Exercise 1. What is the structure of this company?

1. quality control
2. health and safety
3. brand image
4. supply chain
5. manufacturing
6. recruitment
7. customer service
8. pricing
9. promotion
10. invoicing
11. cash flow

LIVEWORKSHEETS

Exercise 2. Can you name any other departments?

LIVEWORKSHEETS

Exercise 3. Help a secretary to sort out these mails…

I am delighted to be applying for the Sales Management position with High Seas Getaways. In addition to 5 years experience as a Sales Manager I hold a bachelor`s degree in marketing and...

...Furthermore, I was told that TV was guaranteed for 2 years. Although I have asked you repeatedly to replace the TV, I have not yet received a reply from you...

Currently I`ve received necessary treatment following the workplace accident. My medical provider has given me the following restrictions. Please, let me know if you can accommodate these restrictions....

During our July 18 inspection of your manufacturing facility located at 13 Harding Street, Florida, we have identified significant violations of current food manufacturing process....

...We confirm about our being able to buy the following product in terms and conditions stated here below...

A. Human resources
B. Finance
C. Operations department
D. Production
E. Sales
F. Marketing department

We have received your fees 267 £ through check number PI8767...We appreciate for clearing all dues of payments from your side...

LIVEWORKSHEETS

Exercise 4. What are these letter types?

a verb	a noun
to apply	
to complain	
to confirm	
to injure	

Exercise 5. What departments might these telephone calls be held in?

1

2

3

4

LIVEWORKSHEETS