

# CMXA 1

2023-2024

# SESSION 1

'Getting to know one another'  
activity





# SESSION 2

- Initial evaluation
- Photocopy 1 Jobs and industries



# 1 Jobs and industries

## A I'm in construction

What do you do? or What is your job?

I'm in construction<sup>1</sup>.
I'm in financial services<sup>3</sup>.
I'm in retail<sup>2</sup>.
I'm in IT (information technology)<sup>4</sup>.

<sup>1</sup>building  
<sup>2</sup>shops  
<sup>3</sup>banks  
<sup>4</sup>computers

## B Your job

What exactly do you do?

**I'm an engineer.** I work for Foster and Partners. I work in a team that designs buildings.

**I'm a manager.** I work for HSBC. I manage workers at a call centre.

**I'm a buyer.** I work for Walmart. I buy the products that we sell to customers.

**I'm a salesman.** I work for IBM. I sell computers to companies.

## C Other jobs

What	does	he she Jim Maria	do?
------	------	---------------------------	-----

- a She's a computer programmer.
- b He's a production worker.
- c Jim's an industrial photographer.
- d He's a construction worker.
- e She's a company receptionist.
- f Maria's a personal assistant.

What	do	they Linda and Pablo	do?
------	----	-------------------------	-----

They're in financial services.  
Linda's a banker. Pablo's an accountant.

**Note:** You put a in front of a consonant sound and an in front of a vowel sound.

**Note:** When writing, don't forget the apostrophe (') in I'm in construction, She's a manager, etc.

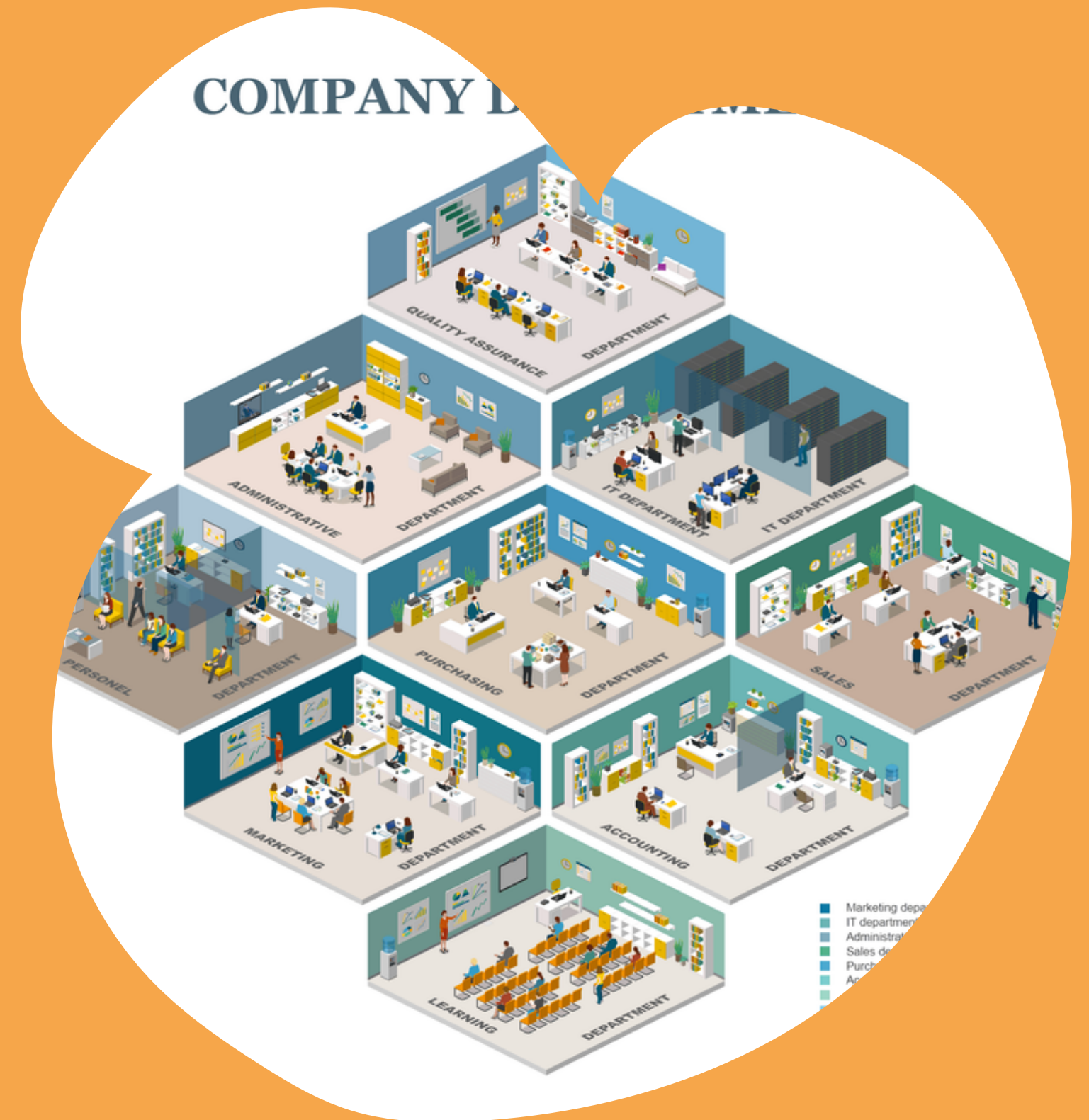
- 1.1 Complete these sentences about the people in A and B opposite. Look at the example before you begin.
- I'm in retail. I'm a buyer. I \_\_\_\_\_ Walmart. I \_\_\_\_\_ the products that we sell to customers.
  - I'm in \_\_\_\_\_ HSBC. I \_\_\_\_\_ workers at a call centre. I'm a manager. I \_\_\_\_\_
  - I'm in IT. I'm a \_\_\_\_\_ I \_\_\_\_\_ IBM. I \_\_\_\_\_ computers to companies.
  - I'm in \_\_\_\_\_ I'm an engineer. I \_\_\_\_\_ Foster and Partners. I work in a team that \_\_\_\_\_ buildings.
- 1.2 Look at C opposite. Match the pairs of words to make jobs.
- 1 computer 2 production 3 industrial 4 construction 5 company 6 personal
- a worker b photographer c programmer d receptionist e assistant f worker
- 1.3 Look at A and C opposite. Complete these sentences with 'do' or 'does'.
- What \_\_\_\_\_ you do? 4 What \_\_\_\_\_ Aiko and Matsuiko do?
  - What \_\_\_\_\_ she do? 5 What \_\_\_\_\_ they do?
  - What \_\_\_\_\_ Richard do?
- 1.4 Write the questions for these answers.
- \_\_\_\_\_? 3 \_\_\_\_\_? I'm a salesman. He's an oil worker and she's a receptionist.
  - \_\_\_\_\_? 4 \_\_\_\_\_? He's an engineer. She's a banker.
- 1.5 Match the descriptions (1-6) with the people (a-f) in C opposite.
- 1 He works for Bouygues. He builds tall buildings.
  - 2 He works for Jaguar. He makes cars.
  - 3 She welcomes visitors. She works for Procter and Gamble.
  - 4 She helps her boss. She works for Vodafone.
  - 5 He works for Nestlé. He takes pictures of the company's factories.
  - 6 She writes computer programs. She works for Microsoft.
- 1.6 Add some extra information for each of the people (1-6) in 1.5 above. Look at the example before you begin.
- 1 He's a construction worker in Dubai. \_\_\_\_\_
  - 2 \_\_\_\_\_
  - 3 \_\_\_\_\_
  - 4 \_\_\_\_\_
  - 5 \_\_\_\_\_
  - 6 \_\_\_\_\_

**Over to you**

- What do you do?
- Describe the jobs of three people you know. Who do they work for and what do they do?

# SESSION 3

- Photocopy 2 Places and departments





## 2 Places and departments

### A Places

Where do you work? I work in a factory. I work in Paris.



in an office



in a call centre



in a lab



at home



on a construction site



on an oil rig

Where	does	he	work?
	do	they	

He	works	in a shop,
She	works	at head office - the most important office,
They	work	in Shanghai.

### B Departments 1

Which department	do	you	work in?
	does	he	
	do	they	

**Note** Don't forget the third person s in the present simple of verbs, for example in He works in the training department.

I work in the production department. We make the company's products.

She works in the training department. She organizes training courses.

They work in the sales department. They sell the company's products.

### C Departments 2

You can also talk about the department that people work in, like this:

- I'm in production.
- She's in training.
- They're in sales.
- He's in accounts. He gets the money from customers and pays everyone that the company owes money to.
- I'm in human resources (HR). I find new people to work for the company.
- She's in marketing. She looks after the company's website.
- They're in research and development (R&D). They find new products for the company to sell.
- He's in finance. He goes to banks to find the money that the company needs.

### 2.1 Look at A and B opposite. Match the pairs of sentences.

- |  |  |
|--|--|
| 1 I work in the production department. | a I'm in retail.                       |
| 2 I work in Shanghai.                  | b I make cars.                         |
| 3 I work in a call centre.             | c I sell machines.                     |
| 4 I work in a shop.                    | d I'm an oil worker.                   |
| 5 I work on an oil rig.                | e I talk to people all over the world. |
| 6 I work in the sales department.      | f Our head office is there.            |

### 2.2 Look at A and B opposite. Complete these sentences with 'in', 'at' or 'on'.

- I work ..... a lab.
- I don't work ..... a construction site.
- I don't work ..... home because I want to be with people all the time!
- She works ..... a factory.
- He works ..... the accounts department.
- They work ..... a call centre.
- One day, I want to work ..... head office. I want to be the boss!

### 2.3 Look at A and B opposite. Complete these questions.

- Which department .....? I work in the training department.
- Which department .....? She works in the human resources department.
- Which department .....? He works in the production department.
- Where .....? I work at home.
- Where .....? They work on an oil rig.

### 2.4 Look at C opposite. Complete these sentences.

- I interview people who want to work for the company. I'm in .....
- She goes to visit customers. She's in .....
- She organizes English courses for people working in the company. She's in .....
- They decide how much money the company needs to borrow. They're in .....
- We organize the company's advertising. We're in .....
- I work on the machines that make our products. I'm in .....
- I phone people who haven't paid. I'm in .....
- He works on new products that the company can sell. He's in .....

### Over to you

Think of three people you know. Describe the places where they work and the departments that they work in.

# SESSION 4





# INTRODUCTIONS AND GREETINGS



## INTRODUCING YOURSELF

- What do you do when you meet someone for the first time?
- What do people do in different countries?







A



B

# COMPLETE THE CONVERSATIONS

A: EXCUSE ME, .....

(1) NAEM MARRIOT?

B: NO, IT ..... (2)

NAME'S CROSSMAN.

A: OH, I'M SORRY, MS

CROSSMAN.

C: EXCUSE ME, ..... (3)

MIKE WATSON?

D: YES, ..... (4).

C: ..... ROGER MILLER.

PLEASED TO MEET YOU.

E: ..... (5), ARE YOU MR

NAWAB?

F: NO, ..... (6). I'M MOHAMMED

FARIQUE.

3: OH, ..... (7), MR FARIQUE.



### Finding out someone's name

Excuse me, | are you | Mr Robinson?  
                  | is your name |

### Introducing yourself

Hello, | I'm | Tessa Saunders.  
          | my name's |

A: How do you do?  
    Pleased to meet you.

B: How do you do?  
    Pleased to meet you, too.

# SAYING WHERE YOU'RE FROM

**Fujitsu Limited is a world leader in information technology and electronic devices.**

The world-wide company has offices in New York, Washington, Hawaii, Bogotá, Harare, Amman, ABu Dhabi, Tehran, Brussels, Munich and Moscow together with many offices in Asia including Beijing, Shanghai, Kuala Lumpur and our head office in Tokyo. In addition to these offices, Fujitsu owns nearly 500 computing and electronics companies and has operations in more than 100 countries.



1. WHAT BUSINESS IS FUJITSU IN?

2. FUJITSU HAS AN OFFICE IN THESE COUNTRIES. IS THIS TRUE (T) OR FALSE (F)?

1 The United States T

2 Russia

3 Mexico

4 Malaysia

5 Spain

6 Germany

7 Iran


8 Chile

9 Jordan



# SESSION 5






3. FUJITSU HAS A CONFERENCE EACH YEAR. LISTEN TO THESE GUESTS REGISTERING FOR THE CONFERENCE. MATCH THE GUEST'S NAME TO THE OFFICE.

**NAME**

- 1 Anopow
- 2 Brown
- 3 Hernández
- 4 Singh
- 5 Narayan
- 6 Yin
- 7 Pousset

**OFFICE**

- Brussels
  - Beijing
  - New Delhi
  - Colombia
  - Moscow 1
  - New Delhi
  - New York
- 

# WHAT DO THE PEOPLE SAY?

## GREETING

1 How are you?

2

3 How do you do?

4 It's nice to see you again.

5

## RESPONSE

1

2 Pleased to meet you, too.

3

4

5 Hi.

Oh, not too bad. Giovanni, do you know Brian Turner, our new Personnel manager? Brian, this is Giovanni Toncini. He's from Italy. He works in Milan.

Yes, please. Cream and sugar, please.

And I'm Brian.

Have a seat, Giovanni.

# INTRODUCING OTHER PEOPLE

Just fine, fine. And you?

Please, call me Giovanni.

Pleased to meet you, Mr Toncini.

How about some coffee, Giovanni?

Hello, Giovanni. Good to see you again How are things?

Thank you.



1

Hello, Giovanni. Good to see you again. How are things?

2

Just fine, fine.  
And you?

3

Oh, not too bad. Giovanni, do you know Brian Turner, our new Personnel manager? Brian, this is Giovanni Toncini. He's from Italy. He works in Milan.

4

Pleased to meet you, Mr Toncini.

5

Please, call me Giovanni.

6

And I'm Brian.

7

Have a seat, Giovanni.

8

Thank you.

9

How about some coffee, Giovanni?

10

Yes, please. Cream and sugar, please.



### **Introducing other people**

This is

I'd like to introduce

Mr Kwon.

Do you know

Have you met

Ms Marcharski?

### **Giving information about other people**

She's from Germany.

He works in Singapore.

# WHAT DO YOU THINK THE PEOPLE ARE SAYING IN THESE SITUATIONS?



JILL KNIGHT:  
BILL ROBERTSON:



Mrs Choudhry:  
Mr Madras, Head of Personnel:

# SESSION 6



# OCCUPATIONS

Listen. Does the caller want to speak to Robert Brown or George Braun?







HOW MANY JOBS CAN YOU NAME?



**PUT THE JOBS UNDER THE CORRECT HEADINGS.**

**Professional and  
technical**

**Administrative**

**Clerical and  
office**

# TELEPHONING

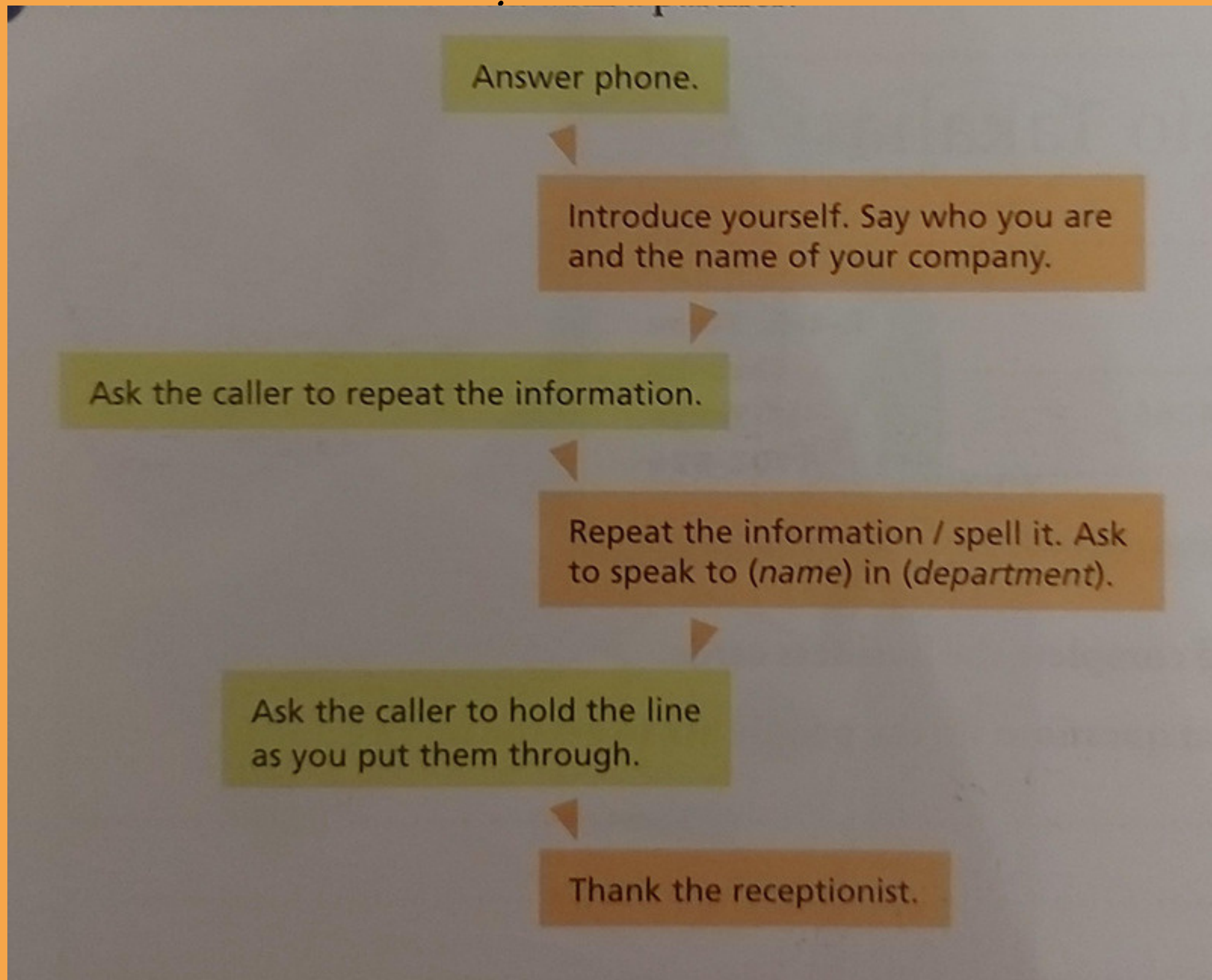


Stephanie Ferguson  
is calling ABC  
Software.  
How many people  
does she talk to?  
Who does she want  
to talk to?  
Complete the  
conversation.

ABC: Good morning, ABC Software.  
STEPHANIE: (1) \_\_\_\_\_ Stephanie Ferguson from Morgan Enterprises. I'd like to speak to Mr Braun.  
ABC: Is that Robert Brown or George Braun?  
STEPHANIE: Er, George Braun.  
ABC: (2) \_\_\_\_\_, please.  
STEPHANIE: Thank you.  
BROWN: Brown here.  
ABC: Hello, Mr Braun. This is Stephanie Ferguson from Morgan Enterprises. I called last week about the computer system for our office.  
BROWN: Sorry, (3) \_\_\_\_\_, please?  
STEPHANIE: Yes. Stephanie Ferguson.  
BROWN: I'm sorry, Ms Ferguson. This is Robert Brown. I think (4) \_\_\_\_\_.  
STEPHANIE: Oh, (5) \_\_\_\_\_ Mr George Braun, please?  
BROWN: Just a moment.  
BRAUN: (6) \_\_\_\_\_.  
STEPHANIE: Is that Mr George Braun?  
BRAUN: (7) \_\_\_\_\_.  
STEPHANIE: Ah. My name's Ferguson, I called you last week.  
BRAUN: Sorry, (8) \_\_\_\_\_, please?  
STEPHANIE: F-E-R-G-U-S-O-N. Stephanie Ferguson, from Morgan Enterprises. I called last week about software for our office's computer system.  
BRAUN: Oh yes, I remember...



# CONVERSATION PRACTICE





# SESSION 7



# FINDING OUT INFO



**Maria** \_\_\_\_\_ **(1)**

ACCOUNTANT

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ **(2)**

+55 21 395 7261

\_\_\_\_\_ **(3)**



\_\_\_\_\_ (4)

Yosio Takahashi

\_\_\_\_\_ (5)

📍 2-1-6, Yaesu  
Chuo-ku  
Tokyo  
T103-824

☎ \_\_\_\_\_ (6)

✉ \_\_\_\_\_ (7)

HOW  
TO SAY

# TELEPHONE NUMBERS IN ENGLISH



## What's your phone number?

It's ... **3692 5847**

*In English we say each number individually.*

It's three six nine two, five eight four seven.

You can say the number 0 as the letter O (oh) or as zero.

**5059 1023**

five **oh** five nine,  
one **oh** two three



**5059 1023**

five **zero** five nine,  
one **zero** two three

When numbers appear **consecutively**, we normally say:

**5718 3369**

five seven one eight,  
**double three** six nine

**2149 8777**

two one four nine,  
eight **triple seven**

**64** **9** **4321 0987**

COUNTRY  
CODE

AREA  
CODE

LOCAL  
NUMBER



Mobile phone



Cell phone

# Technology Vocabulary for **EMAILS**

Email address: Jordan\_Davidson123@gmail.com

↑                    ↑                    ↑  
underscore    "at" symbol    dot

Garret\_Miller\_isthebest@yahoo.com

### 3 Types of work

#### A Jobs and work

A Marks and Spencer (M&S) manager talks about the company:

'I work for Marks and Spencer. In our shops, we have employees – people who work for our company – who have full-time jobs. Full-time employees usually work around 40 hours *lauxa* a week, but they can also do overtime – where they work longer and get more money.

'Some employees have a part-time job. For example, some people work 20 hours a week.

'Most people at M&S have a permanent job – they have no finish date.

'Some people here do temporary work for a short period.

'Every employee has a contract – an agreement about how long they work, when they work, etc.'

employer /ɪm'plɔɪər/  
employee /ɪm'plɔɪi/



#### B Stopping work

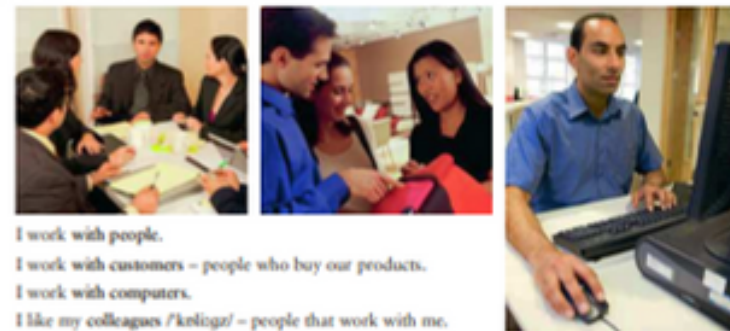
'When employees at M&S are 65, they retire – stop work because of their age. They receive a good pension – payment for people who retire.

'If someone leaves the company, for example to move to another company, they resign *ri'zain* – tell the company they are leaving.

'We make people redundant if we don't have work for them or if we have financial problems.

'If someone has done something wrong or stupid, then we dismiss or fire them – ask them to leave the company.'

#### C I work with ...



I work with people.

I work with customers – people who buy our products.

I work with computers.

I like my colleagues /kə'liɡi:z/ – people that work with me.

I don't work with suppliers – companies that we buy products from.

3.1 Complete the crossword with the correct form of words from A, B and C opposite.

Across

- 2 Someone who buys your products (8)
- 4 Someone who works for a company (8)
- 6 People who work with you (10)
- 7 My job only lasts two months: it's ..... (9,4)
- 10 and 14 People who only work part of the day or week have part-..... (4,4)
- 11 If a company doesn't need employees any more, it makes them ..... (9)
- 13 If you leave your job to move to another one, you ..... (6)
- 14 See 10 across

Down

- 1 When you work more than the normal hours, you do ..... (8)
- 3 Companies who sell products to others (9)
- 5 When you stop working because of your age, you ..... (6)
- 6 You can't work without these nowadays (9)
- 8 An agreement about how much you work, what you do, etc. (8)
- 9 Money you get after you stop work (7)
- 12 To tell someone to leave their job, for example because they have made a mistake: to ..... them (7)



3.2 Complete the tables with words from B opposite.

Verb	Noun	Noun	Adjective
	retirement	redundancy	
	resignation <i>/ˌrezi'neɪʃn/</i>		
	dismissal		

3.3 Complete these sentences with the correct forms of words from 3.2 above.

- 1 There was no more work at the factory, so my company made me .....
- 2 I don't like what the company is doing, so I'm going to ..... and find another job.
- 3 Pedro took money from the company, so they had to ..... him.
- 4 In most countries, you can't ..... until you're 65.

#### Over to you

Think about your job or one that you would like to have. Is it a full-time job or a part-time job? Is it permanent or temporary?

# SESSION 8





## 4 Work and numbers

### A How many employees are there?

Interviewer: How many employees are there at M&S?  
 M&S manager: Approximately 75,000.  
 Interviewer: And how many branches – shops – are there?  
 M&S manager: There are 600 shops in the UK and about half that number in the rest of the world. I think the exact figure is 295.  
 Interviewer: Is there one in China?  
 M&S manager: Yes, there is. There's one in Shanghai.  
 Interviewer: Are there many offices?  
 M&S manager: There's one head office and there are four other offices in the UK.  
 Interviewer: And how many hours a week do the employees work?  
 M&S manager: In the UK, full-time employees work 42 hours a week on average, including overtime – some work 40 hours a week and some work 44.



### B Sites

Interviewer: Where is M&S's head office?  
 M&S manager: M&S's head office is in London. About 1,000 people work there. Most of the top managers work there, of course.  
 Interviewer: How many other sites – places with buildings – are there in the UK?  
 M&S manager: Well, we have the head office, the other offices, the store branches and our warehouse. We keep the products there before they go to the stores.  
 Interviewer: So how many sites are there altogether?  
 M&S manager: There are five offices including the head office. Then there's the warehouse, so there are six sites altogether.



To learn more about numbers, see Units 8, 9, 16 and 17.

**NOTE** You don't use 'thousand' with plural nouns. For example, you don't say 'thousands of employees'.

4.1 Look at these sentences with expressions from A and B opposite. They are about El Corte Inglés. Choose the correct word.



- El Corte Inglés has 61 shops \_\_\_\_\_ (altogether / approximately). There are 59 shops in Spain and two in Portugal.
- It has about 100,000 employees – I think the \_\_\_\_\_ (average / exact) figure is 100,421.
- At one shop, there are about 300 employees \_\_\_\_\_ (including / approximately) three managers.
- Some employees work 46 hours a week, some work 44, and some 42 – so that's 44 \_\_\_\_\_ (altogether / on average).

4.2 Complete this interview with an employee from El Corte Inglés with expressions from A and B opposite.

Interviewer: (1) \_\_\_\_\_ people work for El Corte Inglés?  
 Employee: It's not a big company. There are (2) \_\_\_\_\_, 100,000 employees in Spain and Portugal – the (3) \_\_\_\_\_ is 100,421.  
 Interviewer: And (4) \_\_\_\_\_ branches are there?  
 Employee: (5) \_\_\_\_\_, 59 branches in Spain and two in Portugal, so there are 61 (6) \_\_\_\_\_.  
 Interviewer: (7) \_\_\_\_\_, two head offices – one in Madrid and one in Lisbon?  
 Employee: No, (8) \_\_\_\_\_, only one head office. It's in Madrid.  
 Interviewer: How many (9) \_\_\_\_\_ do you work?  
 Employee: Sometimes 40, sometimes 42, so (10) \_\_\_\_\_, I work 41 hours a week.

4.3 Look at A and B opposite. Then look at the diagram and complete the sentences.

Lidl Supermarkets



- Lidl Supermarkets is an international company with its \_\_\_\_\_ in Neckarsulm, Germany.
- They have a total of 3,007 \_\_\_\_\_, where they sell their products in Germany and more than 5,000 in the rest of Europe.
- There are also 15 \_\_\_\_\_, where they keep the products before they take them to the stores. The company has 16 \_\_\_\_\_, altogether, \_\_\_\_\_ stores.

**Over to you**

Find out about another supermarket company. Where is its head office? How many stores are there?