

## 1

## Jobs and responsibilities

**STARTER**

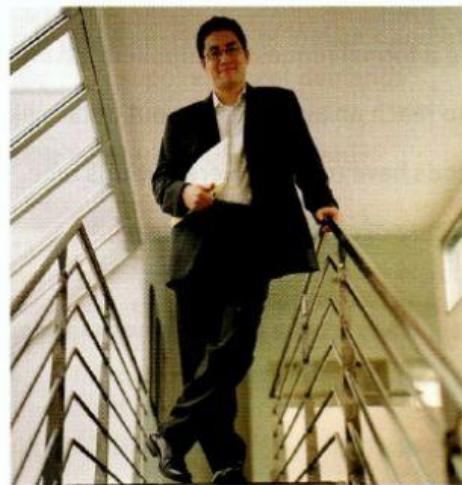
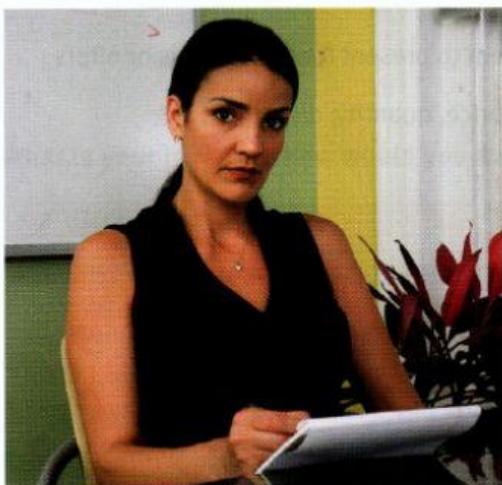
Look at the following tasks. Which do you do in your job? Which do you do in English? Compare your answers with a partner's.

	often	sometimes	never	English
make phone calls				
write emails				
fill in forms				
do Internet searches				
go on business trips				
take part in meetings				
take clients out for meals				
give presentations				
do market research				
go to trade fairs				
handle customer complaints				

Which of the tasks above are typical for people working in sales? Which are typical for people working in purchasing? Discuss with a partner.



1 Carol Sayers and Kim Dong-Sun both work for Interflights, an air carrier located near Seoul. Listen to them describe their jobs. Who works in sales and who works in purchasing?

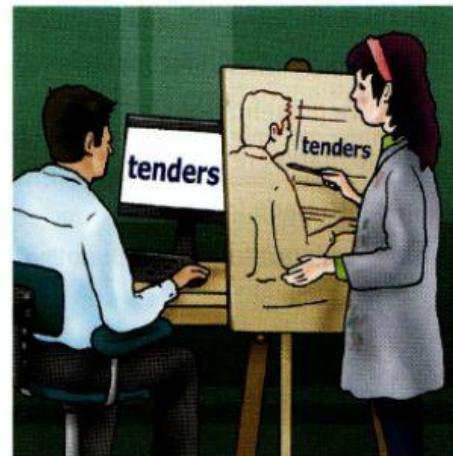


Listen again and decide who does the following as part of his/her job.

	Carol	Dong-Sun
1 calls and visits clients		
2 writes emails		
3 collects and compares offers		
4 presents products		
5 liaises with other departments		
6 does market research		
7 makes offers		
8 negotiates contracts		
9 goes to trade fairs		
10 deals with tenders		
11 handles complaints		
12 writes reports		

**2 Match the two parts to make phrases used by Carol and Dong-Sun.**

a to negotiate	date
b to handle	tenders
c market	order forms
d to fill in	contracts
e delivery	complaints
f to draw up	research



Now match the phrases a-f to the definitions 1-6.

1 To write down the information needed to purchase goods or services.	<input type="checkbox"/>
2 Collecting information about what customers buy, and why.	<input type="checkbox"/>
3 To write a formal request to suppliers asking them to present their proposals or offers.	<input type="checkbox"/>
4 To try to reach an agreement about details like price, quantity, discounts, etc.	<input type="checkbox"/>
5 The goods have to be delivered by this time.	<input type="checkbox"/>
6 To take care of customers' problems.	<input type="checkbox"/>

d

Match the job ads from a British newspaper on the next page to the job titles below.

key account manager

senior purchaser

sales representative

supply chain manager