



1

Working life

Starting point

- 1 What kind of business or organization do you work for?
- 2 Where do you spend most of your working day? At your desk, in meetings or somewhere else?
- 3 How much of your time is spent working on your own, with colleagues or with clients?

Working with words | Describing work

- 1 What kind of information do these places have about you and your job?
 - A company website
 - A personal webpage
 - A social media site such as Facebook or LinkedIn
 - A brochure or publication such as a conference programme
- 2 Read these profiles about people from a training company website and answer the questions.
 - 1 What is the name of the company? What kinds of training courses does it provide?
 - 2 Which people work full-time for the company?
 - 3 Which people are freelance and sometimes work for the company?



HOWARD BRIGHT

I'm the Director of In-balance, which I set up in 1996. We offer high quality training services

throughout the UK. I'm mainly **in charge** of planning and coordinating our courses. I **work with** a team of full-time office staff and freelance trainers.



EMRANN BHATT

I **work as** a trainer for In-balance and run regular courses on using mobile

technologies in marketing. I'm also a marketing consultant with my own agency. I **specialize in** online marketing and a large part of my work involves developing marketing strategies for small-to-medium sized business owners.



TASIA CLIFFORD

I work part-time for In-balance and I **am responsible for** running their courses on

employment law and health and safety. For the rest of the time, I'm a business lawyer with experience in the fields of employment law and health and safety. Most of my work **consists of** advising managers and businesses in these two areas. My clients come from a range of businesses and organizations.



FEY DE BOUTILIER

I **work in** customer services for In-balance. As the customer

service representative, I mainly **deal with** enquiries and bookings from a variety of clients ranging from multinational corporations to individual customers.

- 3 Complete this table with information about Tasia, Emrann and Fey from their profiles in 2.

	Job(s)	Colleagues and clients	Main area(s) of business	Workplace activities
Howard	Director	office staff and freelance trainers	training	planning and coordinating courses
Tasia				
Emrann				
Fey				

- 4 Discuss with a partner. How many full-time, part-time and freelance staff do you have in your company?
- 5 Complete the verb phrases in these sentences with a preposition. Check your answers by looking for the same verb phrases in **bold** in the profiles in 2.
- I work _____ a large group of people. We make a great team.
 - I'm responsible _____ planning and budgeting.
 - My job consists _____ advising businesses and organizations on employment law.
 - I'm in charge _____ coordinating sales teams across the region.
 - I specialize _____ workplace motivation.
 - I work _____ a receptionist in a large multinational.
 - I work _____ the areas of finance and accounting.
 - I deal _____ after-sales enquiries.
- 6 Which of the categories a–d do sentences 1–8 refer to? (Some of the sentences can refer to more than one category.)

- a Job _____
- b Colleagues and clients 1
- c Areas of business _____
- d Workplace activities _____

» For more exercises, go to **Practice file 1** on page 106.

- 7 Work with a partner. Tell your partner about your job. Use the verb phrases from 5.
- 8 Write a profile about yourself and your job for your company website.

Tip | *mainly*

You can use the adverb *mainly* to emphasize your main workplace activities. Notice the position is after the verb *to be* but before the main verb:

I'm **mainly** responsible for planning.

I **mainly** deal with taking bookings.

About yourself



To find out what someone's job is you ask:

- What do you do? – This is the most common way to ask.
- What do you do for a living? = What is your job/profession?
-
- What is your job?

How to talk about your job:

- I'm an office assistant. | I'm a team leader.
- I work as an office assistant. | I work as a team leader. | I work as a software developer.

Here are the key expressions you can use to say what you do:

- I deal
- I handle
- I oversee
- I'm in charge of
- I'm responsible
- My job involves

- to deal with = to handle
- to oversee – to watch somebody / something and make sure that a job or an activity is done correctly (**Synonym:** supervise)
- to be in charge of – It is used when you are responsible for someone or something.

You can also use the structure:

- responsibility + infinitive | responsibility + VERB + -ing
One of my responsibilities is to make sure...
One of my responsibilities is making sure...

Examples:

- I work as an office assistant. One of my main responsibilities is to arrange meetings and organise events when necessary. I deal with clients, suppliers, and colleagues. I'm responsible for collecting and mailing correspondence, serving customers as well as maintaining supplies and equipment.
- I am a marketing assistant. One of my main responsibilities is to conduct marketing research and to gather important data (social media, web analytics, etc.). I'm in charge of online content on the company's website and social media accounts. I'm responsible for preparing and delivering promotional presentations.
- I am a customer service representative. My job involves managing large amounts of incoming calls. I'm responsible for identifying customers' needs. I handle customer complaints, provide appropriate solutions and keep records of customer interactions.

1.1 Look at A opposite. Margaux is talking about her work. Correct the expressions in italics.

'I work for a large French supermarket company. It is an international company and (1) I work *about* the development of new supermarkets abroad. (2) In fact, I *running* the development department and (3) I *am manage* for a team looking at the possibilities in different countries. It's very interesting. (4) One of my *main* is to make sure that new supermarkets open on time. (5) I'm also *charged with* financial reporting. (6) I deal *at* a lot of different organizations in my work. (7) I'm *responsible of* planning projects from start to finish. (8) I work closely *near* our foreign partners, and so I travel a lot.'



1.2 Complete each gap in the text with one of the prepositions from B opposite.

Rebecca lives in London and works in public relations. She leaves home for work at 7.30 am. She drives (1) work. The traffic is often bad and she worries about getting (2) work late, but she usually arrives (3) work at around 9. She finishes work quite late, at about 8. 'Luckily, I'm never ill,' she says. 'I could never take time (4) work.'

She loves what she does and is glad to be (5) work. Some of her friends are not so lucky: they are (6) of work.