



# 1

# Working life

## Learning objectives in this unit

- Talking about your work and responsibilities
- Introducing yourself and others
- Expressing interest in conversations
- Using the present simple and frequency adverbs to talk about your job and routine activities

## Case study

- Speed networking

## Starting point

- 1 Which things in this list are the most / least important for you in a job?**
  - money
  - job satisfaction and professional development
  - free time
  - recognition
  - job security
  - career opportunities and opportunities for promotion
  - variety
  - training
- 2 When you were a child, what job did you dream about doing? Why?**

## Working with words | Describing work

- 1 Ed Lu is an astronaut who spent six months on the International Space Station. Read what he says about working there. List the positive and negative points of his job.**

## A job among the stars

Working on the ISS (International Space Station) is every astronaut's dream. Life on board may sound glamorous to some people, but conditions can be uncomfortable and we have a demanding schedule – we work ten-hour days and have one and a half days off – although when you live in your office, it's hard to separate on-duty and off-duty.

Our tasks are quite varied – we do a range of different scientific experiments – but we also have to perform routine maintenance and regular safety checks, like cleaning the air filter and inspecting our emergency equipment. We exercise twice a day – if you don't, your muscles just disappear in the weightless conditions.

Life is never dull, but you can feel lonely up here, away from friends and family. The work can also be stressful, so in my free time I relax by writing and answering emails. I also love taking photos of the views from up here. It's fun to watch stars as they rise through the atmosphere.



**2 01, 02** ▶ When Ingrid was a child she wanted to become a doctor. Mansour's ambition was to be a pilot. Listen and find out

- 1 what they do now
- 2 what they like / dislike about their work.



**3** How near are they to their childhood dreams?

**4** Work with a partner. Match the words from the list to definitions 1–11.

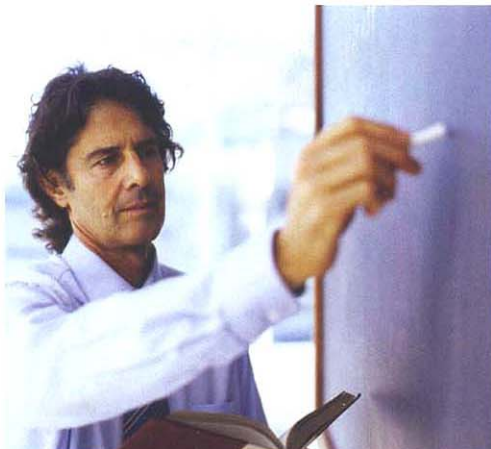
*fun varied challenging routine depressing stressful  
glamorous worthwhile rewarding dull demanding*

- 1 a good thing to do: \_\_\_\_\_
- 2 boring: \_\_\_\_\_
- 3 needing all our effort and attention: \_\_\_\_\_
- 4 difficult in a satisfying way: \_\_\_\_\_
- 5 lively and enjoyable: \_\_\_\_\_
- 6 looks attractive from the outside: \_\_\_\_\_
- 7 predictable, the same every day: \_\_\_\_\_
- 8 makes us feel unhappy: \_\_\_\_\_
- 9 different, not always the same: \_\_\_\_\_
- 10 makes us feel worried or anxious: \_\_\_\_\_
- 11 makes us feel good: \_\_\_\_\_

» For more exercises, go to Practice file 1 on page 102.

**5** Work with a partner. Describe these jobs using words from 4.

*Example: Being a teacher is quite a challenging job because you have to teach large groups of people who have different abilities. It's also very rewarding.*



**6** Work with a partner or in small groups. Describe your own job using words from 4.

## Socializing | Introductions and saying what you do



- 1 An NGO is a non-governmental organization. Amnesty International and the Fairtrade Foundation are two well-known NGOs. Can you think of any others?
- 2 03▷ The Culham Health Trust is an NGO based in New York. It has invited its key personnel, sponsors, and fundraisers to its headquarters to mark its 20th anniversary. Listen to these two conversations. Which is more formal? How do you know?
- 3 03▷ Listen again and write notes in this table.

### Job and responsibilities

Luc Akele

Jo Johansson

Walter Mayer

- 4 Put phrases a–h below into categories 1–3. Then decide which are more formal and which are less formal.

- 1 Introducing yourself: \_\_\_\_\_
  - 2 Introducing someone else: \_\_\_\_\_
  - 3 Responding to an introduction: \_\_\_\_\_
- a I want you to meet ...
  - b This is ...
  - c I'm delighted to meet you.
  - d I'm very pleased to meet you too.
  - e I don't think we've met. I'm ...
  - f Nice to meet you.
  - g I would / I'd like to introduce you to ...
  - h My name's ...

- 5 04▷ Listen and complete these sentences.

- 1 Well, I \_\_\_\_\_ fund applications.
- 2 Well, I'm \_\_\_\_\_ our sub-Saharan Africa operations.
- 3 I \_\_\_\_\_ projects and make sure that the money is well spent.
- 4 I'm \_\_\_\_\_ their medical donations programme.
- 5 I \_\_\_\_\_ all the inter-governmental work.
- 6 It \_\_\_\_\_ a lot of negotiation.

»» For more exercises, go to Practice file 1 on page 102.

### Tip | actually

Use *actually* to mean *in fact*, *not at the moment*, or *right now*. It's a polite way to correct or contradict someone.

**A** Which part of the States are you from?

**B** *Actually*, I'm from Ontario, in Canada.

- 6** Work with a partner. Choose a job from A, but don't tell your partner which one. Describe the job's responsibilities using words from B and phrases from 5. Your partner must guess the job.

*Example: A This person deals with customers and is responsible for responding to complaints.  
B Is he /she an after-sales assistant?*

<p><b>A</b></p> <p>sales rep</p> <p>marketing director</p> <p>administrator</p> <p>website designer</p> <p>finance controller</p> <p>lab technician</p> <p>human resources manager</p> <p>team leader</p> <p>after-sales assistant</p>	<p><b>B</b></p> <p>budget</p> <p>customers</p> <p>targets</p> <p>travel</p> <p>product development</p> <p>projects</p> <p>training</p> <p>recruitment</p> <p>publicity</p> <p>complaints</p> <p>money</p> <p>machinery</p> <p>personnel</p> <p>paperwork</p>
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- 7** Work in groups of three. Each person chooses a job from 6.

- Student A, introduce yourself to Student B, and then introduce Student C to Student B. Find out about each other's jobs and responsibilities.
- Change roles and use your own jobs and responsibilities. Work together and find out as much as you can about each other.

 >> Interactive Workbook >> Email

## Key expressions

### Introducing yourself

Hello. / Hi. I'm ...  
Hello. / Hi. My name's ...  
I don't think we've met. I'm ...

### Introducing other people


This is ...  
I want you to meet ...  
I'd like to introduce you to ...

### Exchanging greetings

Nice to meet you.  
I'm very pleased to meet you.  
I'm delighted to meet you.

### Saying what you do

I deal with ...  
I handle ...  
I oversee ...  
I'm in charge of (+ noun / -ing) ...  
I'm responsible for (+ noun / -ing) ...  
My job involves (+ noun / -ing) ...

 >> Interactive Workbook  
>> Phrasebank

## Practically speaking | How to express interest

- 1** Which of these phrases is *not* a direct response to something someone has just said?

- Really?
- A recruitment consultant?
- That sounds ...
- So tell me, ...
- Oh right.

- 2** Complete this conversation with phrases from 1 above.

A I'm a recruitment consultant.

B <sup>1</sup> \_\_\_\_\_

A Yes. I oversee recruitment for ten of our key accounts.

B <sup>2</sup> \_\_\_\_\_ really demanding.

A It can be at times. <sup>3</sup> \_\_\_\_\_ what exactly does your job involve?

B Well, I'm responsible for the department's spending.

A <sup>4</sup> \_\_\_\_\_ Do you enjoy your job?

B I love it. It's great to be in a such a position of responsibility.

A <sup>5</sup> \_\_\_\_\_ I think I'd find it stressful.

- 3** 05▶ Listen and compare your answers from 2 above.

- 4** Work with a partner. Tell each other some information about your job. Respond with phrases from 2 and try to continue the conversation.

*Example: A I work twelve hours a day.*

*B Twelve hours a day? What do you do?*

## Tip | right and really

In the UK, *really* and *right* can mean the same thing. They can both show that you are interested in what someone is saying.

*A I do a lot of work in China.*

*B Right. / Really?*

In the US, *right* confirms that what someone has said is correct.

*A So, you work twelve hours a day?*

*B Right – four days a week.*

## Language at work | Present simple review | Frequency adverbs

### 1 Read this conversation. Why are the verbs in bold in the present simple?

**Hitoshi** Dr Mayer, this is Véronique Denvir. She **works** for Medicine on the Move. It's a small medical NGO.

**Dr Mayer** Pleased to meet you, Ms Denvir. So, which countries does your organization deal with? Do you work in Nigeria?

**Véronique** No, we mainly **focus** on Angola. We regularly **visit** villages and set up temporary clinics.

**Dr Mayer** And who funds your projects?

**Véronique** Mostly the general public, but we also get some government grants.

**Dr Mayer** Oh, that's interesting. Can I ask who your medical supplier is?

### 2 Which of the questions a–d below from 1

- 1 can only be answered *yes* or *no*? \_\_\_\_\_
- 2 require information in the answer? \_\_\_\_\_
- 3 is / are indirect? \_\_\_\_\_
- 4 doesn't / don't use an auxiliary verb? \_\_\_\_\_ Why is this?
  - a So, which countries does your organization deal with?
  - b Do you work in Nigeria?
  - c And who funds your projects?
  - d Can I ask who your medical supplier is?

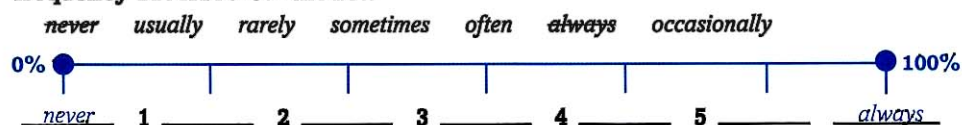
» For more information and exercises, go to Practice file 1 on page 103.

### 3 Work with a partner. Ask and answer questions about your jobs. Think about the hours you work, the distance from home, your tasks / responsibilities, and your colleagues / partners.

### 4 Now work with a different partner. Ask your new partner questions about his / her first partner. Start each question with *Do you know ...?*

*Example: Do you know where Johann works?*

### 5 Frequency adverbs say how often we do something. Complete this scale with frequency adverbs from the list.



» For more information and exercises, go to Practice file 1 on page 103.

### 6 Match adverbs from 5 to the phrases in *italics* in 1–5.

- 1 I work late *once in a while*, if I have a lot of work to finish. \_\_\_\_\_
- 2 My colleagues seem to be stressed *all the time*. \_\_\_\_\_
- 3 I *hardly ever* use the phone – I prefer to use email. \_\_\_\_\_
- 4 *From time to time* I go on a trip abroad if my boss can't go. \_\_\_\_\_
- 5 We *don't often* meet socially – maybe two or three times a year. \_\_\_\_\_

### 7 Work with a partner. Ask and answer questions about how often you do these things. Try to keep the conversation going as long as possible.

- travel for work
- work at the weekend
- have meetings with your boss
- eat lunch at your desk
- deal with clients
- socialize with your colleagues

*Example: A How often do you travel for work?*

*B Once in a while. Every few months, I guess.*

## Speed networking

### Background

## Need more good contacts? Contact25 thinks it has the answer

Networking is increasingly important for individuals and companies who want to succeed in the world of international business. Contact25 organizes business-to-business speed networking events. At these events, participants have a series of mini-meetings with new contacts. The idea is that within a few minutes of talking to someone, they will know whether it is possible to do business with them. This makes it a very efficient form of business networking – by meeting lots of people, you have more chance of meeting ideal contacts for your business.

How does it work? Each meeting lasts

5 minutes. You have:

- 2 minutes to talk about your company / organization
- 2 minutes to talk about your partner's company / organization
- 30 seconds to score your partner, and note down future action
- 30 seconds to move on to the next meeting.

Speed networking is proving to be a good solution for many businesses who simply want to get results. Contact25 estimates that each attendee creates €5,000 worth of new business per event. So it seems that speed networking is simple, effective, and generates results.

### Discussion

- 1 Why is networking important?
- 2 What are the advantages and disadvantages of speed networking?
- 3 Contact25 is thinking of going international. How could they make international speed networking possible?

### Task

- 1 You are going to participate in a speed networking event. Be yourself or choose a profile from File 01 on page 135. Make a note of your name, what you do, the name of your company / organization, what it does, and your personal and professional reasons for attending the event.
- 2 Work in small groups. Follow the rules of speed networking. Try to make as many useful contacts as possible and make a good impression on the people you meet.  
For each meeting
  - introduce yourself, say what you do, and who you represent
  - explain what the company / organization you represent does and why you are at this event
  - listen to your partner do the same as above and take notes
  - give your partner a score from 1 to 3 based on the following three statements
    - 'I would never want to work with this person.' = 1 point
    - 'I might want to work with them but I need to find out more about them.' = 2 points
    - 'I'm definitely interested in working with this person and will follow this up immediately.' = 3 points
  - note what you are going to do next with your contact.
- 3 Tell the group who your most useful contact was, and what follow-up action you will take.

## The Expert View

Networking is important not only for generating business. In today's more complex and inter-related organizations, networking is also an essential management skill. Personal relationships are a source of information and power – the better the quality of your network, the more 'social capital' you have. Contacts outside your organization and industry give you an external perspective that enables innovation. A wide range of relationships inside your organization provides you with opportunities to build support and develop your ideas.

Dr Martin Clarke, Programme Director,  
General Management Programme Group  
Cranfield School of Management

## Case study

## File 01 | Unit 1

Case study, Task, Exercise 1, page 11

**Job** Property developer

**Company** EBI (Elite Building International) – builds and sells property in the UK, France, Italy, and Spain.

**Reasons for attending networking event**

**Professional:** Look for business partners. Want to find a printer for your brochures and promotional literature.

**Personal:** Would like to arrange a study tour for your daughter.

**Interests** Collecting modern art, golf

**Job** Event organizer

**Company** Instant Events – organizes conferences and hospitality events (venue, catering, photographers, printed invitations).

**Reasons for attending networking event**

**Professional:** Make contacts and find potential customers. Find partners who can offer exciting events and motivational prizes.

**Personal:** Would like to organize your next holiday.

**Interests** Extreme sports, languages, travel

**Job** Travel agent

**Company** Romano Travel – specializes in exciting and unusual holidays, e.g. sledging with dogs in the north of Canada, eco-tourism in the Brazilian rainforest.

**Reasons for attending networking event**

**Professional:** Sell your holidays. Find new partners.

**Personal:** Make friends. Improve your social life.

**Interests** Sport, travel, cooking

**Job** Cook and caterer

**Company** EPG – specializes in international cuisine. Has cookery schools for young people in Florence and Lyon.

**Reasons for attending networking event**

**Professional:** Would like to expand the business into gastro-tourism. Look for partners in the travel industry and people who can take care of promotional material and packages.

**Personal:** Would like to find people who share your hobbies.

**Interests** Languages, sport, exotic travel

**Job** Hot-air balloon pilot

**Company** Hot Air Experiences – offers flights over castles, forests, and famous landmarks across Europe. Also arranges trips to African game parks. Great as incentives and prizes to customers and sales staff.

**Reason for attending networking event**

**Professional:** Find new partners. Find a sponsor for your next expedition.

**Personal:** Meet some interesting people.

**Interests** Photography, music

**Job** Marketing manager

**Company** Speakeasy, a chain of language schools with centres in all the major European capitals. Also runs holiday courses for young people in different countries.

**Reasons for attending networking event**

**Professional:** Find new partners and customers.

**Personal:** Would like to buy a property in Spain.

**Interests** Eating out, travel, walking, cycling

**Job** Customer services manager

**Company** Paper Solutions – hi-tech printers specializing in promotional literature and company prospectuses for prestigious organizations.

**Reasons for attending networking event**

**Professional:** Make new business contacts.

**Personal:** Meet some interesting people.

**Interests** Golf, tennis, travel

## File 02 | Unit 3

Working with words, Exercise 2, page 18

### Work-life balance quiz

What your score means

**0–4** Your life is out of balance. Put less emphasis on your job and give more time to family, friends, and leisure pursuits.

**5–9** Your work-life balance is OK but be careful. You need to spend more time relaxing.

**10+** Your work-life balance is good. It's about 50:50. Don't change it!