Vocabulary | Roles and responsibilities

1 Choose the correct option in italics.

1 The *heads / base* of departments must attend the meeting arranged for 4.30 p.m.

2 Fabio will *make sure / take care* of all the catering arrangements for your client meeting.

3 If you can multitask, you shouldn't have a problem *involving / running* this department.

4 As from today I *lead / report* to the Sales Director.

5 Stephan is *responsible / coordinates* for all the company's advertising.

6 If you love watching sports, you should consider a career as a sports *journalist / trainer* reporting on sporting events.

7 We need to hire a(n) *actor / camera operator* to read the script in a convincing way.

2 Choose the correct option to complete the sentences.

1 I need you to _____ that everything runs smoothly at the conference.

  a be responsible   **b** make sure   **c** work closely

2 Sara should _____ the Marketing Manager rather than work alone.

  a lead   **b** take care of   **c** coordinate with

3 Toni is _____ of this team as of today.

  a looking after   **b** making sure   **c** in charge

4 The _____ will make sure that we have everything we need for the meeting.

  a hotel manager   **b** journalist   **c** sports trainer

5 You have to _____ to your line manager, Ms Gibrain.

  a work closely   **b** report   **c** coordinate

6 Ms Schmidt is the _____ of the Sales Department.

  a camera operator   **b** head   **c** role

3 Complete the missing letters to form words and complete the sentences.

1 B__ __ __ a__c__ __ __y is a system that has a lot of rules.

2 She started at the bottom and worked her way up the h__ __ __a__ __h__.

3 If Audric works hard, he will get a p__ __ __o__ __ __n, I think.

4 This is a very i__ __o__ __t __v__ idea and very creative, too.

5 It's time the company moved out of its headquarters and d__ __ __n__ __a__ __s__d.

6 The company decided to go against the trend and c__ __t __ __l__ __e its operations.

Grammar Future forms

1 **Match the sentences to the uses.**

1 a personal intention   ____   ____

2 a plan/arrangement   ____   ____

3 a prediction   ____   ____

4 a scheduled event   ____   ____

a It's going to be an informative talk, I'm sure.

b Carlotta is speaking at the conference.

c I'm sure that you are all going to do your best to make this a success.

d I'm meeting the Sales Director on Friday.

e I'm going on holiday next week.

f Marcelina is going to be out of the office until Thursday next week.

g Freidrick is going to oversee the expansion himself.

h Toni will give the presentation tomorrow.

2 **Put the words in the correct order to complete the sentences.**

1 Tuesday / in / won't / be / I / on / the / office

_____

2 later / are / meeting / going / you / to / the / ?

_____

3 next / we're / conference / visiting / centre / week / the

_____

4 Lamar / promotion / I / is / get / soon / to / going / think / a

_____

5 Monday / we / have / leave / early / to / on / don't

_____

6 weather / flight / won't / our / leave / on time / in / this

_____

7 Faiza / chair / on / will / the / Thursday / meeting

_____

8 conference / isn't / to / going / until / the / finish / late

_____

3 **Complete the email with the correct form of the verbs in brackets.**

Hi Kim,

Carla ¹_____ (go) to the conference in Stockholm with Juan, who ²_____ (drive) there. However, I ³_____ (have) an appointment in the morning, so I'm going to drive down afterwards. Unfortunately, the traffic ⁴_____ (be) heavy around lunchtime, but I hope to get there by 12.30 p.m. The first seminar ⁵_____ (start) at 1 p.m. so that should be fine.

⁶_____ (you/come) with me or Carla? We ⁷_____ (have) a meeting in-house in the afternoon, so you can let me know then.

See you soon,

Christoph

Reading

Médecins Sans Frontières

The international non-governmental organisation (NGO), Médecins Sans Frontières (MSF), or Doctors without Borders, was founded in 1971. Its purpose was to help people who needed medical aid following natural disasters, or political violence and wars.

In the beginning, there were only thirteen doctors and journalists. Since then it has expanded dramatically and has offices all over the world. By 1972 there were 300 volunteers, including the thirteen original founders. In that year, MSF's first task was to help people in Managua, the capital city of Nicaragua, after an earthquake. Between 10,000 and 30,000 people died. In 1974, staff went to Honduras after Hurricane Fifi and the flooding that followed. The following year MSF assisted in its first refugee crisis, helping Cambodians who had fled their country.

During the 70s, there were problems for the MSF staff on the ground; there was little preparation before staff set off on a mission; doctors had little support and supply lines were not reliable. At that time, there were no humanitarian logisticians, so ports and airports became blocked because of aid packages that had been sent from all over the world.

Now things have changed. The organisation employs more than 36,000 people around the world. These people support the medical professionals and include logisticians, heads of fundraising, coordinators, managers and accountants. There are also many thousands of volunteers.

All operation bases need a manager and other staff to raise funds and plan how to deliver aid where it is needed. The manager has to resolve problems, as well as decide on and implement fund-raising strategies. He or she must also ensure that projects don't go over budget.

NGO accountants assist the manager with the financial side of the operation. They have to work out the budget, make sure that staff are paid, pay bills and train local staff to control their own budgets. The manager and coordinator train volunteers to do their jobs. The coordinator develops and implements training programmes and is responsible for making travel arrangements and arranging meetings.

The organisation is continuing its work, helping sick and distressed people wherever help is needed.

1 Read the article and decide if the statements are *true* (T) or *false* (F).

1 MSF started in 1972. ____

2 The organisation was started by thirteen doctors and journalists. ____

3 It first helped refugees in 1974. ____

4 In MSF's first few years there were logistical problems. ____

5 MSF only employs medical personnel. ____

6 The manager can give permission for a project to exceed its budget. ____

7 The accountant is solely responsible for making sure all staff receive training. ____

2 Read the article again and choose the correct option.

1 In which year did MSF start delivering aid?

    a 1971   **b** 1972   **c** 1974   **d** 1975

2 Where did MSF not work?

    a Honduras   **b** Cambodia   **c** Nicaragua   **d** Managua

3 Which job title was notably absent during the first refugee crisis?

    a manager   **b** coordinator   **c** accountant   **d** logistician

4 Whose responsibility is it to train local volunteers?

    a manager and accountant   **c** coordinator

    b manager and coordinator   **d** manager

5 Who is responsible for staff training programmes?

    a manager and coordinator   **c** accountant

    b accountant and manager   **d** coordinator

6 Whose job is it to buy flight tickets?

    a manager   **b** coordinator   **c** accountant   **d** logistician

3 What is the purpose of the article?

a To inform   b To entertain   c To persuade

Functional language

Greetings, introductions and goodbyes

1 Match a question or expression (1–7) with a response (a–g).

1 Hello. I'm Nathan Roberts.

2 How's it going?

3 Can I get you anything to drink?

4 Everything's fine. Good trip?

5 So, first time in Shanghai?

6 Let's meet the others.

7 Do you know James?

a A bit of a delay on the trains today.

b A bit. I met him in Paris a few months ago.

c Not bad, not bad. How about you?

d Hi, Nathan. Nice to finally meet you in person.

e Great! Can't wait!

f A coffee, please.

g No, I was here last year.

Asking and answering questions in first meetings

2 Complete the conversation with the questions in the box. There are two extra sentences.

> do you report to Charu Patel   when did you join the company   can I take your coat
> did you have a good trip   do you work with Beena   can I get you something to drink
> where are you based   can I order you a taxi   are you free for dinner this evening
> is it your first time in the Mexico office

A: Hello, nice to meet you.

B: You too.

A: [1]_____?

B: That would be great, thanks.

A: Please, sit down. [2]_____?

B: A glass of water, please.

A: So, [3]_____?

B: No, I was here two years ago, actually.

A: Really? [4]_____?

B: About six years ago.

A: [5]_____?

B: In Delhi at the moment, but I was in Dubai for a long time.

A: In Delhi? [6]_____?

B: Yes, I do. Do you know her?

A: Yes, we worked together on a project in Frankfurt.
So, [7]_____?

B: No, David Cope in Dubai is still my manager.

A: OK. [8]_____?

B: Not today. Are you free tomorrow?

Writing   **Emails – Organising information**

1 Complete the letter with the words in the box.

| questions   further   hesitate   Madam   after   sincerely   inform |

Dear Sir / ¹ _____ ,

I am writing to ² _____ you of where we are in the process of selling your house.
³ _____ to our conversation, I confirm that the contract for the sale of your house has been sent to the buyers. We expect the signed contract to be returned by the end of the week.
⁴ _____ that, you will need to vacate the property and hand over the keys by Saturday 28th. Please do not ⁵ _____ to contact me if you have any ⁶ _____ regarding the sale.

Yours ⁷ _____ ,

Daniel Marston

2 Amalia is writing to her manager, Eleni, to ask questions about a conference. Put the paragraphs in the correct order.

	🔗 🖨 🗑
To:	Eleni Papageorgiou
From:	Amalia Esposito
Subject:	Digital Marketing conference

Hi Eleni,

1 ____   (A) Next, are we going by train or are we car-sharing, please?

2 ____   (B) First of all, could you let me know how many of my colleagues are going to the conference?

3 ____   (C) I hope everything goes well, and that there will be information that we can apply to our own operation.

4 ____   (D) Sorry to bother you, but I have a few questions about the upcoming conference on Digital Marketing.

5 ____   (E) Finally, can you tell me which workshops you would like me to prioritise, as there are several scheduled for the same time.

Best wishes,

Amalia

3 Write a reply of about 80 words to the email in Exercise 2.
- Begin and end appropriately.
- Say why you are writing.
- Order the information (in the order of the questions).
- Use the Present Simple and Present Continuous where possible.