



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

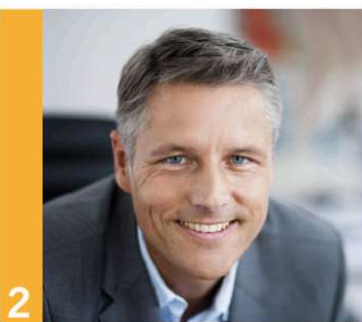
Working with words | Describing your job and contacts

- 1 What do these people do?
 - A retail buyer
 - A public relations officer
 - A business psychologist
- 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
 - 2 work(s) with people outside the company
 - 3 work(s) with products
 - 4 work(s) *with* companies, but not *for* a company



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*.

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

- 1 These companies sell their products to retailers _____
- 2 This organization finds new employees for you _____
- 3 These people work with you _____
- 4 These people pay for the services of a professional person or organization _____
- 5 This expert outside the company helps you with problems _____
- 6 These people buy your products _____
- 7 These people are the employees of a company _____

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. (see script on the next page)

- 1 What's Simon's main job?
- 2 Which department does he work in?
- 3 Who does he work with?
- 4 What is his main problem at work?

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
_____	producer, _____
supply	_____, supplies
_____	calculator, calculation
_____	employer, _____, employment
_____	organizer, organization
train	trainer, trainee, _____
consult	_____, consultation

» 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 _____?
- 2 Which department/area do you work _____?
- 3 Who do you work _____ inside and outside of the company?
- 4 What sort of projects do you work _____?
- 5 What problems do you deal _____?

10 Work with a partner. Ask and answer the questions in 9.

2.1

Interviewer So what do you do, Simon?

Simon I work for a company that produces software.

Interviewer And which department are you in?

Simon I'm in the sales department and I'm a sales rep.

Interviewer So who do you work with?

Simon I work with a small team of reps. There are three of us.

And obviously I have a lot of contact with my customers.

Interviewer So who are your customers?

Simon Our customers are international companies that work with producers and suppliers abroad. They use our software to calculate the cost of making a product in different countries.

Interviewer And how does this help your customers?

Simon Well, they know the production cost in each country.

Then they choose the supplier with the best price.

Interviewer OK, I see. So what sort of problems do you deal with in your work?

Simon Hmm ... I think the biggest problem is time – my company only employs 12 people, so there's a lot to do. As I said, I sell software, but I also train our customers to use it. I organize the training courses, and that's a lot of work. Five days a week just isn't enough to do everything.

Language at work | Present continuous

- 1 Look at the people in the pictures and answer the questions.
- Where are they?
 - What are they talking about?



- 2 ▶ 2.2 Listen to three conversations. Write the answer to the question for each conversation. (see script on the next page)
- Conversation 1 What do you do? _____
- Conversation 2 What are you doing these days? _____
- Conversation 3 What are you doing? _____
- 3 Look at your answers in 2 and complete the explanations and examples in the Language point.

LANGUAGE POINT

- We use the *present simple* / *present continuous* to talk about an action happening at the moment of speaking.
Example: _____
- We use the *present simple* / *present continuous* to talk about an action happening around the present time.
Example: _____
- We use the *present simple* / *present continuous* to talk about a fact or regular action.
Example: _____
- We form the present continuous with _____ + *-ing* form of the verb.
- We form questions in the present continuous with (question word) + _____ + subject + _____.

» For more information, go to **Grammar reference** on page 109.

- 4 Work with a partner. Tell your partner three things you do regularly at work and three things you are working on at the moment.

2.2

1

So tell me, what do you do?

I'm a sales rep.

Who do you work for?

I work for a company that produces software.

2

I've not seen you at work for ages. What are you doing these days?

I'm travelling a lot more.

So that's why I never see you. What are you working on at the moment?

I'm working with our new suppliers in Hungary and Poland.

We're setting up a new ordering system.

Sounds great.

3

Hi. What are you doing?

I'm just finishing this report.

Got time for a coffee?

Give me a minute.

2.3

1

A Technical Support. Aidan speaking.

B Hi, Aidan.

A Who am I speaking to?

B Sorry, this is Nadira. I'm trying to access my customer files, but the computer isn't accepting my log-in. The log-in details are still the same, aren't they? The first four letters of my name, N-A-D-I, then the last four of my mobile number: one three seven four.

A Yes, that's right. But you're not the first person to call me today! There's a problem with the server.

B Is somebody working on it at the moment?

A Yes, I am. But it's not easy, because I'm on my own here. Everybody else is having lunch. Try again in half an hour.

B OK, Aidan. Thanks.

2

A Good to see you again, Johann.

B Yes, you too, Anabelle.

A Are you staying here all week?

B Yes, I am. I'm giving a training course.

A So who are you training this time?

B It's a group of six people. They all work in telesales.

A Ah yes, I know Sonya and her team. So is it going well?

B Yes, they're making good progress. Do you work with the telesales team, then?

A No, I don't, but we have lunch together from time to time.

B Well, I'm going to a restaurant with them right now. Do you want to come?

A Sorry, but I always go to the gym on Wednesdays.

- 5 ▶2.3** Listen to two conversations and answer the questions. (see script on the previous page)
- Conversation 1: 1 What's Nadira trying to do?
2 What's her log-in?
3 What's the problem?
- Conversation 2: 1 What's Johann doing this week?
2 Who with?
3 Who's going for lunch?

- 6 ▶2.3** Complete Conversation 1 with the present continuous form of the verbs from the list. Then listen again and check.

have speak try accept work

- A Who ¹ _____ I _____ to?
- B Sorry, this is Nadira. I ² _____ to access my customer files, but the computer ³ _____ my log-in.
- A ... There's a problem with the server.
- B ⁴ _____ somebody _____ on it at the moment?
- A Yes, I am. But it's not easy, because I'm on my own here. Everybody else ⁵ _____ lunch.

- 7 ▶2.3** Make sentences from the prompts using the present continuous or present simple. Then listen to Conversation 2 again and check.

Example: A Are you staying here all week?

- A You / stay / here all week?
- B Yes / I / give / training course.
- A Who / train / this time?
- B Group / six people. They / all work / telesales.
- A I / know / Sonya / her team. It / go / well?
- B Yes / they / make / good progress. You / work / with / telesales team?
- A No / we / have / lunch / from time to time.
- B I / go / restaurant / them / now. You / want / come?
- A Sorry / I / always / go / to the gym / Wednesdays.

- 8** Work with a partner. Practise the conversation in 7.

» For more exercises, go to **Practice file 2** on page 109.

- 9** Work with a partner. Look again at pictures A and B in 1. Have a conversation for each situation using information about you and your job.

Practically speaking | How to say phone numbers and spell names

Tip | Saying phone numbers

We usually say each number separately, except when two numbers are the same:
The code for Thailand is double oh double six (00 66).
In American English, we say zero and not oh for 0.

- 1** Look at the post-it. How do you say the phone number?

Hans-Peter,
Can you call Myra Tully on 01865 556767
Or if not, on her mobile: _____
(code for UK _____)

- 2 ▶2.4** Listen and complete the missing numbers on the post-it in 1. Did you say the phone number in 1 correctly? (see script on the next page)
- 3** Work with a partner. Say your home, work and mobile phone numbers to your partner. Write down what your partner says.
- 4 ▶2.5** Listen to two more conversations and write the names. (see script on the next page)
- 5** Work with a partner. Spell your first name, last name and the name of your company to your partner. Write down what your partner says.

2.4

A My landline is oh-one-eight-six-five, double five-six, seven-six-seven.

B Sorry, double five-six ...

A Seven-six-seven. If there's no answer on that number, he can try my mobile number. That's oh-six, two-five, nine-seven, eight-oh, double three. Those are UK numbers. If he's phoning from Germany, the code is double oh-double four.

B Zero-zero-double four. OK.

2.5

1

A Can you give me your name, please?

B Sure. It's Geoff Eccleston. That's E-double C-L-E-S-T-O-N.

A Eccleston. With a double C.

B That's right.

A And your first name, Jeff ... is that J-E-F-F?

B No, it's Geoff with a G. G-E-O-double F.

A G-E-O-double F. OK.

2

A Can I have your name, please?

B Yes, it's Aliny Reis. That's A-L-I-N-Y ...

A A-L-I-N-Y. And your last name? Reis, did you say?

B Yes, that's R-E-I-S.

A R-E-I-S. OK.

2.6

1

A Ackers and Shipton. How can I help you?

B Is Mrs Ackers there, please?

A Speaking. Who's calling, please?

B This is Simon Ilago from AOS – Ace Office Supplies.

A What can I do for you, Mr Ilago?

B I'm calling to offer you a special price on printers, Mrs Ackers.

A I'm sorry, I'm busy at the moment.

B Can I call you back tomorrow?

A Sorry, but I'm out of the office tomorrow. But thanks for calling. Goodbye.

B Er ... you're welcome. Goodbye.

2

A BFC Consulting. Ralf Guterson speaking.

B Hello. Could I speak to Leo Keliher, please?

A I'm afraid he's out of the office at the moment.

B Could I leave a message?

A Yes, of course. Could I have your name, please?

B This is Natalie Kent, from NT Consulting. Could you ask Leo to call me back? It's quite urgent. He's got my number.

A Yes, sure. Could you tell me what it's about?

B Yes, I'm phoning to offer him some consultancy work.

A OK. I'll give Leo the message.

B Thanks for your help. Goodbye.

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.
(see script on the previous page)
- 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

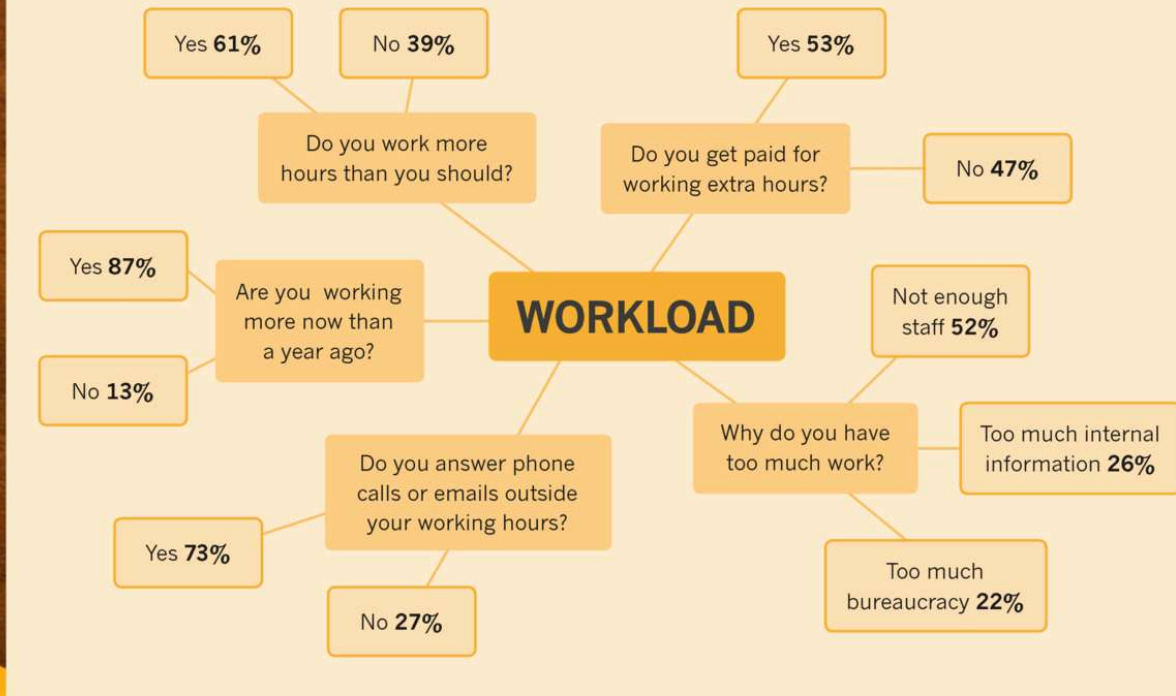
I'll give him/her the message.

Thanks for your help/for calling.

Speak to you later/tomorrow.

TALKING POINT

Do you work too much?



Discussion

- 1 Look at the infographic from a recent work survey. Do you think any of the answers are surprising?
- 2 What is similar in your country or company? What is different? How?
- 3 What would you change in your present job to reduce your workload?
- 4 Ask the questions in the survey to others in your class. Are your results similar to the survey?

Task

- 1 Your boss is offering you a part-time assistant for 15 hours a week. Make notes about these questions.
 - What parts of your job do you want to give to your new assistant?
 - Who and what does your new assistant need to know?
 - What hours do you want him/her to work?
 - How will you use the extra time you now have?
- 2 Your partner is your new assistant. Use your notes in 1 to explain the job to your partner and answer any questions he/she has. Then switch roles.