



Unit overview

2.1 > What do you do?

Lesson outcome: Learners can understand and give a short basic description of common jobs.

Vocabulary: The work we do

Communicative grammar: Talking about work

Video: I work in Sales

Task: Where I work and what I do

2.2 > What does the company do?

Lesson outcome: Learners can understand and give a short basic description of a company.

Vocabulary: What companies do

Reading and listening: Company information

Writing: Describing a company

2.3 > A week in the life

Lesson outcome: Learners can write simple sentences about work routines and activities.

Reading: Two different routines

Communicative grammar: Talking about routines

Writing: A short blog post for a company intranet

2.4 > Work skills: Small talk

Lesson outcome: Learners can talk about their jobs and work routines in a simple way.

Video: Small talk at work

Speaking: Making conversation

2.5 > Business workshop: At a conference

Lesson outcome: Learners can introduce themselves in formal situations and talk about their companies and jobs in a simple way.

Reading: A conference website

Listening: Small talk at a conference

Speaking: Networking

Review 2

Pronunciation: 2.2 Numbers 2.3 Questions

Grammar reference: 2.1 Talking about work 2.2 a/an
2.3 Talking about routines 2.4 Using 's and s'

2.1

What do you do?

Lesson outcome

Learners can understand and give a short basic description of common jobs.

Lead-in

1 Look at the photos. Match the people (A-D) with the jobs.

Digital Designer IT Specialist Production Engineer Sales Manager



Vocabulary The work we do

2A Read the information about people and their jobs below. Match the person, job and department.

Name	Job	Department
Carla Lombardi	Production Engineer	sales
Ben Schmidt	Sales Manager	IT (information technology)
Lucas Sousa	IT Specialist	production
Anna Robinson	Digital Designer	marketing

B Complete the sentences with the correct name: Carla, Ben, Lucas or Anna.

- _____ is German.
- _____ works on projects.
- _____ makes website designs.
- _____ has meetings with clients.
- _____ answers phone calls.
- _____ sells transport services.
- _____ solves technical problems.
- _____ works in Milan.

T Teacher's resources:
extra activities



Carla Lombardi

Where are you from?
I'm from Florence in Italy.

Where do you work?
I **work** for an e-commerce company. We **sell** sports clothes and equipment. I **work** in the Milan office.

What's your job?
I'm a Digital Designer. I **work** in the marketing department.

What do you do at work?
I **make** designs for the website and social media.



Ben Schmidt

Where are you from?
I'm from Hamburg in Germany.

Where do you work?
I **work** for a pharmaceutical company in Berlin. It's the capital of Germany.

What's your job?
I'm a Production Engineer.

What do you do at work?
I **check** the production processes are safe and cost-effective.



Lucas Sousa

Where are you from?
I'm from Brasília. It's the capital of Brazil.

Where do you work?
I **work** for Telefónica. It's a big telecommunications company.

What's your job?
I'm an IT Specialist and I **work** in the IT department.

What do you do at work?
I **work** on projects for other departments. I **solve** technical problems.



Anna Robinson

Where are you from?
I'm from Manchester in England.

Where do you work?
I **work** for a transport company.

What's your job?
I **work** as a Sales Manager.

What do you do at work?
I **manage** my sales team. I **have** twelve people in the team. I **make** and **answer** phone calls, **have** meetings with clients and **write** reports.

Communicative
grammar

▶ TALKING ABOUT WORK

→ Grammar reference: page 106

I **work** in the marketing department.You **manage** shop assistants.We **work** in a shop.They **sell** clothes.I/You/We/They **have** meetings.She **works** in the marketing department.He **writes** reports.She **makes** designs.He **sells** clothes.He/She **has** meetings.

3 Match 1–4 with a–d and 5–8 with e–h.

- | | | | |
|----------------|-----------------------------|--------------|--------------------------|
| 1 I manage | a phone calls to clients. | 5 I have | e technical problems. |
| 2 You work for | b hybrid and electric cars. | 6 You solve | f the process is safe. |
| 3 We sell | c a team of twelve people. | 7 We write | g meetings with clients. |
| 4 They make | d a multinational company. | 8 They check | h emails and reports. |

4 Complete the texts with the correct form of the verbs in the boxes.

have sell work write

David is an Accountant. He ¹ _____ for a chemical company. It ² _____ chemical products. He ³ _____ meetings with other departments and he ⁴ _____ financial reports.

answer manage work solve

Linda ⁵ _____ as a Customer Service Manager. She ⁶ _____ a team of twenty staff. She ⁷ _____ phone calls from customers and ⁸ _____ their problems.

T Teacher's resources:
extra activities

VIDEO 5A ▶ 2.1.1 Watch Elena in the video and complete the information in the table.



	Elena	Ellen	Steve
City/Country	Southend-on-Sea	Leicester, England	⁹ _____
Company	¹ _____	⁵ _____	¹⁰ _____
Job/Department	² _____	Senior Research Manager	¹¹ _____
Responsibilities	³ _____ ⁴ the phone, and give visitors a pass	⁶ _____ with the team and ⁷ _____ with manager, make phone calls and ⁸ _____ emails	¹² _____ the sales team, ¹³ _____ meetings with clients

B Watch Ellen and complete the information in the table.

C Watch Steve and complete the information in the table.

6A Work in pairs. Ask and answer the questions.

- What's your name? • Where are you from? • Where do you work?
- What's your job? • What do you do at work?

Student A: Read your role card on page 114 or use your own information.

Student B: Read your role card on page 116 or use your own information.

B Work in new pairs. Use the questions in Exercise 6A and introduce yourself to your partner.

C Work with your partner from Exercise 6A. Tell your partner about the person you talked to in Exercise 6B.

His/Her name is ...

TASK

Self-assessment

I can understand and give a short basic description of common jobs.



2.2

What does the company do?

Lesson outcome

Learners can understand and give a short basic description of a company.

Lead-in

1 Do you have these products? What brand is the product?

car e-reader laptop/computer mobile phone TV washing machine

Vocabulary

What companies do

2A Match the photos (A-F) with the business activities.

design cars make clothes make consumer electronics
provide air transport services provide financial services sell products online

B Match the companies with the business activities in Exercise 2A.

Allianz Amazon Inditex Qatar Airways Samsung Volkswagen

3 2.01 Choose the correct word. Then listen and check.

- Qatar Airways *designs* / *provides* air transport services.
- Allianz *provides* / *makes* financial services.
- Volkswagen *designs* / *provides*, makes and sells cars.
- Amazon *makes* / *sells* books and other products online.
- Inditex makes and *sells* / *provides* clothes in shops and online.
- Samsung *makes* / *provides* mobile phones and home electronics.

4A Write sentences about these companies using the verbs in Exercise 3.

Alibaba Apple Bank of China H&M Lufthansa Toyota

B Work in pairs. Ask and answer questions about the companies.

A: What does Apple do? B: It makes ...

5A 2.02 Write the missing numbers. Then listen and repeat.

100	a/one hundred
_____	three hundred and twenty
647	six hundred _____ forty seven
1,000	a/one thousand
55,367	fifty-five _____, three _____ and sixty-seven
_____	seventy-eight thousand, one hundred and thirteen
100,000	a/one hundred thousand
360,000	three hundred _____ sixty _____
_____	eight hundred and ninety-two thousand, six hundred and seventeen
1,000,000	a/one million

→ page 112 See Numbers

B 2.03 Complete the sentences with the numbers in the box. Then listen and check.

- Allianz has over ¹ _____ employees in more than seventy countries.
Amazon has over ² _____ warehouse robots.
Qatar Airways has ³ _____ aircraft and flies to over ⁴ _____ destinations.
Inditex has over ⁵ _____ stores and over ⁶ _____ employees in ninety-six countries.

C How many employees/students are there where you work/study?

→ page 97 See Pronunciation bank: Numbers

150 220 7,000 174,000
100,000 140,000

T Teacher's resources:
extra activities

Reading and listening

About Tramuntana

We are an e-commerce company. We sell clothes and shoes in our online shop. We work with top brands. We are based in Paris and have offices in eighteen countries. We have 700 staff all over the world. Most of our sales are in Brazil, Mexico, Spain, Poland, Germany and Ireland.

6 Look at the company profile. Complete the table.

Company name	
Business	
Head office	
Number of countries	
Number of staff	
Top sales	

7 Read the company profile again. Are the sentences *true* (T) or *false* (F)? Correct the false sentences.

- | | |
|--------------------------------------|-----------------------------------|
| 1 Tramuntana designs cars. | 4 It is an international company. |
| 2 It sells products on the internet. | 5 There are 700 staff in Paris. |
| 3 It sells famous brands. | 6 The top sales are in Asia. |

8 2.04 Listen to Alan Murray talking about his company. Match 1–5 with a–e.

- | | |
|-----------------------------------|---------------------------------------|
| 1 We are | a in Bonn, Germany. |
| 2 We provide | b an international transport company. |
| 3 Our global head office is based | c in 220 countries. |
| 4 We have over 360 offices | d 85,000 staff and 250 aircraft. |
| 5 We have | e global logistics services. |



A/AN

→ Grammar reference: page 106

We use *an* with a word beginning with a vowel sound: *an airline, an e-commerce company, an international transport company, an MBA, an hour, an online company, etc.*

We use *a* with other words: *a bank, a car company, a manufacturer, etc.*



Teacher's resources:
extra activities

Writing 9A Look at the table about the InterContinental Hotels Group. Write a short description of the company. Use some of the phrases in the box.

Company name	InterContinental Hotels Group (IHG)
Business	hospitality services
Head office	Denham, England
Hotels	Over 5,300
Countries	100
Staff	Over 375,000 people in hotels and corporate offices globally

We are a/an ... company. We make/sell ... We provide ... services.

We are based in ... We have (offices) in ... We have over ... staff/offices/etc.

B Work in pairs. Write a similar description about a different company. Use some of the phrases in the box.

Student A: turn to page 114.

Student B: turn to page 115.

C Compare your descriptions from Exercise 9B with your partner.

2.3

A week in the life

Lesson outcome

Learners can write simple sentences about work routines and activities.

Lead-in 1A Put the days of the week in order (1-7). Which days are the weekend?

Days of the week

Monday

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

Friday Monday 1 Saturday Sunday Thursday Tuesday Wednesday

B ▶ 2.05 Listen and check. Then listen again and repeat.

2 Complete the texts with questions a-i.

- | | |
|---|--|
| a Where are you from? | f Do you travel for work? |
| b Where do you work ? | g Does the company have offices in other countries? |
| c What do you do ? (x2) | h What days do you work ? |
| d What do you do at work? (x2) | i What do you do in your free time? |
| e Do you like your job? (x2) | |



About Charlotte Thomas

- 1 _____
I'm an IT specialist.
- 2 _____
I work for a German company. It's a financial services provider. I'm based in the Guildford office in England.
- 3 _____
I work on projects for different departments. I design software programs and provide technical solutions.
- 4 _____
Yes, the projects are interesting.
- 5 _____
Yes, but I **don't travel** a lot. I go to the company head office in Munich every three months to see my boss. I spend a week there.
- 6 _____
Yes. Germany, the UK, the Netherlands and Japan.



THE WORK AND HOLIDAY BLOG

Meet Álvaro and Pablo

- 7 _____
We're students from Spain. We have visas to live, work and study in Australia for a year.
- 8 _____
We work in a restaurant in Sydney. We're waiters.
- 9 _____
We take food orders, prepare drinks and serve customers.
- 10 _____
Five days a week from Wednesday to Sunday. We **don't work** on Monday and Tuesday.
- 11 _____
We **don't work** in the morning, we study English. On Monday and Tuesday afternoon we go to the beach and relax.
- 12 _____
Yes, it's good work experience and we have money to study and travel.

3 Read the two texts again. Who does this information refer to?

	Charlotte	Álvaro and Pablo	All
1 travels/travel for work	✓		
2 likes/like the job			
3 works/work at the weekend			
4 works/work in an office			
5 studies/study			

Communicative grammar

TALKING ABOUT ROUTINES

→ Grammar reference: page 106

+ I/You/We/They work for a German company.	He/She designs software programs.
I/You/We/They live in Australia.	He/She spends a week in Munich every three months.
- I/You/We/They do not travel for work.	He/She does not work in the head office.
I/You/We/They don't work on Monday and Tuesday.	He/She doesn't study in the afternoon.
? Do you travel for work?	Does he/she work at the weekend?
Do they like their jobs?	
? Where do you work ?	What days does he/she work ?
What do they do at work?	

→ page 97 See Pronunciation bank: Questions

4A Choose the correct word.

- He *don't* / *doesn't* work in an office.
- I *don't* / *doesn't* live in Munich.
- We *don't* / *doesn't* have visas.
- He *don't* / *doesn't* travel for work.
- You *don't* / *doesn't* work on Monday.
- She *don't* / *doesn't* spend a month in Germany.
- They *don't* / *doesn't* go to the beach at the weekend.
- The IT department *don't* / *doesn't* have an office in London.

B Put the words in the correct order to make sentences.

- not / websites / He / does / design
- like / job / She / not / her / does
- pizzas / have / The / does / not / restaurant
- does / language / The / provide / college / not / classes
- for / does / He / not / work / travel
- does / food / She / not / the / prepare

5A Complete the questions with *do* or *does*.

- What _____ Álvaro and Pablo study?
- _____ Charlotte Thomas work in London?
- Where _____ Álvaro and Pablo work?
- How often _____ Charlotte go to Munich?
- What days _____ Álvaro and Pablo work?
- What _____ Charlotte do at work?

B Work in pairs. Ask and answer the questions in Exercise 5A.

6A Write questions with *you*.

1 What / do?	
2 Where / live?	
3 What / do at work?	
4 What days / work?	
5 work at the weekend?	
6 travel for work?	
7 like your job?	

T Teacher's resources:
extra activities

B Work in pairs. Ask and answer the questions in Exercise 6A.

Writing 7 Write a short blog post for your company intranet. Choose one option.

- Write about a new colleague at work.
- You have a new job. Write about yourself.

Lesson outcome

Learners can talk about their jobs and work routines in a simple way.

Lead-in 1A Match the photos with the situations.

friends in a café new colleagues by the coffee machine at work strangers in a lift



B Look at the situations again. What do people talk about in each situation?

family free-time activities health home town
job nationality nothing the weather work

C Think of some more things to talk about for each situation.

2 Use the phrases to complete the dialogue for photo A in Exercise 1A.

- T: I'm Tony. ¹ _____ (What / your name?)
 S: Hi, I'm Susan. Nice to meet you.
 T: ² _____ (Which department / you work in, Susan)?
 S: Sales. I'm in Mark's team.
 T: ³ _____ (What / you do)?
 S: ⁴ _____ (I / a Sales Rep).
 What about you? ⁵ _____ (Where / you work)?
 T: I work in the IT department.

VIDEO

3A 2.4.1 Watch the video without sound. Do the people in the video know each other well?



B Watch the video with sound. What do Andrea and Jack talk about?

4A Watch the video again and complete the table.

	Jack	Andrea
Department	¹ _____	⁵ _____
Job	Community ² _____	⁶ _____ Director
Tasks	³ _____ blogs provide images and videos for the website and for social media ⁴ _____ messages from customers and write answers	⁷ _____ meetings with sales team and big clients ⁸ _____ to sales conferences in Europe every year

B Which job do you prefer, Andrea's or Jack's? Why?

T Teacher's resources:
extra activities

USING 'S AND S'

→ Grammar reference: page 107

Mark's team = Mark has a team, *the company's image* = the company has an image

The employees' canteen = the employees have a canteen

The customers' email addresses = the customers have email addresses

5A Complete the sentences with one word in each gap. Watch the video again if necessary.

- 1 You're _____ here, right?
- 2 Yes, that's _____. It's my first week.
- 3 Nice to _____ you.
- 4 Which _____ are you in?
- 5 What _____ a Community Manager do?
- 6 I write blogs and _____ images and videos.
- 7 That sounds _____.
- 8 _____ do you work?
- 9 _____ you travel for work?
- 10 _____ talking to you.

B Work in pairs. Practise saying the sentences in Exercise 5A.

Speaking

MAKING SMALL TALK

Starting a conversation

Hi! My name's ...

Hello, I'm ...

Nice to meet you (again).

Asking questions

Which department are you in?

What do you do?

Do you work (in finance / with Sylvia, etc.)?

Do you know (Jack/Susan, etc.)?

Showing interest

Really?

Oh, I see.

That sounds interesting/boring/good/great, etc.

That's interesting/boring/good/great, etc.

What about you? / And you?

Finishing a conversation

Nice talking to you.

See you later.

See you soon.

T Teacher's resources:
extra activities

6A Work in pairs. Choose a role or complete the table for yourself. Write a dialogue between these people by the coffee machine at work. Use the Speaking box to help you.

Student A: You are Andrea, Jack or yourself.

Student B: You are a new person in the company. Choose a role: Oscar, Veronica or yourself.

	Oscar	Veronica	Me
Job	Intern	Admin Assistant	
Department	human resources	purchasing	
Tasks	answer phones, make photocopies, take notes at meetings, learn from colleagues	phone suppliers, make orders, write emails, solve problems with orders, check documents	

B Practise the dialogue.

Self-assessment

I can talk about my job and work routines in a simple way.



Lesson outcome

Learners can introduce themselves in formal situations and talk about their companies and jobs in a simple way.

A conference website

1 Look at the website. Answer the questions.

- 1** Where is it? **2** When is it?



Conference small talk

2A Do you go to conferences? Do you have a business card?

B ▶ 2.06 Listen to a conversation at the Global marketing conference. Complete the business cards with the person's job. Do the people know each other?



3 Listen to the conversation again. What do they talk about? Tick (✓) five options from the box.

their companies their families their home towns
the hotel their jobs their nationalities the weather

4A ▶ 2.07 Listen and complete the questions from the conversation. Use one word in each gap.

- | | |
|--|---|
| 1 _____ are you from, Anthony? | 6 Sorry, what's your name _____? |
| 2 What _____ you? You're American, right? | 7 Patricia, _____ do you do? |
| 3 What do you _____, Anthony? | 8 What _____ a Digital Project Manager do? |
| 4 What do you do at _____? | 9 Do you _____ for work? |
| 5 What _____ your company do? | |

B Listen again and repeat the questions in Exercise 4A.

Networking

5 Look at page 122 and follow the instructions.

Self-assessment

I can introduce myself in formal situations and talk about my company and job in a simple way.

