

# 2

# Contacts

## Learning objectives in this unit

- Talking about your job and the people you work with
- Talking about work activities using the present continuous
- Giving phone numbers and spelling names
- Making and receiving simple telephone calls

## Case study

- Dealing with a public relations crisis

## Starting point

- 1 At work, who do you usually speak to
  - 1 by phone?
  - 2 face-to-face?
- 2 Do you prefer communicating with people by email or on the phone?
- 3 How much of your day do you spend
  - 1 speaking with people?
  - 2 working alone?

## Working with words | Describing your job and job contacts

### 1 What do these people do in their work?

- 1 a retail buyer
- 2 a public relations officer
- 3 an occupational psychologist

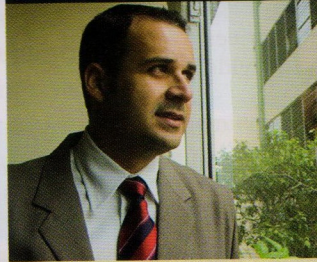
### 2 Read the text quickly and compare your answers to 1.

#### 1 Sara – Retail Buyer



I work for a supermarket chain. My job **involves** buying prepared salads and vegetables from local and national *suppliers*. I also **take part** in different logistics projects. For example, at the moment we're working with an external *consultant*. He's looking at ways to get our salads and vegetables to the supermarket shelves more quickly.

#### 2 Benjamin – Public Relations Officer



I work for the police, but I'm not a policeman. A lot of my work **consists of** answering questions from journalists when the police are in the news. I'm also **involved in** a new project to attract new people to the police force. For this, I'm working with senior police officers and with outside *employment agencies*.

#### 3 Heidi – Occupational Psychologist



I'm self-employed. Basically, I **deal with** problems of relations between *staff*. At the moment, for example, I'm doing a study on virtual teamwork for one of my industrial *customers*. They work with many *subcontractors* all over the world, and their managers want to communicate better with their *colleagues* abroad. I work a lot with *training organizations* which provide the courses my customers need.



3 Read the text again and complete the table.

Which person or people ...	Sara	Benjamin	Heidi
work(s) on problems of communication?			
work(s) with people outside the company?			
work(s) with products?			
works with companies, but not for a company?			

4 Work with a partner. Match the words in *italics> in the text to definitions a–h.*

- a companies which sell their products to you \_\_\_\_\_
- b organizations which find new employees for you \_\_\_\_\_
- c companies which do work for you which you can't do yourself \_\_\_\_\_
- d people who work in the same company as you \_\_\_\_\_
- e organizations which offer courses to company employees \_\_\_\_\_
- f a person from outside a company who gives expert advice \_\_\_\_\_
- g companies which buy your products \_\_\_\_\_
- h all the people who work for a company \_\_\_\_\_

5 Work with a partner. Which people or organizations do you have contact with in your job?

6 08▶ Sang Chun is talking about his job in a software company. Listen and tick (✓) the people that he works with and the jobs that he does.

People	Jobs
Customers	Answering calls
Suppliers	Visiting
Sales reps	Developing new programs
Programmers	Discussing old programs

7 08▶ Complete this description of Sang Chun's job with a form of the phrases in **bold> from the text in 2. Listen again and check your answers.**

Main job

This \_\_\_\_\_ answering calls from customers who are having problems with their software. It also \_\_\_\_\_ working with sales reps from time to time.

Other tasks

He isn't \_\_\_\_\_ developing *new* programs. But when programmers are preparing new versions of *old* products, he \_\_\_\_\_ in the discussions.

Typical problems

He \_\_\_\_\_ installation issues, password problems, bugs, etc.

» For more exercises, go to **Practice File 2** on page 104.

8 Work with a partner. Tell your partner about your job. What is similar to your partner's job, and what is different?

- Main job
- Typical problems
- Other tasks (projects, etc.)
- People you work with inside and outside the company



**Tip** | verb / adjective + preposition + *-ing*

When a verb follows a preposition, it always ends with *-ing*.

*My job consists of answering the phone to customers. He's involved in developing new software.*



## Language at work | Present continuous

### 1 Work with a partner. Answer these questions.

- 1 What do you do?
- 2 What are you working on this week?
- 3 What are you doing at the moment?

### 2 Match the questions in 1 to answers a–c.

- a I'm looking at ways to get our products to customers more quickly. \_\_\_
- b Basically, my job consists of answering customer calls. \_\_\_
- c I'm trying to improve my English. \_\_\_

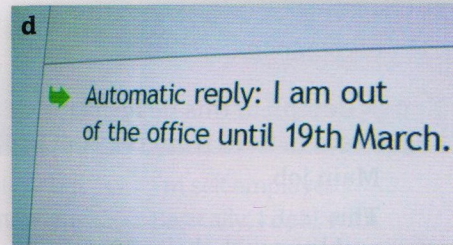
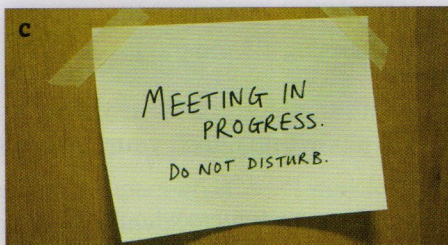
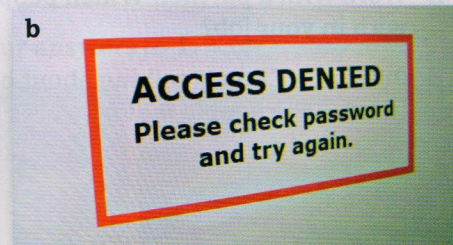
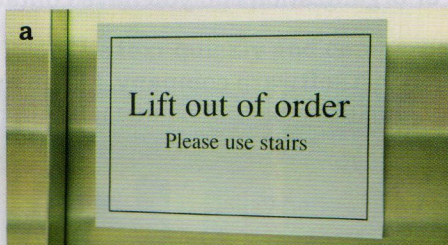
### 3 In 2, sentences a and c are in the present continuous and sentence b is in the present simple. Which tense do we use to talk about

- 1 a present action? \_\_\_\_\_
- 2 a temporary project? \_\_\_\_\_
- 3 a general fact or regular action? \_\_\_\_\_

### 4 Complete this rule about the present continuous.

The *present continuous* is formed with the verb \_\_\_\_\_ + *-ing* form.

### 5 Work with a partner. Look at these signs. Where would you see them?



### 6 09▶ Listen to two conversations and match them with two of the signs in 5.

- 1 \_\_\_
- 2 \_\_\_

### 7 09▶ Complete conversation 1 with the present continuous form of the verbs in the list. Then listen again and check your answers.

*have accept try speak work*

**A** Who \_\_\_\_\_ I \_\_\_\_\_ to?

**B** Sorry, this is Nadira. I \_\_\_\_\_ to access my customer files, but the computer \_\_\_\_\_ my password.

**A** ... There's a problem with the server.

**B** \_\_\_\_\_ somebody \_\_\_\_\_ on it at the moment?

**A** Yes, I am. But it's not easy, because I'm on my own here. Everybody else \_\_\_\_\_ lunch.




**8 09▶** Work with a partner. Listen to conversation 2 again. Have a conversation using the prompts below.

- A Excuse me.
- B What? Meeting!
- A Who?
- B A supplier. New prices. Why / disturb?
- A Somebody / room.
- B This room / every Monday.
- A Sales Director / priority.
- B He / wait / now?
- A Yes.
- B OK. I / leave.

» For more information and exercises, go to **Practice File 2** on page 105.

**9** Work with a partner. Take turns to ask and answer questions, using the present simple or present continuous form of the prompts below.

- speak / English at work?
- travel / a lot for your work?
- travel / anywhere this week?
- sometimes / work / special projects?
- do / any other training courses at the moment?
- receive / any visitors / this week?
- boss / work / every day?
- he / she / work / today?
- he / she / travel / a lot for work?
- he / she / travel / this week?

 » Interactive Workbook » Email

## Practically speaking | How to say phone numbers and spell names

**1 10▶** Listen and write the phone numbers you hear.

- 1 The code for England is \_\_\_\_\_.
- 2 My mobile number is \_\_\_\_\_.

**2** Work with a partner. Say your home, work, and mobile phone numbers to your partner. Write down what your partner says.

**3 11▶** Listen to two conversations and write the names.

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_

**4** Work with a partner. Spell your first name, last name, and the name of your company to your partner. Write down what he / she says.



### Tip | Saying phone numbers

We usually say each number separately, except when two consecutive 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.*



## Business communication | Making and receiving telephone calls

### 1 12▷ Listen to two telephone conversations and answer the questions.

- 1 Which conversation is between
  - a a consulting company and a sub-contractor? \_\_\_\_
  - b a supplier and a customer? \_\_\_\_
- 2 What is the reason for each call?

### 2 12▷ Match sentences 1–5 with responses a–e. Then listen to Conversation 1 again and check your answers.

- 1 Is Mrs Ackers there, please? \_\_\_\_
  - 2 Who's calling, please? \_\_\_\_
  - 3 What can I do for you? \_\_\_\_
  - 4 Can I call you back tomorrow? \_\_\_\_
  - 5 Thanks for calling. \_\_\_\_
- a This is Simon Ilago from AOS.
  - b I'm calling about a special price on our printers.
  - c Speaking.
  - d You're welcome. Goodbye.
  - e Sorry, but I'm out of the office tomorrow.

### 3 12▷ Which sentences and responses in 2 are said by the caller and which by the receiver? Listen to Conversation 1 again and check your answers.

### 4 Work with a partner. Take turns to be the caller and the receiver. Have similar conversations using your own names.

- Call 1: You want to arrange a meeting to present your products.  
Call 2: You want to ask about payment of an invoice.

### 5 12▷ Work with a partner. Make five questions using the words in the table. Listen to Conversation 2 again and check your answers. What are the responses to each of the questions? Practise the questions and responses.

Could	I you	ask	Leo to call me back?
		leave	me what it's about?
		have	your name, please?
		tell	to Leo Keliher, please?
			a message?

» For more exercises, go to **Practice File 2** on page 104.

### 6 Work in groups of three. Have three phone conversations.

**Student A** Call Student B. Ask to speak to Student C. You're an ex-colleague. You want to meet him / her for lunch or dinner tomorrow. You're only in town for one day.

**Student B** Student A calls you. You work with Student C. He / she is very busy and wants you to answer all phone calls. Ask who's calling and why, then call Student C and give him / her the message.

**Student C** Student B calls you. Listen to the message then call Student A. Decide together if you can meet tomorrow.

## Key expressions

### Asking to speak to someone

Could I speak to (*name*)?  
Is (*name*) there, please?

### Identifying the caller

Could I have your name, please?  
Who's calling, please?  
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 afraid she's not here today.  
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.

» Interactive Workbook »  
Phrasebank

» Interactive Workbook » Exercises and Tests



## Dealing with a public relations crisis

### Background

#### Crisis? What crisis?

Sometimes a crisis in a company can be used as an opportunity for good public relations.

In 1982 seven people died after taking medicine produced by a big American pharmaceutical company. They had bought the contaminated medicine from different shops in the USA. It was discovered that somebody had put cyanide poison in the bottle.

The company's sales quickly fell to just 8% of the total market. The company knew that it had to deal with the situation quickly to protect its customers and its good name. Just six months later, it was once again the market leader, with 35% of sales in its market.

### Discussion

- 1 Imagine that you are one of the directors of this company.  
What can you do
  - 1 to protect your customers?
  - 2 to develop your business again?
  - 3 to stop a crisis like this happening again?
- 2 Turn to File 02 on page 135 to see what really happened.

### Task

You work for the local branch of an international cosmetics company. A hospital nearby has recently had several patients complaining of severe skin reactions to a new moisturizer you produce.

- 1 Work with a partner. Have two phone conversations. Student A, turn to File 03 on page 135. Student B, turn to File 36 on page 142.
- 2 Work in small groups.
  - 1 Discuss who else you need to tell about this problem, within your company and outside your company, and why.
  - 2 Decide what action you will take and why.
- 3 Share your ideas with the rest of the class.



## File 01 | Unit 1

Activity, page 11

### Rules

- 1 You need two counters or small coins. Player A, place your counter or coin on the Player A, Start square. Player B, place your counter or coin on the Player B, Start square.
- 2 Player A, move down to the next square in one of three directions.



On a blue square, answer the question.

**Example: Blue Square:** *Where are you from?*

**Player A:** *I'm from Korea.*

On a yellow square, give a question to the answer there.

**Example: Pink Square:** *I'm a sales manager.*

**Player A:** *What do you do?*

- 3 If you are correct, move down one square.



If you are not correct, move left or right.



- 4 Now Player B plays.

- 5 If you arrive on a 'Joker' square, you will either hear a question from your teacher or on the audio. The first person to answer correctly moves down to the next square.



The other player moves back one square.



## File 02 | Unit 2

Case study, Discussion, Exercise 2, page 17

The company used the media to warn the American people not to use the medicine.

They recalled 31 million bottles from shops at a cost of \$100 million.

They stopped all production of the medicine and designed new packaging to protect this and other medicines from contamination.

They offered a special reduction of \$2.50 to people buying the medicine.

More than 2,250 sales reps made presentations to doctors to encourage them to use the product again.

## File 03 | Unit 2

Case study, Task, Exercise 1, page 17

### Student A

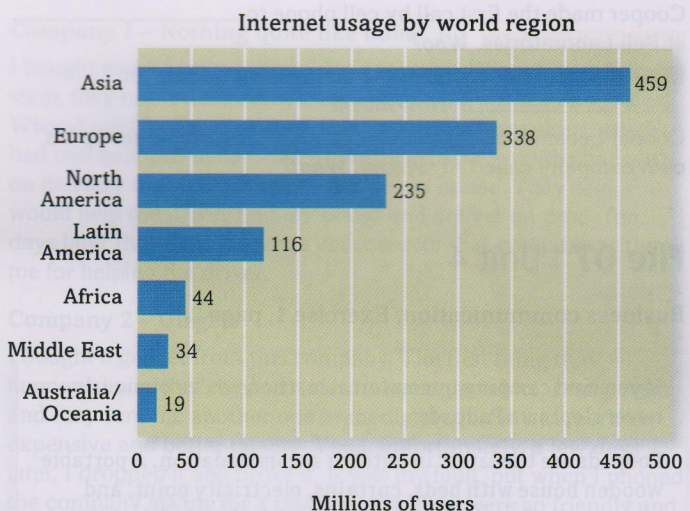
- 1 You are the Area Manager for the cosmetics company. Call your Production Manager at Head Office to inform him / her of this problem and suggest that the company stops production of the product.
- 2 You receive a call from a journalist. He / She wants to know more about the problem moisturizer. Answer his / her questions and say you'll call him / her back when you have more information.

## File 04 | Unit 3

Business communication, Exercise 6, page 22

### Student A

Look at the information in the slide below.



## File 05 | Unit 15

Business communication, Exercise 7, page 94

### Student B

- 1 Listen to your partner's problems and make suggestions.
- 2 Now describe the problems below and respond to your partner's suggestions. If you reject a suggestion, give your reasons.
  - a Tomorrow is your annual appraisal. You want to talk about your promotion prospects. But every year, your boss talks non-stop for 45 minutes and there's no time to discuss other things.
  - b You want to work part-time for two years to give you time to do an MBA (Masters in Business Administration). But until now you've always worked 60 hours a week, and you know that the 25-year-old son of the CEO is very interested in your post.



# Information files | 32–41

## File 32 | Unit 15

Business communication, Exercise 7, page 94

### Student A

- Describe the problems below and respond to your partner's suggestions. If you reject a suggestion, give your reasons.
  - Your company has paid for you to do a one-week training course. When you arrive at the training centre on the first day, you discover you've made a mistake. In fact, the course is next week, which is also the first week of your summer holiday.
  - Once a year your company organizes an English test for employees who want to work in the International Division. You're really interested in a new post in the USA, and you have a good level of English. But on the day of the test you don't feel well, and you only score 52%. To work abroad, you need a minimum of 65%.
- Now listen to your partner's problems and make suggestions.

## File 33 | Unit 16

Language at work, Exercise 5, page 99

### Student A

Sentences	Points
1 This hotel is the cheaper I could find. <i>WRONG: This hotel is the cheapest I could find.</i>	
2 If I will go to Jaime's party, I'll see you there. <i>WRONG: If I go to Jaime's party, I'll see you there.</i>	
3 They gave me some good advice. <i>RIGHT</i>	
4 You must to finish the report today. <i>WRONG: You must finish the report today.</i>	
5 English is speaking all over the world. <i>WRONG: English is spoken all over the world.</i>	
6 The parcel didn't came until yesterday. <i>WRONG: The parcel didn't come until yesterday.</i>	
7 Look at John. He's wearing jeans again! <i>RIGHT</i>	
8 The manager has sent an email to our suppliers yesterday. <i>WRONG: The manager sent an email to our suppliers yesterday.</i>	
9 I'll go on a business trip next week. <i>WRONG: I'm going on a business trip next week.</i>	
10 I didn't speak to my line manager yet. <i>WRONG: I haven't spoken to my line manager yet.</i>	

## File 34 | Unit 15

Business communication, Exercise 4, page 94

### Student A

You work in the IT Department. These are your problems.

- Virus in computer system
- 25 calls from users
- Only five people in IT department

## File 35 | Unit 16

Business communication, Exercise 4, page 100

### Student A

Look at the information on Paolo Ricci and prepare a short presentation about him.

<b>Paolo Ricci</b> ( <i>male</i> )	Computer Science degree – Rome Master's degree – New York
Previous employment	Programmer – Karpinsky Ltd. Head Programmer – Panda Software
Recent experiences	Helped develop new software for advertising industry Designed new program for Spot-on Advertising Inc.
Present role	Head of IT Media Strategy Group Developing new software for planning department
Plans for the future	Introduce new software Develop new program for Accounts

## File 36 | Unit 2

Case study, Task, Exercise 1, page 17

### Student B

- You work at Head Office as the Personal Assistant to the Production Manager. Your boss is in a meeting at the moment. Take a message.
- Now you are a journalist. You want more information about this crisis. You call the Area Manager of the local branch. You want to know how many people have been affected, how badly they are affected, and what the company is going to do about it.