

► 4.1 Listen to three people receiving visitors from other departments in their company. Complete the table with the names of the departments.

Person	A	B	C
Works in			
Usually works with			
Meeting today with			

► 4.1 Listen again and complete sentences 1-5.

- We \_\_\_\_\_ closely \_\_\_\_\_ the Accounts Department.
- I have a meeting today with Anna Neves in IT, who's \_\_\_\_\_ all our software.
- He's the person in \_\_\_\_\_ purchasing for the whole company.
- I have frequent \_\_\_\_\_ all the different departments.
- I \_\_\_\_\_ the HR Director.

1 Match speakers 1-10 to departments a-j that they work in.

- 'When we checked, we found that several products were in the wrong boxes.' d
- 'We invoiced you in June but we never received your payment.' \_\_\_\_\_
- 'The CEO is asking us to recruit a new Assistant Manager.' \_\_\_\_\_
- 'We manufacture over 50 different products in this factory.' \_\_\_\_\_
- 'I'm sorry, but we don't have the money to increase your department's budget.' \_\_\_\_\_
- 'If we offer them a 5% discount, I think they'll sign the contract.' \_\_\_\_\_
- 'Can you phone three or four suppliers and see who offers the best price?' \_\_\_\_\_
- 'They say they're unhappy with their order. I'll call them and try to resolve the problem.' \_\_\_\_\_
- 'We need to dispatch the order before Friday.' \_\_\_\_\_
- 'Your computer doesn't work? I'll come and have a look.' \_\_\_\_\_

- a Customer Service
- b Logistics
- c Accounts
- ~~d Quality Control~~
- e Production
- f Finance
- g Human Resources
- h Sales
- i IT
- j Purchasing

2 Choose the correct word in *italics* to complete sentences 1-5.

- We have a lot of contact ~~to~~ / ~~on~~ / *with* the Finance Department.
- She's in charge *to* / *of* / *for* the Logistics department.
- The Sales Manager reports *with* / *to* / *at* the Sales and Marketing Director.
- The IT Manager is responsible *for* / *of* / *to* developing new software solutions.
- I work closely *by* / *from* / *with* the Human Resources Department.