



8

Employment

Learning objectives in this unit

- Talking about professional qualities, skills, and experience
- Saying what you are doing and talking about trends
- Telling the time
- Arranging to meet

Activity

- The right person for the job

Starting point

- 1 How many employees are there in your company / your department / your office?
- 2 How does your company recruit new employees? Does it have a Human Resources Department?

Working with words | Employment

- 1 Read these job adverts.
 - 1 What type of company is it?
 - 2 Find two words that mean the same as *job*.
 - 3 Which job needs a particular skill? What is it?

We are currently offering three positions for the right people:

Summer placement

Are you an **energetic** student with ambition? Get some work experience this summer. Every June–August we employ a **friendly** young person to help in our offices. Learn new skills and earn some money.

Web editor

We are looking for an **imaginative** but **focused** web editor to join our team. You are a **practical** person who can deal with problems on your own.

Website production assistant

This post needs a **careful** and **patient** person with basic skills in HTML. You assist **experienced** web producers and receive training.

[Click here for more details](#)

- 2 Match the adjectives in **bold** in 1 to definitions 1–8.
 - 1 thinks about things and does not make mistakes _____
 - 2 can deal with everyday problems _____
 - 3 has new and exciting ideas _____
 - 4 very active and lots of energy _____
 - 5 can work on one job for a long time _____
 - 6 kind and helpful _____
 - 7 has lots of skills and knowledge in the job _____
 - 8 can wait for a long time _____

3 41▷ Listen to these words. Write the number of syllables and underline the stress.

energetic 4 imaginative ___ careful ___ friendly ___
 practical ___ focused ___ patient ___ experienced ___

Now listen again and repeat the words.

4 Work with a partner. Take turns to choose adjectives from 2 to describe these jobs. You can use more than one adjective. Guess what job your partner describes.



5 42▷ Listen to Anton and Sandra in the HR Department of the company in 1. They are discussing candidates for the jobs. Make notes about Monica and Roberto in the table.

	Monica	Roberto
Personal qualities	<u>friendly</u>	
Current situation		
Skills and experience		
Qualifications		

6 42▷ Listen again and match 1–5 to a–e.

- | | |
|-----------------------|--------------------------------------|
| 1 She has a lot ___ | a ... good at working on his own. |
| 2 She's good ___ | b ... of experience in book editing. |
| 3 He has a ___ | c ... any experience in editing. |
| 4 He doesn't have ___ | d ... qualification in IT. |
| 5 He isn't very ___ | e ... at editing websites. |

» For more exercises, go to Practice file 8 on page 92.

7 Work with a partner. Tell your partner about your job.

- 1 What qualities do you need to do your job?
- 2 What skills, experience, and qualifications do you have?

8 Work with another pair and present your partner to them.

Tip | experience in + -ing

Use the -ing form after experience in:

She has a lot of experience in book editing.

He doesn't have any experience in editing.

Language at work | Present continuous

- 1 43▷** Listen to three conversations in an office. Why are the people busy at the moment?
- 2 44▷** Listen to the first conversation again. Complete the conversation using the words in brackets.
- A Come on Sandra. It's 12 o'clock. Let's go for lunch.
B Sorry, I ¹ *'m not going* _____ (not / go) for lunch today. There's no time.
A Why? What ² _____ (you / do)?
B Anton and I ³ _____ (interview) someone.
A What? Now?
B It's for the web editor position. She ⁴ _____ (wait) in Reception. Sorry. See you later.
A Bye.
- 3** The verbs in **2** are in the present continuous tense. What does this tense describe?
- a general fact?
 - a repeated action?
 - an action or event now or around the moment of speaking?
- 4** Complete these rules.
- 1 the present continuous uses _____ + verb + *-ing*.
 - 2 negative sentences use the negative form of the verb _____ .
 - 3 questions use _____ + subject + _____ + *-ing*.
- 5** Complete the next two conversations using the present continuous form of the verbs in brackets.
- A Where's Chantelle?
B She ¹ _____ (not / work) here today. She's at home.
A Why?
B She ² _____ (finish) her report. Her boss wants it for 7.30 tomorrow morning.
C Where ³ _____ (Bill and Sofia / go)?
D They ⁴ _____ (do) the training course for that new finance software all day.
C When are they back?
D At about a quarter to six.
- 6 45▷** Listen to the two conversations again and check your answers to **5**.
- 7** Match questions 1–5 to answers a–e.
- 1 What are you doing at the moment? ___
 - 2 Are you working on any interesting projects? ___
 - 3 How are your English lessons? ___
 - 4 Could you give me a hand? ___
 - 5 What is the weather like today? ___
- a It's raining.
 - b Sorry. I'm trying to finish these plans.
 - c I'm working with our partners in Italy.
 - d Yes, we are working on a new hospital in Cairo.
 - e They're difficult, but I'm making progress.

- 8 Work with a partner. Ask and answer questions 1–5 in 7, giving answers for yourself.
- 9 Read this article.
- 1 Underline all the examples of the present continuous.
 - 2 Do the verbs describe a *repeated action* or a *changing situation*?

Employment news: What is changing our working world?

Computers changed employment in the twentieth century, so what is changing our work and lives in this century?

- Employees aren't staying in the same job. Nowadays, the average employee starts a new job every three years.
- The number of women in work is rising and more women are working in higher positions.
- More people are working from home and deciding their own working hours.



- 10 Do you agree with the article? Is it true for you and your company? Tell the class.

» For more information and exercises, go to Practice file 8 on page 93.

- 11 Make a list of current changes where you work. For example
- employ more staff
 - spend more on training
 - invest in research
- 12 Work with a partner. Tell your partner about the changes, using the present continuous. Try to give reasons for the changes.
- Example: We're employing more staff at the moment because we're receiving more orders.*

Practically speaking | How to tell the time

- 1 46▷ Listen to four conversations. Match the conversations to the times below.



A ____



B ____



C ____



D ____

- 2 Work with a partner. Ask and answer these questions.
- 1 What time did you start work today?
 - 2 What time do you normally have lunch?
 - 3 What time is it now?
- 3 Ask your partner three more *What time ...?* questions.

Tip | at / on

Use the prepositions *at* and *on* with times and days of the week:

*I start work at eight o'clock.
Can we meet on Tuesday at three?*

Business communication | Arranging to meet

- 1 When are you free this week? When are you busy?
- 2 47▷ A company has a plan for more staff to work from home. Kasia wants to arrange a meeting with the heads of department, Bruno, Dolores, and Chen. She calls Bruno first. Listen to the conversation. Put a cross (X) when Kasia and Bruno are busy.

Thursday	Kasia	Bruno
0800-0900		
0900-1000		
1000-1100		
1100-1200		
1200-1300		
1300-1400		
1400-1500		

- 3 47▷ Listen again and complete these sentences.

- 1 We need to _____ the plan ...
- 2 _____ we _____ a meeting on Thursday ...?
- 3 _____ two o'clock OK for you?
- 4 Sorry, I'm busy _____.
- 5 _____ the morning?
- 6 What time are you _____?
- 7 Nine thirty is _____ me.
- 8 I _____ between eight and ten.
- 9 _____ you _____ after that?
- 10 _____ ten fifteen good for you?
- 11 Yes, a quarter past ten on Thursday is _____ ...

- 4 Put 1–11 from 3 into these categories.

- a Asking to meet: _____, _____
- b Asking about times: _____, _____, _____, _____
- c Saying when you are free: _____, _____
- d Saying when you are busy: _____, _____

» For more exercises, go to Practice file 8 on page 92.

- 5 Work with a partner and arrange the meeting with Dolores. Student A, you are Kasia. Telephone Dolores about the meeting on Thursday. Student B, you are Dolores. Turn to File 44 on page 113.
- 6 Now arrange the meeting with Chen. Student A, you are Chen. Turn to File 17 on page 107. Student B, you are Bruno. Telephone Chen about the meeting.
- 7 Work in small groups. Arrange times this week for you all to
 - have a three-hour meeting
 - have an extra English lesson
 - interview people for the new receptionist position (two half days).

Key expressions

Asking to meet

Can we arrange a meeting?
We need to meet about ...
I'd like to meet ...

Asking about times

Is ... OK?
Is ... good for you?
What time are you free?
Are you free on / at ...?
Can we meet on / at ...?
Are you busy ...?

Saying when you are free

... is good / fine for me.
I'm free on / at ...

Saying you aren't free

Sorry, I'm busy then.
I can't meet ...

» Interactive Workbook
» Phrasebank

» Interactive Workbook » Email and » Exercises and Tests

The right person for the job

Work with a partner. Your company is advertising two new jobs. You need to find the right person for the jobs. Follow stages 1 to 5 to find the right candidate.

STAGE 1 – The job advert

Complete these notes to describe the type of person you are looking for in each job.

Marketing assistant

Experience:

Qualities:

Administrative assistant

Experience:

Qualities:

STAGE 2 – Arranging the interviews

The job advert is written. You now need to arrange a day for interviews.
Find a day when you are both free to interview people.

Student A, go to File 20 on page 108.

Student B, go to File 45 on page 113.

STAGE 3 – Preparing for the interview

With your partner, create two short candidate profiles for each job, for example, experience and knowledge needed for the job.
Decide on some questions you want to ask.

STAGE 4 – Holding the interviews

Join with another pair. Take turns to interview each person in the other pair for the job.

STAGE 5 – Choosing the candidate

Go back to your first partner.
Discuss each candidate and decide which one to choose for the job.



Activity

File 16 | Unit 5

Language at work, Exercise 5, page 32

Student A

1 You weren't at a presentation last week. Your partner was. Check if the report below is correct.

Example: *A Was it on Tuesday morning?*

B Yes, it was. / No, it wasn't. It was on Thursday morning.

Presentation: Future Plans

Time: Tuesday morning (?)

Present: Jan, Lydia, Janusz, Carlos (?)

Venue: The conference room (?)

Speaker: Managing Director (?)

2 Now answer your partner's questions about this report.

Presentation: Profits for this year

Time: Wednesday morning

Present: Jan, Lydia, Janusz, Carlos, Piotr

Venue: The conference room

Speaker: Financial Director

File 17 | Unit 8

Business communication, Exercise 6, page 52

Student A

You are Chen. Here's your calendar on Thursday.

Thursday	
0900-1000	Visit factory
1000-1100	Return at 11.10
1100-1200	
1200-1400	12.10-13.10 Lunch with Ania

File 18 | Unit 6

Business communication, Exercise 7, page 40

Student A

Role-play these situations.

1 It's the first morning of an annual conference. It's your first time at the conference. The first session is in Room 125, but where is it? Student B speaks to you.

2 You are in Reception at your company. A visitor wants to see Sara Olsen who is on the third floor. Speak to him / her.

File 19 | Unit 9

Business communication, Exercise 5, page 58

Student A

You and your partner need to choose a new courier company for important deliveries, and a hotel for some two-day training seminars around the country.

- You have quotes from two courier firms.
- Your partner has quotes from two hotels.
- Take turns to ask and tell each other about the quotes, and then make a choice together.

Company: Speed Merchants

Price: €10 per kilometre

Online tracking: Uses up-to-date satellite technology to find a fast route. You can check your package online.

Location: Centres in over 20 cities.

- very friendly staff on the phone

- no discounts

Company: Go Fast

Price: €9.95 per kilometre

Guaranteed delivery: Money back if late.

Location: Centres in 18 cities.

- staff were slow to answer the phone

- no way to check packages online

- offered free delivery for every ten

File 20 | Unit 8

Activity, Stage 2, page 53

Student A

MONDAY

09.00 doctor
11.00 – 12.00 HR weekly meeting
15.00 – 17.00 meeting with personnel agency

TUESDAY

13.00 – 14.00 lunch – out of office
15.00 – 17.00 team meeting

WEDNESDAY

15.00 – 17.00 meeting with department heads

THURSDAY

14.00 – leave work, take Jamie to dentist

FRIDAY

File 21 | Unit 9

Case study, Task, Exercise 3, page 59

Morrisons is top for quality products, customer service, and values

Morrisons is 'Retailer of the Year' for the second year! Retired owner, Sir Ken Morrison, collected his award in London.

These are the changes they made.

- Different logo to give a newer, more attractive image.
- Employed more qualified staff – butchers, bakers, etc. to prepare fresh food (more than other supermarkets).
- Freshly made food in store – bread, cakes, pizza, etc. (more than other supermarkets).
- Local products – 100% British lamb, pork, etc.
- Wide range of flowers and 'fair-trade' flowers at all prices: to offer more choice for all customers.

File 22 | Unit 10

Language at work, Exercise 11, page 63

There are three candidates for the job of line manager at the Recife factory.

- Look at this information.
- Compare and discuss the three candidates.
- Use the phrases in the list to help you.

... the most experienced ... the most popular
... joined the company earlier than ...
... speaks better Portuguese than ...

2 Who is the best candidate?

MARCIO	PAOLO	LUCY
Factory: Rio	Factory: Recife	Factory: Recife
Work history: Joined the company in 2003 as a line worker.	Work history: Joined the company as line worker last year.	Work history: Joined the company's Denver factory in 2001.
Became team leader for Production line 1 in 2006.	Became team leader for Production line 2 this year.	Became team leader in 2007. Moved to Recife six months ago.
Comments: Very popular with his team. He is looking for jobs in other companies.	Comments: Next month – training course in management skills.	Comments: Her team like her. She is taking Portuguese lessons.

File 23 | Unit 10

Practically speaking, Exercise 3, page 63

Student A

Here is your news. Tell your partner.

- 1 Everyone in your team likes the new team leader.
- 2 Your department manager is having dinner with the new Human Resources Manager tonight!
- 3 The company is opening three new factories abroad.

File 41 | Unit 4

Business communication, Exercise 5, page 28

Student B

Role-play these situations.

- 1 Student A has a heavy box. Offer help.
- 2 The printer doesn't work. Ask Student A for help.
- 3 You are sick, but have lots of work to finish. Student A speaks to you.
- 4 Student A asks you for help. Respond.

File 42 | Unit 5

Case study, Task, Exercise 3, page 35

Student B

Call 1

You are a colleague of Nina at Balfour Furnishings.

- You can't go to the meeting – you have another meeting.
- Promise to call the customer and explain the situation.

Call 2

You are the Tasks Everyday assistant.

- Call Omega.
- Explain the problem with the order form.
- Ask if they want to order the products now over the phone, or send the order form again.

File 43 | Unit 6

Business communication, Exercise 7, page 40

Student B

Role-play these situations.

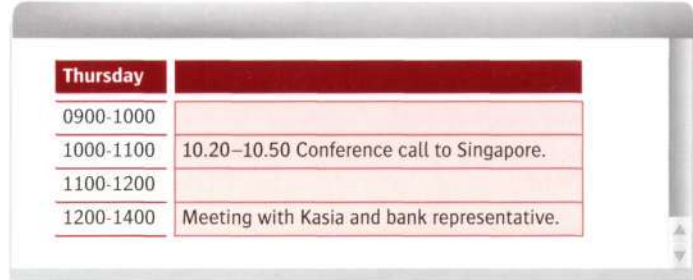
- 1 It's the first morning of a conference. You're one of the organizers. Room 125 is on the first floor. You think Student A has a problem. Speak to him / her.
- 2 You are a visitor at a company. It's your first time at the company. You are here to see Sara Olsen. Student A speaks to you.

File 44 | Unit 8

Business communication, Exercise 5, page 52

Student B

You are Dolores. Here's your calendar on Thursday.



Thursday	
0900-1000	
1000-1100	10.20-10.50 Conference call to Singapore.
1100-1200	
1200-1400	Meeting with Kasia and bank representative.

File 45 | Unit 8

Activity, Stage 2, page 53

Student B



MONDAY Holiday
TUESDAY 11.30 - 13.30 meeting
WEDNESDAY 11.00 - 13.00 telephone duty at Reception
THURSDAY 10.00 - 12.00 go to customers
FRIDAY 08.30 appointment at bank