

4

Departments

Starting point

- 1 Are you in a department?
- 2 What's your department?
- 3 In your department, are you ...?
 - in a team
 - on your own

Working with words | Responsibilities and departments

1 ▶ 4.1 Listen and read.



My name's Joanna. I'm from Hungary and I live in Sopron. I work for a software company. We make online courses. I'm a sales rep and I meet customers. I sell the products to training companies and schools. We have three people in the Sales Department. I work in West Hungary and Austria.

My name's Fred Meesmaecker. I'm from France, but I live in England. I work for Capgemini. It's a global company. We have over 300 offices in more than 40 countries. I'm a project manager and I manage a team of IT technicians. I have eight people in my team and they manage computer systems for the client. This month, we have a project with a food company.



2 Complete the table about the people in 1.

Name	Joanna	
Home		England
Job	Sales rep	
What you do		Manage a team
Number of people in team or department	Three	

3 Underline the verbs in the texts in 1.

4 Complete with the verbs.

work live make manage meet have sell

My name's Deshi and I'm a sales manager. I'm from China, but I ¹ _____ in Seattle in the USA. I ² _____ for URF Solutions. We're an IT company and we ³ _____ websites for companies. I ⁴ _____ the Sales Department. I ⁵ _____ six people in my team. They ⁶ _____ customers and they ⁷ _____ the products to companies in North America.

5 ▶ 4.2 Listen and repeat the verbs from 4.

Tip | Talking about big numbers

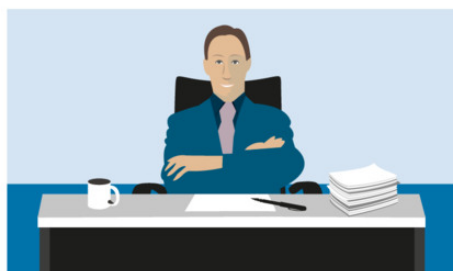
= 300 *three hundred*

> 300 *more than / over 300*

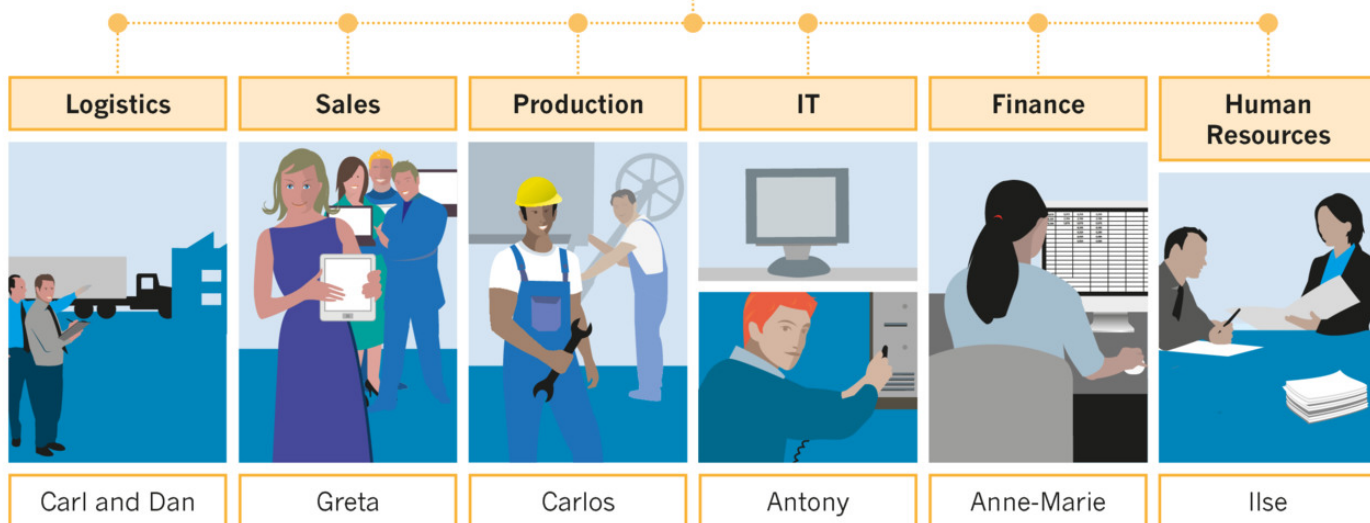
< 300 *less than / under 300*

6 Write about you with the verbs in 4, then tell your partner.

7 ▶4.3 Look at the departments in the company. Listen and repeat the departments.



Andreas



8 Who from 7 says 1–7?

- 1 We make the products. _____
- 2 I have three people in my team. They sell the products. _____
- 3 We manage transport. _____
- 4 I manage the computer system. _____
- 5 I manage the company. We have six departments. _____
- 6 I meet new employees. _____
- 7 I work on my own. I manage money. _____

9 ▶4.4 Find the plural form of these words on pages 22 and 23. Then listen and repeat.

- | | | | |
|------------|--------------------|------------|-------|
| department | <u>departments</u> | person | _____ |
| company | _____ | product | _____ |
| employee | _____ | technician | _____ |
| customer | _____ | country | _____ |
| office | _____ | | |

» For more exercises, go to Practice file 4 on page 62.

10 Draw your company structure with the names of six departments. Show your partner and talk about the departments.

Example: We have a (sales) department. They (make / sell / manage / have) ...

Tip | Plural forms

For most nouns, add -s:
department → *departments*
 For nouns ending in -y, change to -ies:
company → *companies*
 Some plural nouns are irregular: *person* → *people*

Language at work | Present simple: I / you / we / they



1 ▶ 4.5 Karla is a manager. Today, she is with two new employees. Listen and match the person to the department.

- Karla Sales
- Astrid Human Resources
- Mark Finance

2 ▶ 4.5 Listen again. Complete with the words.

work (x2) don't (x2) do (x2) manage live

- 1 I _____ the Human Resources Department.
- 2 I'm from Switzerland, but I _____ live there.
- 3 We _____ in Munich.
- 4 Do you _____ in Sales?
- 5 Yes, I _____.
- 6 What _____ you do?
- 7 I _____ in Finance.
- 8 No, I _____. I live in Canada.

3 Complete the *Language point* with *do* or *don't*.

LANGUAGE POINT			
Positive	Negative	Question	Short answers
I / you / we / they manage a department.	I / you / we / they _____ work in Sales.	_____ you / they live in Germany?	Yes, I / we / they _____. No, I / we / they _____.

» For more information, go to **Grammar reference** on page 63.

4 Work in pairs. Make six questions.

Do you	manage live in work in meet sell make	a department? Spain? people? a team? products? India?
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5 Work in pairs. Ask the questions from 4. Answer *Yes, I do* or *No, I don't*.

Tip | *What do you do?*

*What do you do? =
What's your job?*

- 6** Complete with *Who, What, or Where*.
- _____ do you do?
 - _____ do you work for?
 - _____ do you live?
- 7** Work in pairs. Make questions for these answers using the questions from **6**.

Example: *A What do you do? B I'm a production manager.*

I'm a production manager.

We live in Lima.

We manage training courses.

We work for a small IT company.

I work for Alcatel-Lucent.

I make computers.

I'm an engineer.

I sell products.

» For more exercises, go to **Practice file 4** on page 63.

- 8** Stand up! Meet other people. Ask and answer the questions in **6**.

Practically speaking | *there is / there are*

- 1** Read about a department. Underline the verbs.
There are four people in my department. There's a manager at head office. There are two IT technicians and there's an assistant.
- 2** Complete the table with *is ('s)* or *are*.

There	_____	a / an one	manager. assistant.
There	_____	two four	technicians. people.

- 3** Complete with *'s* or *are*.
- There _____ 200 offices in 30 countries.
 - There _____ an office in London.
 - There _____ 18 offices in the UK.
 - There _____ a Human Resources Department.

» For more exercises, go to **Practice file 4** on page 63.

- 4** Work in pairs. Talk about your company and your department using *there is / there are*. Talk about
- offices and countries
 - departments
 - people and jobs in your department or team.



Business communication | Taking and leaving a message



- 1 Do you call people in other departments? Which departments?
- 2 ▶ 4.6 Listen to a phone conversation. Complete the message.

Message for: *Liko*

Caller: *Janusz in the* ¹ _____ *Department*

Reason for call: *the new* ² _____ *website*

Message:

Do you want www.synox-sales.com or www.synox-sales ³ _____

Call Janusz on this number: ⁴ _____

- 3 ▶ 4.6 Listen again and complete the conversation.

Martha Sales. Hello?

Janusz Hi. Is Liko there?

Martha No, I'm sorry, he's out. Can I take ¹ _____ ?

Janusz Yes, it's Janusz in IT.

Martha Oh, hi. This is Martha. I'm the new sales assistant.

Janusz Hi, Martha. ² _____ about the new sales website.

Martha Sorry, one moment. OK. ³ _____. What's the message for Liko?

Janusz It's about the sales website. Do you want dot com or dot co dot uk in the address?

Martha Sorry, I ⁴ _____ understand. Can you ⁵ _____ that?

Janusz The new website is www.synox-sales, but do you want synox-sales.com or synox-sales.co.uk?

Martha OK. ⁶ _____ anything else?

Janusz Yes. Please ⁷ _____ me _____ as soon as possible. My mobile number is 07700 897 833.

Martha So that's 07700 897 833.

Janusz That's right.

Martha OK. I'll ⁸ _____ Liko your _____.

Janusz Thanks, Martha.

- 4 Work in pairs. Practise the conversation in 3.

» For more exercises, go to **Practice file 4** on page 62.

- 5 Work in pairs. Practise two phone conversations. **Student A**, turn to page 72. **Student B**, turn to page 74.

Key expressions

Taking a message

Can I take a message?
Go ahead.

Leaving a message

I'm calling about (the new website).
It's about (the sales website).
Please call me back as soon as possible.
My number is (07700 897 833).

Asking for repetition and checking

Sorry, I don't understand.
Can you repeat that?
So that's (07700 897 833).

Ending the call

Is there anything else?
I'll give (Liko) your message.

TALKING POINT

Voicemail messages

1 Read about a company. Answer the questions.



Synox Solutions is an IT company. There are two offices in Europe and one office in the Middle East. The head office is in Bristol in England. They have projects with clients in Europe and the Middle East. They manage computer systems and write new software. There are 25 people in the head office. There are departments for Human Resources and Sales. They also have teams of IT technicians for projects.

- 1 Where is the head office of Synox Solutions?
- 2 What do they do?
- 3 What are the departments?
- 4 Is it a big company?

2 ▶ 4.7 You work for Synox Solutions. Listen to three voicemails on the company phone. Complete the messages.

CALLER: _____

REASON FOR CALL: _____

MESSAGE: _____

1

CALLER: _____

REASON FOR CALL: _____

MESSAGE: _____

2

CALLER: _____

REASON FOR CALL: _____

MESSAGE: _____

3

3 Work in pairs. Read the names and numbers of people in head office. Who do you give the messages in 2 to? Why?

Name	Department	Extension
Olaf Pederson	Managing Director	100
Frank Rogers	IT Projects Manager	101
Ray Searle-Jones	IT Projects Assistant	102
Shaun Manus	Sales (Europe)	104
Tyler Khan-Yates	Sales (Middle East)	105
Emily Sanchez	HR Manager	106
Gill Reeves	HR Assistant	107

4 Tell the class your answers.