Svysiuk O.

2 | Contacts

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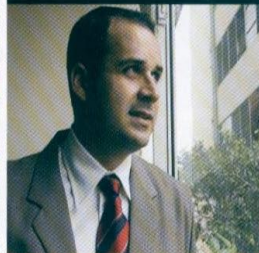
I work for the police, but I'm not a policeman. A lot of my work **consists of** answering questions from journalists when the police are in the news. I'm also **involved in** a new project to attract new people to the police force. For this, I'm working with senior police officers and with outside *employment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

Svysiuk O.

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.

Home task

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

ⓘ ➤➤ Interactive Workbook ➤➤ **Glossary**

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.

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?

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.

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.

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.