

NAME: _____

Vocabulary Company structure

A Match the words or phrases on the left to their definitions.

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|------------------------|---|
| 1. Subsidiary | • Office where people answer queries/make sales on the phone |
| 2. Factory/plant | • A building from which goods or supplies are sent to customers |
| 3. Call center | • A place through which products are sold |
| 4. Service center | • A large building or group of buildings where goods are made (using machinery) |
| 5. Headquarters | • A place where faulty products are mended |
| 6. Distribution center | • The main office or building of a company |
| 7. Warehouse | • A company which is at least half-owned by another company |
| 8. Outlet | • A building for storing goods in large quantities |

B

CD1.21 Listen to the comments from different places in the organisation and write them down. Then match them to the places listed in Exercise A.

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|----|--|---------------------|
| 1 | Stock levels have been low for two weeks now. <i>warehouse</i> | |
| 2. | Why do we always have to check with the parent company before making decisions? | Subsidiary |
| 3. | Yes, that's fine. If you could just hold on a minute, I'll need to transfer you to a supervisor. | Factory/plant |
| 4. | We need to deliver this consignment on Friday. | Call center |
| 5. | The production line is operating at full capacity. | Service center |
| 6. | The Board of directors has fixed the Annual General Meeting for Tuesday the second. | Headquarters |
| 7. | Can you e-mail head office as soon as possible and find out about the designs for the new window displays? | Distribution center |
| 8. | I'm afraid all our engineers are out working on repairs at the moment. | Outlet |

C What do the following departments do? Match the activities (a-k) to the correct department.

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|------------------------|--------------------------|---|
| 1. R&D | ☐ | a. Deal with complaints |
| 2. Customer Services | ☐ | b. Draw up contracts |
| 3. Human Resources | ☐ | c. Carry out research |
| 4. Sales and Marketing | ☐ | d. Train staff |
| 5. Production | ☐ | e. Run advertising campaigns |
| 6. Finance | ☐ | f. Issue press releases |
| 7. Administration | ☐ | g. Operate assembly lines |
| 8. Legal | ☐ | h. Prepare budgets/ accounts |
| 9. Logistics | ☐ | i. Keep records |
| 10. Public Relations | ☐ | j. Transport goods |
| 11. IT | ☐ | k. Install and maintain systems equipment |