

NAME: _____

Vocabulary Company structure

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

- | | |
|------------------------|---|
| 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.

- 1 Stock levels have been low for two weeks now. *warehouse*

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.

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