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B2



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Vocabulary Elements of corporate culture

1 Complete the sentences using the words in the box.

atmosphere flexibility hierarchy image open-plan
organisational strategy structure values

- 1 Company _____ refers to the way a business is organised.
- 2 Company _____ is planning a series of actions in order to achieve something.
- 3 An _____ office is one which does not have walls dividing it into separate rooms.
- 4 A good _____ in a company means a positive feeling that a place gives employees.
- 5 The _____ of a company refers to the general opinion that people have of an organisation or product. This is not limited to advertising.
- 6 Having _____ means being able to change or adapt to a situation.
- 7 Company _____ means staff are organised on various levels, depending on responsibility, e.g. junior and senior managers.
- 8 Company _____ are the principles and practices that a business feels are important, e.g. equal pay for men and women, or the way employees are treated.
- 9 _____ behaviour looks at how people work together and how ways of working, e.g. employee interaction and leadership style, can affect the whole organisation.

2 Read the conversation between an HR manager (HR) and a new intern (I). Choose the correct option.

HR: Do you have any questions for me, Rebecca?

I: Yes, I'd like to know what the working environment is like.

HR: You'll find there's a good ¹ *flexibility / company structure / atmosphere* because our staff are friendly and positive. And the ² *pay rate / dress code / company image* is quite relaxed. It's business casual.

I: And what are the working hours? Are they 9 a.m. to 5 p.m.?

HR: That's right, although we expect employees to have some ³ *flexibility / company values / minimum salaries* and adapt when plans change, for instance, your boss may ask you to work late one day to finish an important task.

I: And does everyone work in a(n) ⁴ *scaled / incredible / open-plan* area?

HR: Yes. None of the managers has their own office anymore.

I: So what would my monthly pay be?

HR: As you are new to the company, you would be earning the standard ⁵ *pay structure / minimum salary / open-plan* for interns, which is about €800 a month.

I: €800? Erm ... I was hoping for something a little higher.

HR: Well, we could discuss a slightly higher ⁶ *pay rate / company structure / pay structure* after the six-month trial period.

Grammar Future Continuous and Future Perfect Simple

1 Look at the verb tenses in the example sentences. Which of the tenses describes an activity that ...

- i will be in progress at a particular moment in the future?
ii will be finished by a certain time in the future?

- a Many young people **will have decided** what is important for them in a job by the time they go to their first interview.
b Millennials **will be looking** for jobs with more chances of promotion and more diverse work when they enter the workforce.

2 Complete the sentences using the tense structures in the box. Then decide which activity will be in progress and which will be finished.

will have transferred will be retaining won't have changed will be staying
Will you be sleeping will be preparing Will you have finished will be entertaining

- 1 I won't be able to do lunch on Monday as I _____ clients all day.
2 He doesn't need a hotel room for the conference next month as he _____ with his brother.
3 _____ the proposal by the end of the week?
4 The manager won't be taking any calls in the morning as she _____ her presentation.
5 _____ when my flight gets in?
6 Investment banks _____ the way they do business by the end of the next decade. It will take much longer.
7 Our boss said that by the end of the year, our bank _____ its operations to the Warsaw office.
8 The banking sector _____ employees by offering job security rather than high salaries over the next few years.

In progress: _____ Finished: _____

3 Complete the conversation with the Future Continuous or Future Perfect Simple form of the verbs in brackets.

A: What kind of job do you think you ¹ _____ (do) five years from now?

B: I think I ² _____ (run) my own business.

A: Wow! So you ³ _____ (set up) your own company by the time you're twenty-five!

B: Yes, I hope so. We ⁴ _____ (finish) our degree course by then, won't we? What about you?

A: I'm not sure. Perhaps I ⁵ _____ (work) in investment banking. And what ⁶ _____ (you / do) in your free time? I imagine you won't have much time off as an entrepreneur.

B: That's right. I guess I'll be very busy some weekends. But I believe in a good work-life balance, so I hope I ⁷ _____ (not / give up) all my interests by my mid-20s. I mean, I ⁸ _____ (still go) to the gym, and I think I ⁹ _____ (travel) more because I ¹⁰ _____ (earn) a good salary. And you? Do you think ¹¹ _____ (you / still live) with your parents in the same town?

A: Oh no! I'm sure I ¹² _____ (move out) of my parents' home before then. And maybe I ¹³ _____ (live) in a city like Frankfurt or Warsaw.

B: Me too. But I think in five years' time, I ¹⁴ _____ (work) somewhere in Asia, perhaps Kuala Lumpur.

Listening

1 ▶ 1.01 Listen to an expert talking about employee retention and match the sentence halves. Two of the options (a-f) are **not** used.

- 1 The pay rate is important but it isn't ____
 - 2 Little things can make a difference and help to ____
 - 3 Most people want to work for a company where ____
 - 4 Any successful organisation needs a structure ____
- a create a good working environment.
b they share the same open-plan office as their colleagues.
c where there are opportunities for promotion and personal development.
d they share the same values as their colleagues.
e every company that offers every Friday afternoon off.
f the only motivational factor that concerns millennials.

2 Choose the correct option to complete what the expert says. Then listen again to check your answers.

- 1 The ____ of employees is something that has been given more importance in recent years.
a principles b flexibility c behaviour d happiness
- 2 Millennials often prefer a more ____ dress code compared to their older colleagues.
a casual b smart-casual c business casual d business-like
- 3 Those with young children will appreciate having ____ in their work schedule.
a work-life balance b hierarchy c flexibility d work at home
- 4 I'd say a company's ____ and beliefs are a decisive factor when accepting a job offer.
a principles b values c behaviour d atmosphere
- 5 Asking employees what they think when developing company ____ can make all employees feel more valued and motivated.
a security b development c strategy d hierarchy
- 6 This type of motivation helps to ____ staff and encourages growth.
a develop b train c motivate d retain

3 Read the sentences summarising the interview and decide if they are *true* (T) or *false* (F).

- 1 There are many motivational factors that affect a young person's choice of company. These may include dress code and small things in the working environment. ____
- 2 The important factors for young people, when they are choosing which company to work for, include opportunities for progression, a large salary, strong management and the company's principles. ____

Functional language

Building trust

- 1 🔊 1.02 Complete the conversation between Dominique (Project Manager) and Karl (IT Engineer) using the phrases in the box. Then listen and check your answers. One phrase is not used.

Could we help you we both want to Can I suggest that how do you think we can
I can see you're concerned let's wait until One way to solve this is
To be honest, I feel I understand what you're saying Would it be useful

- D:** As I mentioned in our last call, Karl, I think quality is becoming a concern on this project. ¹_____ a little worried about delivering a quality product to the customer.
- K:** Really? ²_____ about quality, but I thought you were happy that we had managed to reduce costs.
- D:** Yes, ³_____ keep to budget, but frankly I'm concerned that we're losing quality and our customers won't buy the software. ⁴_____ to test quality more effectively in some way?
- K:** Well, until now, we've only tested the software using a small number of people. ⁵_____ to test it using another group with very different needs, but we don't have a budget for that.
- D:** I like your suggestion, Karl, and I realise testing is expensive. Based on your experience, ⁶_____ test the software without increasing the budget too much? Could we reduce the number of testers in the first group, and then create a second group for testing?
- K:** ⁷_____ but it's important to have at least twelve people in each group and currently we have one group of eighteen testers.
- D:** ⁸_____ for us to create another group of twelve testers, but reduce the first group from eighteen to twelve? That would mean paying for only six more testers.
- K:** Sure. That could work. But ⁹_____ we have the test results from this week and then decide together. And we need to make sure the second group have different software requirements.
- D:** Thanks, Karl. I knew we could come up with something.

Self-presentation

- 2 🔊 1.03 Complete the personal presentation with suitable words. The last letter of the words has been given. Then listen and check your answers.

Hello. My name's Lotte Smit and I'm ¹_____d in the Tokyo office. I've been with this company for around two years. We work on engineering projects. I'm a Key Account Manager. In the past I ²_____d ___o work in Europe, but since last year I've been working on projects in South-East Asia as I'm now ³_____e ___r key accounts in Japan and Australia. What else? Well, I have to travel quite a lot; half of my time is spent travelling around Japan, Australia and New Zealand. The job is ⁴_____e stressful but I really enjoy it. And I have to say, it's going to be ⁵_____t working ⁶_____h you ⁷___n this project and I'm ⁸_____d ___o be ⁹_____. Finally, if you ¹⁰_____d my help in any ¹¹____y, don't ¹²_____e to ask. I'm here to collaborate. Thank you.