HANDOUT 2

UNIT 2: DEPARTMENTS

I. VOCABULARY

❖ administration (n) /ədˌmɪnɪˈstreɪʃn/	❖ Financial Director /faɪˈnænʃl daɪˈrektə(r)/
❖ advertise (v) /ˈædvətaɪz/	❖ human resources /ˈhjuːmən rɪˈsɔːsiz/
❖ cafeteria (n) /ˌkæfəˈtɪəriə/	❖ hire (v) /ˈhaɪə(r)/
❖ check (v) /tʃek/	❖ Logistics Manager /ləˈdʒɪstɪks ˈmænɪdʒə r/
❖ client (n) /ˈklaɪənt/	❖ manage (v) /ˈmænɪdʒ/
❖ Commercial Manager /kəˈmɜːʃl ˈmænɪdʒə r/	❖ marketing department /ˈmɑːkɪtɪŋ dɪˈpɑːtmənt/
❖ conference room /ˈkɒnfərəns ruːm/	❖ plan (v) /plæn/
❖ Customer Development Director /ˈkʌstəmə(r) dɪˈveləpmənt daɪˈrektə(r)/	❖ production (n) /prəˈdʌkʃn/
❖ deal with /diːl wɪθ/	❖ purchasing department /ˈpɜːtʃəsɪŋ dɪˈpɑːtmənt/
❖ department (n) /dɪˈpɑːrtmənt/	❖ reception (n) /rɪˈsepʃn/
❖ develop (v) /dɪˈveləp/	❖ sales department /seɪlz dɪˈpɑːtmənt/
❖ employee (n) /ɪmˈplɔɪiː/	
❖ finance (n) /ˈfaɪnæns/	

Complete each sentence with ONE suitable word/ phrase based on the first given letter

Example: *I need a **p**_ _ _ _ **c**_ _ _ to hold these sheets of paper together.*

Answer: *paper clip*

1. Customer service officers have to **d**_ _ _**w**_ _ _ all customers' problems.
2. Our company wants to **d**_ _ _ _ _ _ customer base in the countryside.
3. The human **r**_ _ _ _ _ _ _ _ department is the part of a company that is responsible for hiring and firing people.
4. Guests or visitors often go to **r**_ _ _ _ _ _ _ _ first when they arrive at a company.
5. **E**_ _ _ _ _ _ _ _ are those who work in a company or an office and are paid to work for employers.
6. **C**_ _ _ _ _ _ _ _ _ room is a room for business events and meetings.
7. **S**_ _ _ _ department is responsible for the sales and distribution of the products.
8. The **F**_ _ _ _ _ _ department is in charge of managing the money flowing in and out of the company.
9. **L**_ _ _ _ _ _ _ _ manager often deals with the movement of products from the factories to the market.
10. **M**_ _ _ _ _ _ _ _ department is the part of a company that advertises a product for sale.

LIVEWORKSHEETS

II. Grammar/ Language focus:

1. Useful expressions for asking and giving directions

- ***Asking for and giving directions within the company:***

- Excuse me. Where is the _____?

E.g: Excuse me. Where is the financial director office?

- Could (please) you show/ tell me the way to _____?

Eg: Could (please) you show me the way to the sales department?

- It's _____.

E.g: It's on the left of the reception.

(Use the imperative form of the verb to give directions and instructions)

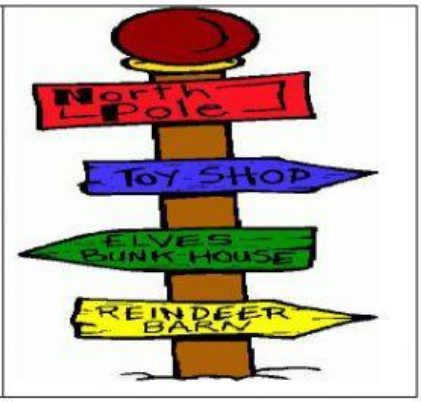
- Go _____.

E.g: Go along this road.

- Take _____.

E.g: Take the first left.

- ***Giving directions – useful phrases:***

- on the left/ right - above/ below - on the first/ second/ third floor - in front of/ behind - between _____ and_____ - go along _____ - go straight ahead	

2. Useful expressions for job duties and responsibilities

- **Be in charge of + N/ V-ing**
- **Be responsible for N/ V-ing**

Identify the error (A, B, C or D) in each sentence and write the correct words/phrases

Example: *I need print (A) a hard copy of (B) this file. Is (C) there a printer I can (D) use?*
Answer: *A → to print*

1. She's (A) responsible to (B) checking the quality (C) of the products (D) in Production Department.
2. The marketing (A) department of (B) a company is (C) responsible for advertise (D) products.
3. 'Where (A) is the financial director office?' - 'It's in (B) the fifth (C) floor of this (D) building.'
4. 'Excuse me. Could (A) you tell me where the sales (B) department is?' – 'It is between (C) Purchasing department with (D) IT department.'
5. Customer service department has to (A) deal for (B) problems which (C) are posed from (D) customers.

LIVEWORKSHEETS

6. From (A) the main corridor, logistics (B) department is in (C) the right (D) of Production department.

7. I think (A) that Human resources (B) department are (C) the most important (D) one to your company.

8. HR department is (A) in charge of recruiting, train (B), and dismissing (C) employees in (D) a company.

9. 'Could you to tell (A) me the way to (B) the sales department, please?' - 'Go straight ahead. It's (C) the first door on your left (D).'

10. 'Please, show (A) me the way to (B) the Production department?' - 'Take (C) the second right. It's next (D) the Purchasing department.'

III. LISTENING

Listen to the conversation and complete the sentences with NO MORE THAN TWO WORDS and/or A NUMBER from the recording

1. John Reeves manages the _____ at Rosco International Company.
2. Pia went to the company at _____.
3. The company is much _____ than she thought.
4. There are _____ working in the company.
5. John asks Pia to tell him about her _____.

IV. READING

Task 1: Read the text and answer the following questions with NO MORE THAN THREE WORDS from the text

April 29

Maria Sanchez

209 Ontario Street, Mount Hope, Ma 25038

Dear Ms. Sanchez,

I'm sorry to inform you that we will be unable to visit your London production facilities in June as previously scheduled. Complications in the construction of our new office buildings have made it difficult for me to leave New York at this time.

We will be attending the trade shows in both Chicago and Los Angeles in August and October respectively. Perhaps we can arrange a meeting at either one of these conferences. If not, I will definitely contact you to reschedule later in the year.

Regards,

Paul Kay

Paul Kay, Eastern Regional Director

Kent Manufacturing Inc.

LIVEWORKSHEETS

1. When did Mr. Kay plan to visit Ms. Sanchez's production facilities?

.....

2. Where was Mr. Kay when he sent the letter?

.....

3. When will the trade show be taken place in Chicago?

.....

4. Where will Mr. Kay participate in the other trade show?

.....

5. What is his job position?

.....

Task 2: Read the passage and fill in the blanks with NO MORE THAN TWO WORDS from the text

Which department is most important to your company?

The marketing department will argue that they make the company's products become popular to the customers. Without the marketing department, nobody will buy your products.

The human resource department members will say that because employees build up the company, the quality of those people and the organization depends on them.

The production area of a company will think that if products are not ready for customers anytime, the company will lose all of its customers and benefits.

The staff in charge of the supply chain think that the production department can't do anything if the supply chain does not support them.

And money has to flow through the finance office. So the Finance department sees itself as the keeper of the key.

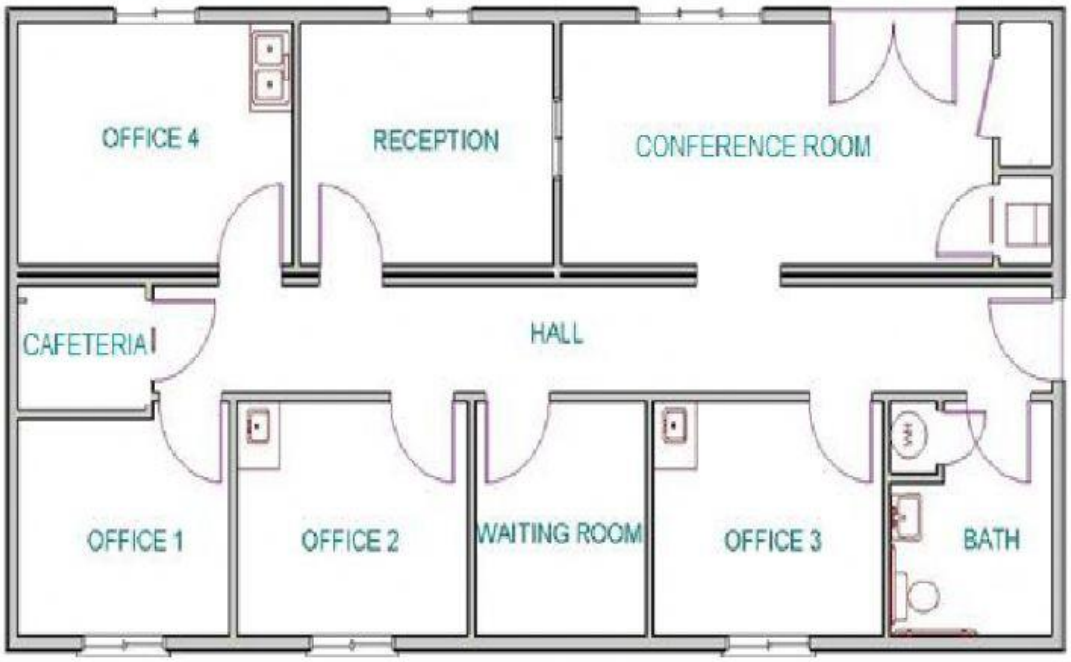
1. This reading text discusses the most important _____ in a company.
2. The company's products become popular because of the _____ department.
3. The _____ department says that the employees create the company.
4. The _____ department always needs the support of the supply chain staff.
5. The finance department thinks that they are necessary because they control the flow of _____.

V. WRITING

Write a paragraph (at least 5 sentences) to describe the following office plan by using the following expressions:

- on the left/ right
- above/ below
- on the first/ second/ third floor
- in front of/ behind
- between _____ and _____

LIVEWORKSHEETS



Example: The reception room is between the office 4 and conference room.

LIVEWORKSHEETS