

Lesson outcome

Learners can greet a visitor, make introductions and talk about people and roles.

Lead-in

- 1 Put conversations 1-3 in the correct order. Then match the conversation with photos A-C.



- 1 a Nice to meet you, too.
b Sylvia, this is Evan from the Tokyo office.
c Nice to meet you.
- 2 a Sarah Jones? Yes. She works in my department.
b She's fine.
c How is she?
d Do you know Sarah in the Beijing office?
- 3 a About ten.
b That's the production team.
c How many people work in production?

VIDEO 2A 1.4.1 Watch the video. Answer the questions.



- 1 Where are Max and Maria?
2 Do Izabela and Maria know each other?
3 Does Izabela know Josie?
4 Does Maria know Josie?

B Complete the sentences with one word. Watch the video again and check your answers.

- 1 Max: Izabela, _____ is Maria, _____ the Madrid office.
2 Izabela: _____ department do you _____ in?
3 Izabela: Oh, yes, I _____ Monica. She often _____ this office.
4 Maria: I _____ clients and I work with the local _____ teams.
5 Maria: I give a _____ about my work, and they give an _____ on their activities.

C Match the sentences with the answers. Watch the video again and check your answers.

- | | |
|--|---|
| 1 Maria, do you know Josie? | a Nice to meet you, Josie. |
| 2 Josie, this is Maria. | b I'm a Sales Manager with the Madrid team. |
| 3 What do you do, Josie? | c Pietro Russo. Do you know Pietro? |
| 4 And which department do you work in? | d No. I don't. |
| 5 And who manages that team? | e I'm an Admin Assistant. |
| 6 What about you, Maria? | f I work in office facilities. |

Speaking

> TALKING ABOUT PEOPLE AND ROLES

Introductions

| | |
|------------------------------------|---------------------------|
| Maria, do you know Josie? | No, I don't. / Yes, I do. |
| Maria, this is Izabela. | Nice to meet you. |
| He/She works in the Madrid office. | Nice to meet you, too. |
| He/She's an Admin Assistant. | |

Asking about roles and activities

| | |
|----------------------------------|-----------------------------------|
| What do you do? | I'm an Admin Assistant. |
| Which department do you work in? | (I work in) the Sales department. |
| Who's your manager? | Monica Lopez. |
| Do you travel for work a lot? | Yes, I do. / No, I don't. |

Talking about roles and activities

Monica Lopez is/She's the Regional Sales Director for Southern Europe.
 I'm a Sales Manager with the Madrid team. I visit clients and ...
 We usually have a planning meeting with the sales team when we visit.
 She's our Office Manager here in London. She manages office facilities.

> SUBJECT AND OBJECT QUESTIONS

→ Grammar reference: page 103

Subject question

Who **manages** the team? **Pietro manages** the team.

Object question

Which team **does** Pietro **manage**? He **manages the sales team**.

T Teacher's resources:
extra activities

3A Complete the information about yourself. Use the example to help you.

NAME: *Miguel Diaz*
 OFFICE: *Singapore*
 JOB: *Engineer*
 DEPARTMENT: *Design*
 ACTIVITIES: *I work with the Design Manager. We develop new products. I sometimes meet customers.*

NAME:
 OFFICE:
 JOB:
 DEPARTMENT:
 ACTIVITIES:

B Work in groups of three. Use the information from Exercise 3A and write a dialogue where one person introduces two others. Use the videoscripts on page 129 to help you.

Student A: You know Student B and Student C. Introduce them.

Student B: You are visiting from another country.

Student C: You are the Office Manager. Welcome Student B and ask questions about Student B's job, department, manager, activities, etc.

C Practise the dialogue. Changes roles and practise again.



Lesson outcome

Learners can answer questions about jobs.

Introduction

1 Read the webpage. Answer the questions.

- 1 What is *U-Trav-L*?
- 2 Why do they interview business professionals?
- 3 Why do they ask you to contact them?

U-Trav-L is a travel sales website for business travellers. Every month, we interview business professionals around the world for the blog on our website. With their help, our blog shows work life and business travel and how it really is. Readers also see their business profile and what their company does.

We always need business professionals for our blog so we'd like to interview you about your job and business travel. Please contact us by email if you would like to be on our website.

Arranging a meeting

2A Work in pairs. Read the email. What does Maria want to do? When?

Dear Ms Lawrie,

Thank you very much for your interest in *U-Trav-L* magazine and website. We would like to come to your offices in London and interview you. Are you available in March?

Yours sincerely,

Maria Alvarez

Editor, *U-Trav-L*



B Arrange a meeting by email. Student A: Look at page 115. Student B: Look at page 117.

A phone call

3 Maria Alvarez cannot meet on Friday. She needs to call Angela Lawrie and change the time of the interview. Student A: Look at page 118. Student B: Look at page 116.

The interview

4A Complete Maria's questions for the interview.

- 1 Which / department / work in / ?
- 2 What / do / ?
- 3 Where / work / ?
- 4 How / get to work / ?
- 5 How long / be / your journey / to work / ?
- 6 How often / travel / abroad / ?
- 7 Where / travel / to / ?
- 8 Why / travel for work / ?
- 9 Do / work on the train/plane / ?
- 10 What / favourite travel destination / ?

Which department do you work in?

B Maria Alvarez wants to interview Angela Lawrie. Work in pairs. Look at page 116. Take turns to be Maria and Angela.

Talking about your company and travel

5A Work in pairs. You are going to have an interview.

Student A: You are Maria Alvarez. Look at page 115.

Student B: You own a business. Look at page 117.

B Work with a different partner. Take turns to tell each other about the person you interviewed in Exercise 5A. Then decide the best person for Maria to write about in *U-Trav-L* magazine next month.



Vocabulary

★ 1 Choose the correct words to complete the texts.

I'm a Sales Manager. I have a team of ten people. We always ¹have / make a meeting on Monday morning. The sales team usually ²do / go to meetings with their customers on Tuesdays, Wednesdays and Thursdays. Everyone works in the office on Fridays. We ³write / call customers by phone, process orders and ⁴do / go to research about the competition. I sometimes ⁵start / analyse sales data and ⁶call / write reports for my manager.

I'm an Office Assistant. I usually ⁷have / answer the phone, and I sometimes ⁸do / make calls. I call hotels and restaurants and plan business travel for the sales team. I never ⁹travel / process for work because my job is here, in the office. I sometimes ¹⁰go to / write meetings. I ¹¹travel / start work at 8.30 a.m. in the morning and ¹²finish / call work at 5.30 p.m.

★ 2 Complete the dialogue with the words in the box.

available book calculate fine
have how about meet send out

- A: We need to ¹_____ a budget meeting.
 B: Are you ²_____ on Friday?
 A: Yes. ³_____ Friday afternoon?
 B: Friday afternoon is good. Shall we ⁴_____ in your office?
 A: Yes, that's ⁵_____.
 B: I need to ⁶_____ the production costs before the meeting.
 A: OK. And I need to ⁷_____ the agenda and ⁸_____ a meeting room.

Grammar

★ 3 Put the words in the correct order to make sentences.

- 1 always / He / starts / at / work / o'clock / eight / .

 2 work / for / I / other / often / travel to / countries / .

 3 Fridays / We / on / usually / meetings / have / .

 4 with me / They / work / sometimes / on projects / .

 5 excellent, / Her / is / English / she / but / studies / never / !

 6 meetings / We / go / often / to / customers / with / .

★ 4 Complete the sentences with the correct form of the verb.

- 1 Jon _____ (be) a Sales Assistant.
 2 I _____ (not be) a Finance Officer.
 3 They _____ (not finish) work before seven o'clock.
 4 Jo and I _____ (work) in an office.
 5 We _____ (start) work at nine o'clock.
 6 I _____ (travel) for work a lot.
 7 Hal _____ (not be) a Sales Manager.
 8 They _____ (be) Admin Assistants.

★ 5A Choose the correct word to complete the sentences.

- 1 What *are / do* their working hours?
 2 How long *is / does* your lunch break?
 3 How *are / do* you get to work?
 4 *Is / Does* there a canteen?
 5 *Are / Do* you go to the gym?
 6 *Is / Does* your work space have a window?

B Write questions.

- 1 Where / their office / ?

 2 Why / Helena need a computer / ?

 3 Who / book meeting rooms / ?

 4 When / your meetings / ?

 5 Who / manage the sales team / ?

 6 How / he get to work / ?

Functional language

★ 6 Complete the dialogues with the phrases (a-f).

- a He analyses sales data
 b This is Josh from Boston
 c Nice to meet you, too
 d and work with the local sales teams
 e I work in IT
 f What do you do

- A: ¹_____
 B: I'm a Project Manager. I visit the markets ²_____.
 A: Which department do you work in?
 B: ³_____.
 A: ⁴_____. He's a Sales Rep.
 B: Nice to meet you.
 A: ⁵_____.
 A: Do you know Leo? He's in sales. ⁶_____.
 B: Nice to meet you, Leo.