- 6 do you see your friends at weekends?
- 7 do you do exercise or sports during the week?
- 8 do you read a magazine in the evening?
- 9 do you wake up full of energy in the morning?
- 10 do you laugh in a normal work day?
- TOTAL SCORE**

- 0 = never  
 1 = seldom / rarely  
 2 = occasionally  
 3 = frequently / often  
 4 = usually / normally  
 5 = always

## HOW TO INTERPRET THE SCORE:

- 41-50:** Well done! You find it very easy to relax. But be careful – you are so relaxed that you are in danger of disappearing! Maybe you need to wake up and make sure people still know that you are there.
- 31-40:** You find it quite easy to relax. People like being with you, because you are a positive presence.
- 21-30:** You don't find relaxing very easy and life is a bit difficult for you.
- 11-20:** You don't find relaxing easy at all – that's why you struggle so much at home and at work.
- 10 or below:** You're making life hard for yourself – and maybe for the people around you too. Your health may even be suffering. Relax!

## Exam Success

In Part Two of the Speaking Test, you will give a short presentation. There are two topics and you have to choose one of them. The heading on the topic sheet is *What is important when ...?*

## 4 Work in pairs.

**Student A:** Interview your partner using the questionnaire above.

**Student B:** Give as much information as you can.

A: Do you plan your day's activities?

B: Yes, I usually plan my day's activities the night before. I write appointments in my diary.

A: How often do you see your friends?

B: I see them once a week. We have supper together every Friday night.

## 5 Work in pairs. What things are important in maintaining a work-life balance?