

Spot on facts

COMPREHENSION **1** Compare the information about the working conditions ... → S27 → Δ1

- LÖSUNGSVORSCHLAG** Working conditions in the US, the UK and Germany:
- percentage of people with a paid job: US 67%, UK 71%, Germany 73% – the percentage is significantly higher in Germany
 - employment rate: higher in both the UK and Germany than in the US
 - average wage per year: highest in the US, lowest in the UK
 - average hours worked per year: highest in the US, lowest in Germany
 - paid vacation days: none in the US, more in the UK than in Germany
 - minimum wage: highest in Germany, lowest in the US
 - paid parental leave: none in the US, two and a half times longer in the UK than in Germany

LISTENING © L4/3 **2** Outline what is said about teleworking.

- LÖSUNGSVORSCHLAG** The following points should be made:
- The employer's firm has outsourced teleworking.
 - It is mostly done by men.
 - The advantage is that people do not disturb you while you are working. You escape the pressures of the office.
 - The disadvantage is that teleworking involves more overtime as compared with office work.

EVALUATION **3** Discuss how effective you find the EU poster (coffee mug picture above) ...

- LÖSUNGSVORSCHLAG**
- **Students might point out the following:** The various cups form a circle, which indicates togetherness and equality. Within that circle each cup contains a different shade of coffee, and the different colours highlight diversity within the circle.
 - **Evaluation of poster:** Individual answers expected.
 - **Creative task:** Individual products expected.

Spot on language

© L4/5 **1** a)–d)  Listen to the three dialogues and note down what they are ...

- LÖSUNGSVORSCHLAG** a)
- **Dialogue 1:** A woman calls a company and asks to talk to someone from the accounts department named Steve Green. She cannot be connected as he isn't at his desk. She asks for his extension and says she will call back later.
 - **Dialogue 2:** Sam Schooner from RJB Holdings' Boston office calls the company's headquarters and asks the telephone receptionist, Peter, to connect him to Aisha in sales. He is told that her line is engaged. Sam Schooner asks Peter to tell Aisha to call him back as soon as possible. Peter asks Sam to spell his last name and to give him his extension.
 - **Dialogue 3:** Kate calls Helen from a transit train and tells her that she will be late as her flight was delayed. The connection is bad because of tunnels. Helen understands that Kate will take a taxi and will be there in about half an hour. The conversation abruptly comes to an end when Kate's battery dies.

b)

- Good afternoon, RJB Holdings, Peter speaking.
- Who is calling?
- Please hold while I put you through. Just a moment, please.
- I'm afraid he/she is not at his/her desk at the moment.
- Would you like to leave a message?/Can I take a message?
- I'd like to speak to .../Could you connect me to ...?
- I'm afraid the line's engaged.
- Could you spell your last name, please?/Can I have your extension, please?
- I'm afraid I didn't catch your last name. It's really a bad line. You keep breaking up.
- We're going through tunnels. My battery is getting low.

c)

- **Can I just go over that again, please?** – Let me repeat that again. Used when you don't understand something completely.
- **OK, fire away.** – Go ahead and tell me. Used when you tell someone that you are ready to answer questions.
- **Could you speak up a bit?** – Speak louder, please. Used when you cannot understand the other person.
- **He hung up.** – He ended the call. You tell someone that the caller has stopped talking to you.
- **Sorry about that, where were we?** – Sorry, what were we talking about? Used when you get interrupted by something else and want to return to the last topic of the conversation.
- **She's tied up at the moment.** – She's busy at the moment. Used when she cannot be disturbed right now.
- **Can I put you on hold?** – Will you wait until I can connect you? Used when transferring a call from one person to another.
- **Do you have a second?** – Can you wait a moment? Used when you want to know if the caller has enough time to wait until you can connect him.
- **He's completely snowed under.** – He has more work than he can deal with. Used to express that the person cannot be disturbed or cannot be given an additional task.

d) The following example may demonstrate what should be expected:

(Student A plays two roles in this dialogue.)

A: Good morning, British Airlines at Heathrow, Janet speaking. How can I help you?

B: Hello, this is Mr Bauer. I would like to make a reservation for the next flight to Berlin.

A: Certainly, I will put you through to reservations.

B: Thank you.

A: Mr – eh, sorry, what did you say your name was?

B: Bauer, Werner Bauer.

A: Sorry, sir, I'm afraid all the lines are busy at the moment. Can I put you on a hold?

B: Please do.

A: Reservations. My name is Peter Jennings. What can I do for you?

B: This is Werner Bauer speaking. I'd like to reserve a seat for the next flight to Berlin.

A: How do you spell your name, sir?

B: B-A-U-E-R.

A: Thank you, sir. I'm afraid all seats are taken for the 11 o'clock flight. I can put you on the 3 pm flight, if you wish.

B: Please do. I'd like a window seat.

A: Sorry, I didn't catch that.

B: I said I would like to have a window seat.

A: Yes, there is one available.

B: Thank you.

A: Good bye, Mr Bauer.

2 The following phone conversation is rather informal. Identify the ...

- LÖSUNGSVORSCHLAG**
- Sarah:** Good morning/afternoon, GB supplies, Sarah speaking. How can I help you?
Tom: Hello, I'd like to speak to Jay in Marketing.
Sarah: Certainly. Who shall I say is calling?
Tom: It's Tom Smith.
Sarah: Just a moment, please.
Tom: Thank you.
Sarah: I'm afraid the line's engaged. Can I take a message?
Tom: No, thank you. I'll try again later.
Sarah: No problem. Thank you.

3 a) Find the matching pairs ... b) Match the following statements ...**LÖSUNGSVORSCHLAG** a)

1. It's about a personal matter. When you do not wish to tell the receptionist what you want.
2. Sorry, there's no one of that name working here. You say that when the person asked for does not work at your company.
3. I'd like to make an appointment with Mr Jennings. You say that when you wish to see someone at an arranged time.
4. I'm afraid I've been delayed. Used when you tell someone why you are not on time.
5. I'll just get something to write with. Used when you need to interrupt a phone conversation for a moment because you are looking for a pen.
6. Is 4.15 tomorrow convenient? Used when you suggest a time to meet.
7. I'm afraid I cannot keep my appointment. Used when you phone and say why you need another appointment.

b)

- **Sorry, I've been held up ...** – I'm afraid I've been delayed ...
- **Sorry, I'm going to have to reschedule.** – I'm afraid I have to postpone my appointment.
- **It's confidential.** – It's about a personal matter.
- **I'd like to arrange to see ...** – I'd like to make an appointment with ...
- **Let me just grab a pen.** – I'll just get something to write with.
- **I think you've dialled the wrong number.** – Sorry, there's no one of that name working here.
- **Does 4.15 tomorrow suit you?** – Is 4.15 tomorrow convenient?

4 a)–c)  Decide which of the following topics are suitable in**LÖSUNGSVORSCHLAG** a)

- **Talking to a stranger:** the weather, travel or sport
- **Talking to a good colleague:** hobbies, family problems, your health or political beliefs
- **Talking to your future boss:** the weather, your last holiday or developments in the field in which your work

b) Possible expressions and phrases:

- Yes, indeed, that was a fantastic match last evening.
- I see that you have recently been to Greece? Which city/region did you visit? I have been to Crete too. Fantastic island, isn't it?
- Have you come across the article on ... in *The Times*? What do you make of the editorial on the need to limit immigration to the UK? Ah yes, I agree with you.
- You make a very interesting point. I also believe that we should ...

c) Individual answers expected.

5 a) Which of the nouns collocate ...? b) Use some of the expressions ...**LÖSUNGSVORSCHLAG****a)**

- **Agenda:** to write up/to keep to/to circulate the agenda
- **Minutes:** to take the minutes
- **Meeting:** to schedule/to chair/to hold/to attend/to cancel a meeting

b) (Solutions in bold face.)

Dear Tariq,

Thanks for **scheduling the meeting** to discuss the marketing plans for the product launch.

Could you please **circulate the agenda** beforehand so everyone can gather ideas in advance?

I presume that Sina will be **chairing the meeting** as she is in charge of the product. She's also very focused, so make sure that everyone **is attending the meeting!** And as everyone's really pressed for time at the moment, maybe her assistant could **take the minutes** and **write them up** afterwards, what do you think?

Best,

Liz

Liz,

I'm afraid we'll have to **cancel** today as Sina is ill. She suggested **holding** it next Thursday at the same time. Please let me know if that's ok.

Tariq

6 Many of the discussion phrases that you know can, of course, be used ...**LÖSUNGSVORSCHLAG**

- **Asking for someone's opinion:** What is your view on ...?/I wonder what you think about ...
- **Agreeing with someone:** Yes, I quite share your view on .../I am also of the opinion that ...
- **Disagreeing with someone:** I beg to differ./I wonder if that really is the best way to ...
- **Partly agreeing with someone:** Yes, I can see your point, but I wonder if we shouldn't also consider .../You are right when you say that ... but shouldn't we also use ...
- **Giving your opinion:** I am convinced that this is the best way to .../I feel that we should .../I am of the opinion that .../To my mind ...

© L4/6 **7 a) 👤👤 What would you say in each ...? b) Listen to the recording and ...****LÖSUNGSVORSCHLAG****a)**

1. Well done!
2. Congratulations! You really deserve the job.
3. I am very sorry to hear that. My sincere condolences.
4. Good idea! I hope you'll feel better soon.
5. Merry Christmas! Enjoy the holiday.
6. Happy New Year! Did you have a good time? How was New Year's Eve?
7. Don't mention it! I am glad I could have been of help.
8. I greatly appreciate your help with the presentation. I wouldn't have managed without it.

b)

Announcer 1: BC have sent the signed contract back.

Announcer 2: Liz will become Head of Marketing.

Announcer 3: Steve says he couldn't attend the last meeting because his father-in-law had passed away.

Announcer 4: Andy feels ill, possibly because of the fish he had at lunch.

Announcer 5: One should only wish colleagues a Merry Christmas if one knows they celebrate Christmas. Otherwise it's Happy Holidays.

Announcer 6: Happy New Year!

Announcer 7: Thank you for helping me with the report.

Announcer 8: Thanks so much for your help with the presentation.

8 Decide which of the following would be more appropriate in an ...

LÖSUNG 1. b), 2. a), 3. b), 4. b), 5. b)

9 What other questions might you ask an interviewer? Think of how ...**LÖSUNGSVORSCHLAG**

A: What kind of training programmes do you offer?

B: We offer such programmes regularly, particularly for our IT staff and our marketing staff.

B: What is your typical team size like?

A: Well, that depends on the project or task they are working on. Team size ranges from two to six team members.

A: Will I have the opportunity to use my French or German?

B: Certainly, as we have branch offices both in France and in Germany.

B: I am wondering about the company's leadership philosophy.

A: As you know we are not hierarchially structured. We put great emphasis on teamwork. In fact, ad hoc teams select their own spokesperson.

A: Could you give me examples of some projects you are currently working on?

B: Well, a very recent project is being done in the marketing department. An airline has asked us to come up with a new strategy to improve their image. Another example is a project we are doing for a political party that would like to attract young people as potential voters. Here we are currently working with filmmakers to produce some film clips.

B: After I have been working with you for a while, what might be the next steps in my career?

A: After your trial period is over, you will be assigned to a new team dealing with a new project. After a year or so you might be sent to one of our branch offices abroad if you should desire to do so. Naturally, this will depend on the availability of an open position.

10 A US friend of yours has just written you an email saying that ... → S26.1**LÖSUNGSVORSCHLAG**

Hi John

Your plan sounds really interesting, and I will keep my fingers crossed that everything will work out for you. I have recently come across an article on Marissa Meyer which was published in one of Germany's leading newspapers. It occurred to me that you might be interested in what the writer says about the recent changes Meyer has introduced and the challenges that Yahoo is facing. Obviously Meyer has introduced new principles of assessment in the *Quarterly Performance Review*. Management must now divide the employees into performance groups. The tricky thing is that there are fixed margins of assessment. Thus only 10% can achieve the grade absolutely outstanding, whereas another 10% must be in the category occasionally does not meet the stated goal and 5% must be in the category misses the stated goals. If you belong to either of the last two groups, you are likely to be fired. Not surprisingly, the new system has made Yahoo's employees nervous and even frightened. According to the technology blog *All Things D* around 600 employees have already been given notice. As you know, Meyer, who formerly worked for Google, has become Yahoo's CEO in order to foster an economic turnaround. The company's online advertising business is no longer growing, and its turnover is declining. So there are no rosy prospects. Meyer clearly fits in the category of misses the stated goals. It seems to me that the new assessment system with its rigidity, and its pre-fixed margins will not increase performance; it will only produce dissatisfied employees. So let me know what you think about Meyer and the changes she has introduced. You still want to apply for an internship at Yahoo? Take care!

Best

...

Spot on vocabulary

1 a)–e) Decide whether the following collocate with 'work', 'job' or both ...

LÖSUNGSVORSCHLAG

a) Decide whether the following collocate with 'work', 'job' or both:

- **work:** workforce, to go to work, workplace, work experience, work ethic, to look for work, hours of work, shift work
- **job:** job satisfaction, job applicant, job security, nine-to-five job, desk job, job interview
- **both:** to offer sb work/job, part-time job/work, to lose one's job/work

b) Individual answers expected, e.g. full-time job, to work overtime/night shift, job centre etc.

c) Explain the difference between the expressions and find an example to illustrate each one:

- **to work in:** I work in publishing, advertising etc. General statement about the area in which you work.
- **to work on:** I am working on a new article on environmental pollution. The work is work in progress; it is not yet finished.
- **to work at:** I work at the BBC. Specific information on where you work.
- **to work for:** I work for a law firm. Information about the type of work you do, but not about who you work for.
- **to work as:** I work as a personal assistant to the head of marketing. You give specific information on the nature of your job.

d) Match the definitions with the collocations from your lists:

- **The physical place where ... :** workplace
- **An employment practice in ... :** shift
- **It can be helpful to do this when ... :** work experience
- **A job with this means that ... :** job security
- **Before you are offered a job, ... :** job centre
- **This refers to how content ... :** job satisfaction
- **The people who work for a ... :** workforce

e) Find words that collocate with the word 'business':

to be on business, business trip, business contacts, business deal, business activities, software/construction/publishing business, business hours, business school, to go into business, to start up a business, to go out of business, to run a business, mind your own business, unfinished business, that's my business etc.

2 a) Find the correct preposition ... b) Write sentences using three ...

LÖSUNGSVORSCHLAG

a) (Solutions in bold.)

to be in charge **of** sth, to be responsible **for** sth, to discriminate **against** sb, to be good **at** sth, to be fluent **in** a language, to take part **in** sth, to apply **for** a job

b) Sentences you could use in a job application:

- For two years I have been in charge of my school's debating club.
- I am good at communicating with people.
- I am fluent in Spanish.

3 Write the British English equivalent of the American English terms ...

LÖSUNGSVORSCHLAG

AE: intern, internship, résumé, busy (of a phone line), high school, cover letter, labor union

BE: houseman, work experience, curriculum vitae, engaged, grammar school, covering letter, trade union

4 a) 👤👤 Some German words have ... b) 👤👤 How would you explain ...?

LÖSUNGSVORSCHLAG

a) *Arzttermin* – appointment at the doctor, *Abgabetermin* – deadline, *Geschäftsreise* – business trip, *Reiseziel* – destination, *Rundreise* – tour, *Wirtschaft* – economy, *wirtschaftlich* – economical,

Wirtschaftslehre – economics, *wissenschaftliche Qualifikationen* – academic/professional qualifications, *naturwissenschaftlich* – natural science(s)

b)

- *Abitur* – A-level exams: school-leaving exam enabling you to go to university
- *Abschlussnote 2,0* – final mark/grade: my final mark was 2.0 which means ‘good’
- *Pflichtfach* – compulsory subject: subjects that you must take, like your native language, math, a foreign language etc.
- *Wahlfach* – non-compulsory: optional subject that you can choose like geography, social sciences, art or music
- *Q12* – final year at school
- *Studienfahrt* – field trip: our English A-level course always goes to England in year eleven for a week