

12.2 The changing face of work

Vocabulary job responsibilities

1 Circle the verbs that don't go with the words in **bold**.

- 1 answer / **do** / talk on the phone
- 2 attend / organize / train meetings
- 3 answer / deal with / give customer enquiries
- 4 entertain / give / write presentations
- 5 employ / recruit / run new staff
- 6 advise / entertain / recruit clients
- 7 employ / type up / write reports
- 8 attend / manage / work in a team

2 Complete the words in the sentences.

- 1 How many people work in your team ?
- 2 When was the last time your company recruited new st _____ ?
- 3 Who does most of the pa _____ in your office?
- 4 Where do you go when you have to entertain cl _____ ?
- 5 How many m _____ do you have to attend each week?
- 6 Who deals with customer e _____ in your company?
- 7 Do you get nervous before you give pr _____ ?
- 8 Who runs the day-to-day b _____ of your department?
- 9 How many e _____ do you receive each day?

3 Complete the article with the correct form of the verbs in the box.

advise attend deal with give recruit talk on
work in write

The best job in the world?

Every summer, travel companies ¹ recruit people to do one of the best jobs in the world: a water slide tester. This lucky person travels around the world testing all the water slides that belong to the company, making sure that they are safe. The water slide tester ² _____ a team, but he or she is the only member who works outside of the office. While the others ³ _____ meetings, the water slide tester is busy jumping down a water slide in his or her swimming costume. A water slide tester doesn't have to ⁴ _____ presentations, but after testing each slide, he or she ⁵ _____ a short report about its safety. If they think a slide could be dangerous, they call their boss immediately and describe the problem. Together they decide what to ⁶ _____ the client to do about the slide. Sometimes, they spend hours ⁷ _____ the phone trying to make the right decision. Later, when the team at home has to ⁸ _____ enquiries from customers about the slides, they can say there aren't any problems. Water slide testers are important because they keep people safe, but the best thing about the job is that it's fun!



Grammar uses of the infinitive with *to***4** Match the two halves of the sentences.

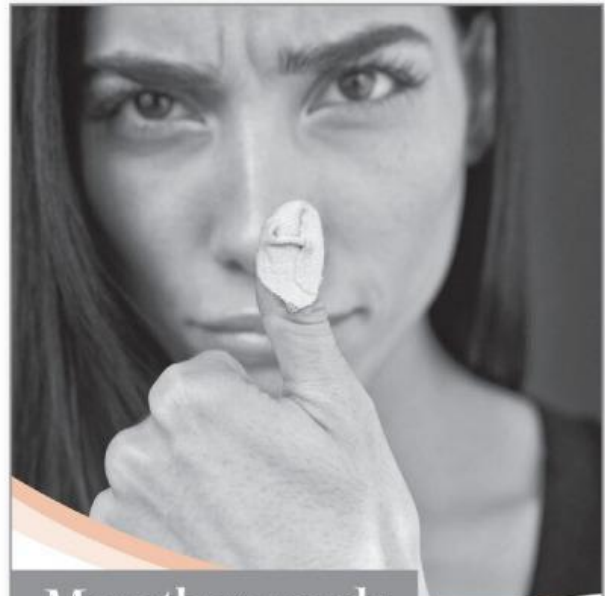
- | | |
|---------------------------------------------------|---|
| 1 Do some research before the interview | e |
| 2 Leave home early and try | — |
| 3 If you're expecting a call, don't forget | — |
| 4 You don't need a pen because it isn't necessary | — |
| 5 Smile, although it's difficult | — |
| 6 Look smart on the day | — |
| a not to feel nervous. | |
| b to turn off your mobile phone. | |
| c to take notes. | |
| d to make a good impression. | |
| e to find out about the company. | |
| f not to be late. | |

5a Complete the sentences with the correct form of the verbs in brackets. Use the affirmative or negative form of the verbs.

- I need to work (work) late because I haven't finished my presentation for tomorrow.
- Are you going to have a party _____ (celebrate) your birthday?
- It's important _____ (say) the wrong thing to your boss.
- I'll tell you if you promise _____ (tell) anybody.
- Is it easy _____ (talk) to your colleagues outside work?
- It's impossible _____ (worry) when your children come home late.
- Remember _____ (call) me when I'm in the meeting.
- Do you use your phone _____ (take) photos?

PRONUNCIATION *to* in infinitive with *to***b** 12.2 Listen and check your answers to exercise 5a. Pay attention to the weak pronunciation /tə/ of *to*.**c** 12.2 Listen again. Pause the CD and repeat after each sentence.**STUDY TIP** When an infinitive is used with *to*, the pronunciation of *to* is weak /tə/. Practise saying phrases with *to* and *not to* to get the pronunciation right.**6** Complete the article with the correct form of the verbs in the box.

attend do get give go have open return

**More than words**

Things often go wrong at job interviews and it is quite normal ¹ to have a problem. The important thing is your reaction, which can sometimes get you the job. This is exactly what happened to an American woman who was invited ² _____ an interview at a company that was looking for a new receptionist. The woman parked outside the building, got out of her car and closed the door quickly ... on her thumb! She needed the car keys ³ _____ the door, but they were in her bag. Eventually, she managed ⁴ _____ the keys and open the car door, but her thumb was hurting a lot. She decided ⁵ _____ to the interview anyway. She greeted the interviewer, and everything was going well until he asked her ⁶ _____ a typing test. She explained that she couldn't do the test because of her accident and she offered ⁷ _____ the next day. The interviewer got some ice for her thumb, and asked her a few more questions before she left. The next day she had a call from the company saying that they wanted ⁸ _____ her the job. She had been so calm after her accident that they thought she would make an excellent receptionist.

I can ...

Very well Quite well More practice

talk about what a job involves.

☐☐☐use the infinitive with *to*.☐☐☐