WRITING

You are a manager at the head office of a company. One of your overseas branches has a lot of problems.

Write an e-mail (about 150 words) to Marcos Flores, the Branch Manager. Say what you think are the *three* biggest problems in the list below and suggest a solution to each of them.

Problems identified

- People don't like wearing formal clothes to the office all the time.
- There are many long, informal meetings that take a lot of time.
- Employees who have children find the 8.30–5.30 working day very difficult.
- Staff don't like the new office manager.
- People spend a lot of time writing reports.
- Staff say it's difficult to talk to the manager (Marcos Flores) – they always have to phone or send e-mails.

12 Jobs

VOCABULARY

Choose the best word to complete these sentences.

1 How can we *motivate /deal with* staff to work harder? What can we offer them?
2 Can you *cope with /organise* strict deadlines and a lot of pressure?
3 I have to *manage /train* new employees to use our software.
4 Jeremy helped to *develop /set up* a new branch office in Lisbon.
5 Mr Allegro is on the phone and he isn't happy. Can you *deal with /motivate* his complaint, please?
6 I'd like to *train /organise* a conference for early next year.
7 Alexi *sets up /manages* a team of about 40 people.
8 We have a basic idea in mind, but we really need to *develop /cope with* it.

PAST SIMPLE AND PRESENT PERFECT

Complete this text with the correct form (past simple or present perfect) of the verb in brackets.

Nouf Al Sudais .....[1] (*study*) at the London School of Economics from 2004 to 2008. Then he .....[2] (*apply*) for jobs in London. He .....[3] (*get*) a job in a bank and has worked there since that time. Since last year, he .....[4] (*take*) several classes in finance at the LSE and he's now considering going back for a Master's degree.

Nouf is fluent in Arabic and English and he .....[5] (*study*) some French, too. He .....[6] (*always enjoy*) language study. He loves working in a job where he can use his languages.

Through his work, Nouf .....[7] (*meet*) people from all over the world. His office works closely with an office in Australia, so he .....[8] (*go*) to Australia about 10 times in the past two years. He .....[9] (*visit*) Japan and China on business, too.

Last year, Nouf's friend Jamal .....[10] (*ask*) Nouf to apply for a job at Jamal's company in Jeddah. But Nouf .....[11] (*not apply*). He likes his job in London, and he isn't ready to leave. He visits his family in Riyadh every year, and [illegible] .....[12] (*see*) them two or three times.

LIVEWORKSHEETS

SKILLS

Put the words in the correct order to make questions.

1 you / at / What / good / are / ?
2 special / any / Do / skills / you / have / ?
3 job / What / your / did / last / you / from / learn / ?
4 about / like / you / your / didn't / last / What / job / ?
5 time / What / free / do / your / you / in / do / ?
6 your / What / main / are / interests / ?
7 in / want / do / to / What / the / you / future / do / ?
8 years' / be / want / do / to / you / Where / in / 10 / time / ?

WRITING

Answer the questions in the Skills exercise above. Invent the answers if necessary.

Cultures 4: Team working

A Choose the best words to complete the text.

Most jobs require people to work in teams. If you do business internationally, it's good to understand basic cultural information about team work.

Research shows that East Asian cultures – Indonesia, Japan, South Korea, Malaysia, Singapore and China – tend to *like /dislike*[1] working in groups. It feels *awkward /natural and comfortable*[2] in these societies. They tend to put the group *after /before*[3] the individual.

But other cultures value *team work /the individual*[4], too. Scandinavians – Danes, Norwegians and Swedes – are *not good /good*[5] team players. However, teams do not always work closely together in these cultures. Once team members are given a task, they usually want the freedom to complete it without too much control.

Finland, a neighbour of Norway and Sweden, *isn't /is*[6] the same as its neighbours. Finland's attitude to team work is more like some southern European countries, as Finns *rarely /often*[7] prefer to work on their own. In Portugal, Italy and Greece, teams *can often be /aren't usually*[8] individuals working on their own and reporting to a strong leader. They *work /don't work*[9] in close cooperation. In this case, team leaders *need to /don't need to*[10] give a clear focus and direction for each team member.

B Based on the attitudes to team work described in Exercise A, choose the odd country out in each list.

1	Indonesia	Japan	Portugal
2	Malaysia	Spain	Greece
3	Finland	Italy	Indonesia

LIVEWORKSHEETS