

1.1



Daily tasks

Lesson outcome

Learners can describe work activities and tasks.

Lead-in 1A Match the photos (A-D) with the correct jobs (1-8).



- | | |
|-----------------------|-------------------|
| 1 Production Engineer | 5 Admin Assistant |
| 2 Sales Manager | 6 Finance Officer |
| 3 Sales Assistant | 7 Project Manager |
| 4 Digital Designer | 8 IT Specialist |

B Which of the jobs in Exercise 1A do people do where you work?

Vocabulary Jobs and tasks

★ **2A** Read about two jobs. Choose a job from Exercise 1A to complete the descriptions.

A I'm a(n) _____. I'm responsible for a team of five people. They often have meetings with customers. They sometimes work in the office and **call customers** on the phone. At the end of the week, they **do research** to find new clients. I sometimes **go to meetings** with important customers, so I often **travel for work**. I **analyse** sales **data**, and I often **write reports**. I also **do research** to find new clients. At the end of the day, I usually **make calls** to the other managers and to my boss, who works in a different location. My office hours are 9 a.m. to 5.30 p.m. but I'm so busy I never **finish work** before 5.30 p.m.

B Elena is a(n) _____. She usually **starts work** at 7 o'clock and she always has a lot of work to do. She **answers the phone** and **makes calls** or **writes emails**. She works with the sales team and often **processes orders** for them. She sometimes **goes to meetings** and takes notes. She rarely **travels for work**.

B Complete the expressions with words from Exercise 2A.

- | | |
|-------------------------|-----------------------|
| 1 <u>go to</u> meetings | 6 _____ for work |
| 2 _____ customers | 7 _____ (sales) data |
| 3 process _____ | 8 write _____ /emails |
| 4 do _____ | 9 answer _____ |
| 5 _____ calls | 10 _____ / _____ work |

3 Work in pairs. Ask and answer the questions. Use the words in the box.

0% 100%

never rarely sometimes often usually always

How often do you ...

- | | |
|-----------------------------|---------------------|
| 1 do research? | 6 write emails? |
| 2 go to meetings? | 7 analyse data? |
| 3 start work at 8 o'clock? | 8 answer the phone? |
| 4 finish work at 5 o'clock? | 9 make calls? |
| 5 write reports? | 10 process orders? |

Communicative grammar

FACTS AND ROUTINES

→ Grammar reference: page 102

- + I **am/'m** a Sales Manager. He/She **is/'s** an IT Specialist.
You/We/They **are/'re** Production Engineers

- + I/You/We/They **always start** work at 8 o'clock. He/She **often has** meetings.
I/You/We/They **usually come** to the office on Mondays. It **usually finishes** at midnight.

- I **am/'m not** a Finance Officer. He/She **is not/isn't** a Finance Manager.
I/you/we/they **do not/don't call** customers. He/She **does not/doesn't call** customers.

★ **4 Complete the text with the correct form of the verb in brackets.**

Marek, Alberto, Ramona and I ¹ _____ (work) in a computer shop. Marek sells computers, but he ² _____ (not be) a Sales Assistant, he ³ _____ (be) a Sales Manager. Alberto and Ramona ⁴ _____ (be) IT Specialists. They ⁵ _____ (start) work at 9 o'clock. They ⁶ _____ (not finish) work before 7 o'clock.

I ⁷ _____ (analyse) sales reports, but I ⁸ _____ (not be) a Sales Manager, I ⁹ _____ (be) a Finance Officer.

★ **5 Put the words in order to make sentences.**

- 1 at / work / I / 8 o'clock / start / often _____
- 2 always / we / call customers / on Fridays _____
- 3 sometimes / they / a team meeting / have _____
- 4 after lunch / you / never / emails / write _____
- 5 data / don't / they / analyse _____
- 6 call / doesn't / she / customers / usually _____

★ **T** Teacher's resources: extra activities

VIDEO 6A 1.1.1 Watch the video. Match the job titles with the speakers 1-3.



Chief Executive Officer (CEO) Senior Research Manager Student Services Manager

1 Liz 2 Ellen 3 Muj

B Watch the video again. Tick (✓) the things that each person does.

Who ...	Liz	Ellen	Muj
starts work at 7.30?			
finishes work at 5.30?			
travels to other countries for work?			
has lunch at 1 o'clock?			
analyses data?			
writes reports?			

C Work in pairs. Talk about what each person does and doesn't do. Use the words in Exercise 3.

Liz never writes reports. Ellen ...

7A Work in pairs. Take turns to introduce yourself. Talk about these things.

- Your name • Some tasks/things you do • Your job • Your routine

My name's Nick. I'm a factory worker. I help make cars. I always start work at seven-thirty.

B Now work with another pair. Take turns to talk about your previous partner.

This is Nick. He's a factory worker. He helps make cars. He always starts work at seven-thirty.



1 Working day

Vocabulary 1.1 Jobs and tasks

1 Complete the sentences with the words in the box.

answer calls data do emails meetings orders start travels writes

- The Sales Assistants _____ work at 9 a.m.
- The Production Engineer writes a lot of _____.
- The Sales Manager _____ customers every week.
- The Admin Assistants _____ the phone.
- The Project Manager often _____ for work.
- My boss _____ sales reports.
- We go to _____ on Thursdays.
- I _____ a lot of research in my job.
- The Admin Assistant processes _____.
- Our manager analyses sales _____.

2 Write sentences about Nico and Paula. Use the notes.

Nico is an Admin Assistant.

- starts work early (always)
He always starts work early.
- travels for work (never)
He _____.
- calls customers (usually)
He _____.

Paula is a Project Manager.

- does research (often)
She _____.
- goes to meetings with clients (sometimes)
She _____.
- processes orders (rarely)
She _____.

1.2 Work tasks and activities

3 Choose the correct option.

- Emilio needs to create the *brief* / *talk* with instructions for the project.
- They need an *agenda* / *update* from the team with all their new information.
- We have a *budget* / *data* meeting tomorrow to discuss production costs.
- Our Admin Assistant usually *books* / *creates* a meeting room for the team.
- We have five things on the *agenda* / *presentation* to discuss.
- Can you *book* / *calculate* the production costs today, please?
- The sales team prepares *discussions* / *presentations* for all our new products.

4 Complete the dialogue with the words in the box.

about available busy date fine see shall then

- A: Sorry, but I need to change the ¹ _____ of the management meeting.
B: Are you ² _____ on Tuesday the tenth, in the afternoon?
A: No, I'm in a client meeting on Tuesday. How ³ _____ Wednesday afternoon?
B: Sorry, I'm afraid I'm ⁴ _____ then. What about Thursday?
A: Thursday morning is good. ⁵ _____ we meet in my office?
B: I usually start work at 8.30 a.m. How about ⁶ _____?
A: Yes, that's ⁷ _____. We can go for coffee with the team.
B: ⁸ _____ you then.

Grammar 1.1 Facts and routines

1 Complete the sentences with the correct form of the verbs in the box.

call do finish not be (x2) not have not work travel

- 1 Henri and Fiona often _____ for work.
- 2 Mauricio _____ research on new products.
- 3 Laura _____ on Fridays. She works from Monday to Thursday.
- 4 They _____ work at 6 p.m.
- 5 Susanna _____ meetings tomorrow.
- 6 Tomas _____ a Finance Manager, he's a Sales Manager.
- 7 She _____ customers every day.
- 8 Kerim and Jorge _____ IT specialists, they're Project Managers.

2 Put the words in the correct order to make sentences.

- 1 often / Sylvia / reports / writes / sales / .

- 2 until 7 p.m. / work / usually / we / on Wednesdays / .

- 3 analyses / Klaus / data / rarely / .

- 4 before / process / they / orders / 4 p.m. / always / .

- 5 goes / sometimes / Fred / to / with / meetings / the sales team / .

- 6 never / phone / answers / Harry / the / .

1.3 Questions

3 Choose the correct option.

- 1 **A:** *How often / Where* do you take a break at work?

B: Two or three times a day.

- 2 **A:** *What / Where* is the meeting this morning?

B: In meeting room five.

- 3 **A:** *Where / Which* desk do you work at?

B: The desk by the window.

- 4 **A:** *When / What* do you take a break?

B: About 11 a.m.

- 5 **A:** *What / When* time do you finish work?

B: Usually at 6.30 p.m.

- 6 **A:** *How / Where* long is the presentation this afternoon?

B: About an hour.

4 Complete the questions with *is, are, do or does*.

- 1 What _____ the gym's opening hours?

- 2 _____ you use the gym at work?

- 3 _____ your boss start work before you?

- 4 _____ Renata at work today?

- 5 How many people _____ in the office today?

- 6 _____ she have lunch at her desk?

- 7 Where _____ the toilet?

- 8 When _____ the meeting start?