

7

Work

VOCABULARY

attend
deal with
engineer
office worker
operator
receptionist
run
shred
telemarketer
train

7.1 Jobs

I'm a telemarketer.

7.2 Duties

I call customers.
I give presentations.

7.3 Jobs and duties

I work for a security company.
I run the Sales Department and attend meetings.

7.4 Your job

Speaking practice

7.5 Instructions

E-mail everyone about the time and place.

7.6 More instructions

Shred the documents.
Copy the price list.

7.7 On the phone

Please ask him to call me.

7.8 Culture corner

Men or women?

MODULE 7.1

Jobs

SPEAKING

- 1 Look at the pictures. What are the jobs?

I think Nelson is a / an ... Maybe Nelson is a / an ...



Nelson Chu



Carlos Mendes



Keiko Nomura



Heidi Schmidt

LISTENING

- 2 58 Listen two or three times. Write *N* (Nelson), *C* (Carlos), *K* (Keiko), or *H* (Heidi) for each item in the chart.

Job	<input type="checkbox"/> an engineer	<input type="checkbox"/> an office worker	<input type="checkbox"/> a receptionist	<input checked="" type="checkbox"/> a telemarketer
Kind of company	<input type="checkbox"/> a small boutique hotel	<input type="checkbox"/> a large construction company		
	<input type="checkbox"/> a medium-sized electronics company	<input checked="" type="checkbox"/> a large call center		
Duties	<input type="checkbox"/> writes reports	<input type="checkbox"/> deals with customers	<input checked="" type="checkbox"/> sells insurance	<input type="checkbox"/> designs buildings

SPEAKING

- 3 Work with a partner. Take turns asking and answering about the four people.
- A What does Nelson do?
B He's a telemarketer. He works for a large call center. He sells insurance.

LISTENING

- 1 These people are talking about their jobs. What do you think they say? Work with a partner. You can use the words in the box.

I think number 1 says 'I call customers.'

attend call deal with give make read run visit write



I call customers.



I _____ the Sales Dept.



I _____ meetings.



I _____ complaints.



I _____ e-mails.



I _____ reports.



I _____ customers.



I _____ presentations.



I _____ photocopies.

- 2 59 Listen and complete the sentences under the pictures.

SPEAKING

- 3 Work with a partner. Each student chooses a duty. The other student tries to guess what it is. You can ask only Yes/No questions. The first student to find out the duty wins. When you finish, play again.

- A Do you give presentations?
 B No, I don't. Do you visit customers?
 A No, I don't. Do you attend meetings?
 B Yes, I do. You win.

LISTENING

1 60 Listen to six people talk about their jobs.

<p>1</p>  <p>Mary Carter Sales Manager, Security company</p>	<p>2</p>  <p>Naomi Sato Restaurant Manager, Fast-food chain</p>	<p>3</p>  <p>Tony Prince Administrative Assistant, Ad agency</p>
<p>4</p>  <p>John Henry HR Manager, Insurance company</p>	<p>5</p>  <p>Dario Puzo Machine Operator, Plastics company</p>	<p>6</p>  <p>Ji-Hee Choi Sales Representative, Food company</p>

SPEAKING

2 Work with a partner. Take turns telling each other about each person.
Mary works for a security company. She's a sales manager.

READING

- 3** Number these duties 1–6 to match the jobs above.
- make parts for electronic products, check the machines
 - hire staff, deal with staff problems
 - visit customers, give presentations
 - make appointments for my boss, deal with correspondence
 - run the restaurant, train new staff
 - run the Sales Department, attend meetings

4 61 Listen and check.

SPEAKING

5 62 Listen to an interview with Mary Carter. Then practice with a partner.

- A** *What do you do?*
B *I'm a sales manager.*
- A** *What kind of company do you work for?*
B *I work for a security company.*
- A** *What do you do in your job?*
B *I run the Sales Department and attend meetings.*
- A** *Do you like your job?*
B *Yes, it's great.*

USEFUL LANGUAGE

*Yes, it's great.
Yes, it's OK.
Well, it's not so bad.
Well ...*

6 Work with a partner. Practice similar interviews with the other people in Exercise 1.

MODULE 7.4

Your job

SPEAKING

- 1 Make notes about your own job or an imaginary job. Ask your teacher for help if necessary.

Job	Kind of company	Duties

- 2 Work with a partner. Interview each other about your jobs. Write notes about your partner.

Job	Kind of company	Duties

- 3 Tell the class about your partner.

*Taro is an office worker. He works for a car company.
He writes reports and attends meetings.*

MODULE 7.5

LISTENING

Instructions

- 1 63 George Willis is the CEO of a lumber company. He is giving a presentation tomorrow. He tells an employee to do some things. Listen and number these words 1–5 in the order you hear them.

check connect 1 e-mail make set up



- 2 63 Listen again. Number the phrases to match the words above.

the projector and screen 1 everyone about the time and place
 the laptop to the Internet the air conditioner
 ten copies of the agenda

SPEAKING

- 3 Work with a partner. Tell your partner to do the things in Exercises 1 and 2. Then change roles.

A E-mail everyone about the time and place.

B Right.

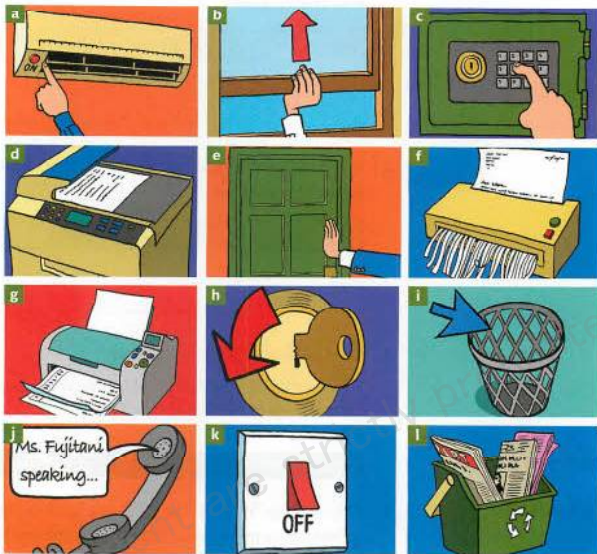
A ...

USEFUL LANGUAGE

Right. Uh-huh. OK.

READING

1 Match the pictures with the phrases below.



<input type="checkbox"/> delete the old files	<input type="checkbox"/> copy the price list	<input type="checkbox"/> recycle the old newspapers
<input type="checkbox"/> open the window	<input type="checkbox"/> close the door	<input type="checkbox"/> turn on the air conditioner
<input type="checkbox"/> shred the documents	<input type="checkbox"/> print the price list	<input type="checkbox"/> lock the door
<input type="checkbox"/> call Ms. Fujitani	<input type="checkbox"/> turn off the lights	<input type="checkbox"/> unlock the safe

SPEAKING

2 Work with a partner.

Student A Number three phrases in Exercise 1. Act them out for your partner. You can make sounds but don't use any words.

Student B Watch and number the correct pictures 1-3. Then check like this:

Copy the price list, call Ms. Fujitani, and turn on the air conditioner.

3 Change roles and do the exercise again.

4 Work with a partner. Student A, tell your partner to do three or more things in your office. You can use your own ideas. Student B, do the actions or act them out. Then change roles.

MODULE 7.7

On the phone - Please ask him to call me

LISTENING

- 1 64 Anna Petrova is calling a customer. Listen and complete the conversation.

A Hello, this is Anna Petrova of Sony. Could I speak to Mr. Ishikawa in the Sales Department, please?

B I'm afraid he's not here at the _____ 1.

A Could I _____ 2 a message?

B Yes, of _____ 3.

A Please ask him to call me at my office. The number is 5286567.

B 5286567. I'll _____ 4 him your message.

A Thank you. Goodbye.

B Goodbye.

SPEAKING

- 2 Practice the conversation with a partner.
3 Practice again. Change the words in blue, using your own ideas.

MODULE 7.8

Culture corner - Men or women?

SPEAKING

- 1 Do men or women usually do these jobs in your country? Check (✓) the correct box for each job. Then talk to a partner like this:

A Do you think doctors are usually men or women?

B I think they're usually men/women. / I think it's about 50-50.

A I agree. / Um, I don't agree. I think ...



	usually men	about 50-50	usually women
auto mechanics			
doctors			
elementary school teachers			
hairstylists			
flight attendants			
airline pilots			
politicians			
taxi drivers			

- 2 Write some more jobs on the board. Talk about them with your partner. Do you agree?

I think ... are usually men / women.

- 3 Ask your teacher about his / her country.

Are taxi drivers usually men in your country?