

2A Match the words and phrases in the box with the definitions.

bureaucracy centralised decentralised hierarchy innovative promotion

- 1 a move to a more important job in a company or organisation
- 2 new, different and better than before
- 3 a system of organisation in which people are divided into levels of importance
- 4 a complicated official system that has a lot of rules and processes
- 5 organised the control of an organisation so that everything is done or decided in one place
- 6 moved parts of an organisation, etc. from a central place to several different smaller ones

4  1.01 Listen to the radio discussion with Janet Wood, an organisation consultant. Check your answers in Exercise 3.

5 Listen again and decide if these sentences are **true (T)** or **false (F)**. Correct the incorrect sentences.

- 1 Organisations with tall structures can change and innovate fast.
- 2 Bob and Genevieve Gore started their company in the 1960s.
- 3 Employees voted to decide who should be the CEO of Gore.
- 4 'Holacracy' is a system without traditional managers.
- 5 All the functions at Zappos are now done by teams.
- 6 The transition at Zappos will take a few months to complete.

6 Choose the correct option. Listen to the discussion again if necessary.

- 1 Janet Wood seems
 - a critical of hierarchies.
 - b positive about hierarchies.
 - c sceptical about flat structures.
- 2 Which statement about W. L. Gore is true?
 - a Employees work in teams of 30.
 - b Staff are called associates.
 - c Nobody in the company has a job title.
- 3 Which statement about Zappos is true?
 - a The company started two years ago.
 - b Staff work in about 500 teams called circles.
 - c The lead link of a circle decides what everyone does.
- 4 What do W. L. Gore and Zappos have in common?
 - a Senior executives are elected by the employees.
 - b Any member of staff can start a new project team.
 - c Staff decide their own roles in a team.

Grammar Future forms**1 Match the sentences to the uses.**

1 a personal intention _____
 2 a plan/arrangement _____
 3 a prediction _____
 4 a scheduled event _____

a It's going to be an informative talk, I'm sure.
 b Carlotta is speaking at the conference.
 c I'm sure that you are all going to do your best to make this a success.
 d I'm meeting the Sales Director on Friday.
 e I'm going on holiday next week.
 f Marcelina is going to be out of the office until Thursday next week.
 g Freidrick is going to oversee the expansion himself.
 h Toni will give the presentation tomorrow.

**2 Put the words in the correct order to complete the sentences.**

1 Tuesday / in / won't / be / I / on / the / office

2 later / are / meeting / going / you / to / the / ?

3 next / we're / conference / visiting / centre / week / the

4 Lamar / promotion / I / is / get / soon / to / going / think / a

5 Monday / we / have / leave / early / to / on / don't

6 weather / flight / won't / our / leave / on time / in / this

7 Faiza / chair / on / will / the / Thursday / meeting

8 conference / isn't / to / going / until / the / finish / late

**3 Complete the email with the correct form of the verbs in brackets.**

Hi Kim,

Carla ¹ _____ (go) to the conference in Stockholm with Juan, who ² _____ (drive) there. However, I ³ _____ (have) an appointment in the morning, so I'm going to drive down afterwards. Unfortunately, the traffic ⁴ _____ (be) heavy around lunchtime, but I hope to get there by 12.30 p.m. The first seminar ⁵ _____ (start) at 1 p.m. so that should be fine.

⁶ _____ (you/come) with me or Carla? We ⁷ _____ (have) a meeting in-house in the afternoon, so you can let me know then.

See you soon,
 Christoph

Writing Emails – Organising information

1 Complete the letter with the words in the box.

questions further hesitate Madam after sincerely inform

Dear Sir / ¹ _____,

I am writing to ² _____ you of where we are in the process of selling your house. ³ _____ to our conversation, I confirm that the contract for the sale of your house has been sent to the buyers. We expect the signed contract to be returned by the end of the week.

⁴ _____ that, you will need to vacate the property and hand over the keys by Saturday 28th. Please do not ⁵ _____ to contact me if you have any ⁶ _____ regarding the sale.

Yours ⁷ _____,

Daniel Marston

2 Amalia is writing to her manager, Eleni, to ask questions about a conference. Put the paragraphs in the correct order.

To: Eleni Papageorgiou
 From: Amalia Esposito
 Subject: Digital Marketing conference

Hi Eleni,

1 _____ (A) Next, are we going by train or are we car-sharing, please?
 2 _____ (B) First of all, could you let me know how many of my colleagues are going to the conference?
 3 _____ (C) I hope everything goes well, and that there will be information that we can apply to our own operation.
 4 _____ (D) Sorry to bother you, but I have a few questions about the upcoming conference on Digital Marketing.
 5 _____ (E) Finally, can you tell me which workshops you would like me to prioritise, as there are several scheduled for the same time.

Best wishes,
 Amalia

3 Write a reply of about 80 words to the email in Exercise 2.

- Begin and end appropriately.
- Say why you are writing.
- Order the information (in the order of the questions).
- Use the Present Simple and Present Continuous where possible.