



1

Working life

Starting point

- 1 What kind of business or organization do you work for?
- 2 Where do you spend most of your working day? At your desk, in meetings or somewhere else?
- 3 How much of your time is spent working on your own, with colleagues or with clients?

Working with words | Describing work

- 1 What kind of information do these places have about you and your job?
 - A company website
 - A personal webpage
 - A social media site such as Facebook or LinkedIn
 - A brochure or publication such as a conference programme
- 2 Read these profiles about people from a training company website and answer the questions.
 - 1 What is the name of the company? What kinds of training courses does it provide?
 - 2 Which people work full-time for the company?
 - 3 Which people are freelance and sometimes work for the company?



HOWARD BRIGHT

I'm the Director of In-balance, which I set up in 1996. We offer high quality training services

throughout the UK. I'm mainly **in charge of** planning and coordinating our courses. I **work with** a team of full-time office staff and freelance trainers.



EMRANN BHATT

I **work as** a trainer for In-balance and run regular courses on using mobile

technologies in marketing. I'm also a marketing consultant with my own agency. I **specialize in** online marketing and a large part of my work involves developing marketing strategies for small-to-medium sized business owners.



TASIA CLIFFORD

I work part-time for In-balance and I **am responsible for** running their courses on

employment law and health and safety. For the rest of the time, I'm a business lawyer with experience in the fields of employment law and health and safety. Most of my work **consists of** advising managers and businesses in these two areas. My clients come from a range of businesses and organizations.



FEY DE BOUTILIER

I **work in** customer services for In-balance. As the customer

service representative, I mainly **deal with** enquiries and bookings from a variety of clients ranging from multinational corporations to individual customers.

- 3 Complete this table with information about Tasia, Emrann and Fey from their profiles in 2.

	Job(s)	Colleagues and clients	Main area(s) of business	Workplace activities
Howard	<i>Director</i>	<i>office staff and freelance trainers</i>	<i>training</i>	<i>planning and coordinating courses</i>
Tasia				
Emrann				
Fey				

- 4 Discuss with a partner. How many full-time, part-time and freelance staff do you have in your company?

- 5 Complete the verb phrases in these sentences with a preposition. Check your answers by looking for the same verb phrases in **bold** in the profiles in 2.

- 1 I work _____ a large group of people. We make a great team.
- 2 I'm responsible _____ planning and budgeting.
- 3 My job consists _____ advising businesses and organizations on employment law.
- 4 I'm in charge _____ coordinating sales teams across the region.
- 5 I specialize _____ workplace motivation.
- 6 I work _____ a receptionist in a large multinational.
- 7 I work _____ the areas of finance and accounting.
- 8 I deal _____ after-sales enquiries.

- 6 Which of the categories a–d do sentences 1–8 refer to? (Some of the sentences can refer to more than one category.)

- a Job _____
- b Colleagues and clients 1
- c Areas of business _____
- d Workplace activities _____

» For more exercises, go to **Practice file 1** on page 106.

- 7 Work with a partner. Tell your partner about your job. Use the verb phrases from 5.

- 8 Write a profile about yourself and your job for your company website.

Tip | *mainly*

You can use the adverb *mainly* to emphasize your main workplace activities. Notice the position is after the verb *to be* but before the main verb:

I'm **mainly** responsible for *planning*.

I **mainly** deal with taking *bookings*.

About yourself



To find out what someone's job is you ask:

- **What do you do?** - This is the most common way to ask.
- **What do you do for a living?** = What is your job/profession?
- [redacted]
- **What is your job?**

How to talk about your job:

- I'm an office assistant. | I'm a team leader.
- I work as an office assistant. | I work as a team leader. | I work as a software developer.

Here are the key expressions you can use to say what you do:

- I deal [redacted]
- I handle [redacted]
- I oversee [redacted]
- I'm in charge of [redacted]
- I'm responsible [redacted]
- My job involves [redacted]

- **to deal with** = to handle
- **to oversee** - to watch somebody / something and make sure that a job or an activity is done correctly (**Synonym:** supervise)
- **to be in charge of** - It is used when you are responsible for someone or something.

You can also use the structure:

- **responsibility + infinitive** | **responsibility + VERB + -ing**
One of my responsibilities is to make sure...
One of my responsibilities is making sure...

Examples:

- I work as an **office assistant**. **One of my main responsibilities is** to arrange meetings and organise events when necessary. **I deal with** clients, suppliers, and colleagues. **I'm responsible for** collecting and mailing correspondence, serving customers as well as maintaining supplies and equipment.
- I am a **marketing assistant**. **One of my main responsibilities is** to conduct marketing research and to gather important data (social media, web analytics, etc.). **I'm in charge of** online content on the company's website and social media accounts. **I'm responsible for** preparing and delivering promotional presentations.
- I am a **customer service representative**. **My job involves** managing large amounts of incoming calls. **I'm responsible for** identifying customers' needs. **I handle** customer complaints, provide appropriate solutions and keep records of customer interactions.

1.1 Look at A opposite. Margaux is talking about her work. Correct the expressions in italics.

'I work for a large French supermarket company. It is an international company and **(1)** I work *about* the development of new supermarkets abroad. **(2)** In fact, I *running* the development department and **(3)** I *am manage for* a team looking at the possibilities in different countries. It's very interesting. **(4)** One of my *main* is to make sure that new supermarkets open on time. **(5)** I'm also *charged with* financial reporting. **(6)** I deal *at* a lot of different organizations in my work. **(7)** I'm *responsible of* planning projects from start to finish. **(8)** I work closely *near* our foreign partners, and so I travel a lot.'



1.2 Complete each gap in the text with one of the prepositions from B opposite.

Rebecca lives in London and works in public relations. She leaves home for work at 7.30 am. She drives **(1)** work. The traffic is often bad and she worries about getting **(2)** work late, but she usually arrives **(3)** work at around 9. She finishes work quite late, at about 8. 'Luckily, I'm never ill,' she says. 'I could never take time **(4)** work.'

She loves what she does and is glad to be **(5)** work. Some of her friends are not so lucky: they are **(6)** of work.