

03

Daily routine

*A child reminds us that
playtime is an essential part
of our daily routine.*

Ralph Waldo Emerson

Do you do some things at
the same time every day,
or is every day different?

Learning objectives: Unit 3

Business communication skills Asking about working conditions; Fluency: Talking about personal space at work; Asking about people's daily routines; Discussing opinions on email
Reading Hot-desking; Daily routine; Email use
Listening Sharing office space
Phrase bank Routines
Vocabulary Collocations, Word building, Prepositions
Grammar Present Simple questions, Adverbs of frequency
In Company interviews
Units 1-3

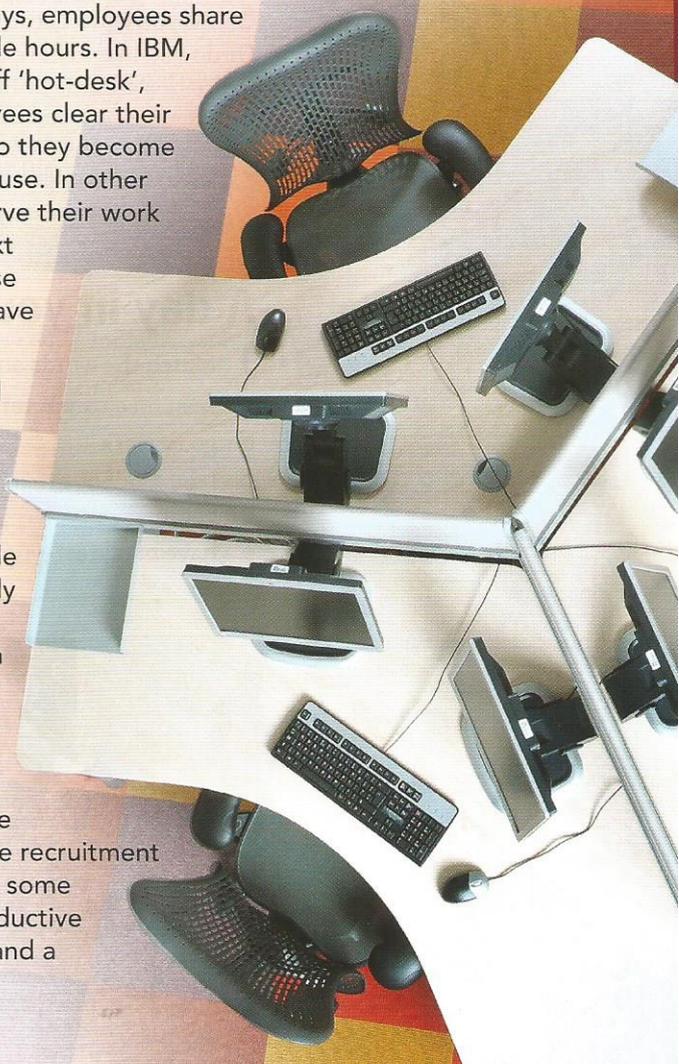
- 1 Read the article below from a business magazine. Say if the following sentences are true or false.
- In IBM, all of the staff share desks.
 - Hot-desking is the same as job-sharing.
 - In IBM, employees reserve their desk the day before.
 - The article says that sharing desks reduces costs.
 - The study says that some people are less productive when they have their own desks.

HOT-DESKING

Do you start work and leave the office at the same time every day or do you work flexible hours? Do you have your own desk?

In many companies these days, employees share office space and work flexible hours. In IBM, for example, 60% of the staff 'hot-desk', or share their desks. Employees clear their desks before leaving work so they become free for other colleagues to use. In other companies, employees reserve their work space in advance for the next day. The companies say these systems are more flexible, save space and cut costs.

However, many workers find desk-sharing more stressful than traditional office organization. They prefer to have their own personal space and feel uncomfortable about sharing. A recent study claims that daily routine and office rituals help to create a happy working atmosphere. For example, some people like to drink from a favourite cup and put their name on personal office equipment. The study, by the recruitment firm Office Angels, says that some office workers are more productive with regular working hours and a personalized work space.



- 2 1.22-1.24 A recruitment firm phoned people to ask them about how they work. Listen to three conversations and complete the table with ✓ or X.

	Conversation 1	Conversation 2	Conversation 3
shares a desk			
works flexible hours			
has own coffee cup			

3  **1.22-1.24** Put the words in the correct order to make questions. Then listen again to the conversations in 2 and check your answers.

- a work / do / flexitime / you / ?
Do you work flexitime? _____
- b have / do / your / own / you / coffee / cup / ?

- c regular / work / do / you / hours / ?

- d you / plastic / do / use / cups / ?

- e have / desk / your / at / work / do / you / own / personal / ?

4 Work in groups. Ask other students in the class the questions in 3. Then complete the report for the whole class.

In our class, there are (a) _____ students. (b) _____% of the people 'hot-desk', or share their desks, at work. (c) _____% of the people in our survey say they work regular hours and (d) _____% work flexitime. (e) _____% have their own coffee cup. (f) _____% use plastic cups.

5 Do you work better when you have your own space and personal things near you? Or do you like to have a new place to work each day? Tell your partner. Use the words in the box and the phrases below.

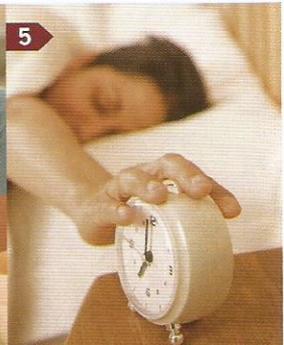
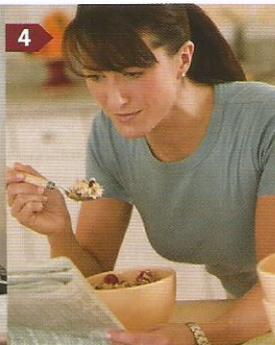
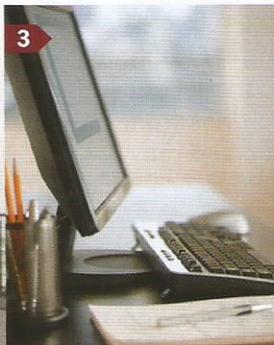
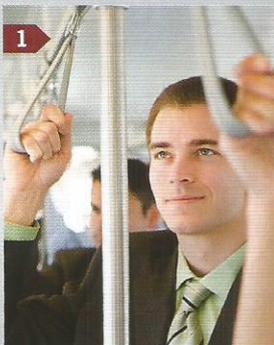
flexible hours hot-desking personalized work space regular working hours
 reserve a desk routine stressful

I like / don't like ... I think ... is ... I think it's a good idea to ...

A day in your life

1 Match the words and phrases (a-j) to the photos (1-10).

- | | | | |
|----------------------|--------------------------|--------------------------|--------------------------|
| a turn on a computer | <input type="checkbox"/> | f leave work | <input type="checkbox"/> |
| b go to work | <input type="checkbox"/> | g see friends and family | <input type="checkbox"/> |
| c take a call | <input type="checkbox"/> | h go to bed | <input type="checkbox"/> |
| d get up | <input type="checkbox"/> | i run | <input type="checkbox"/> |
| e have breakfast | <input type="checkbox"/> | j make a presentation | <input type="checkbox"/> |

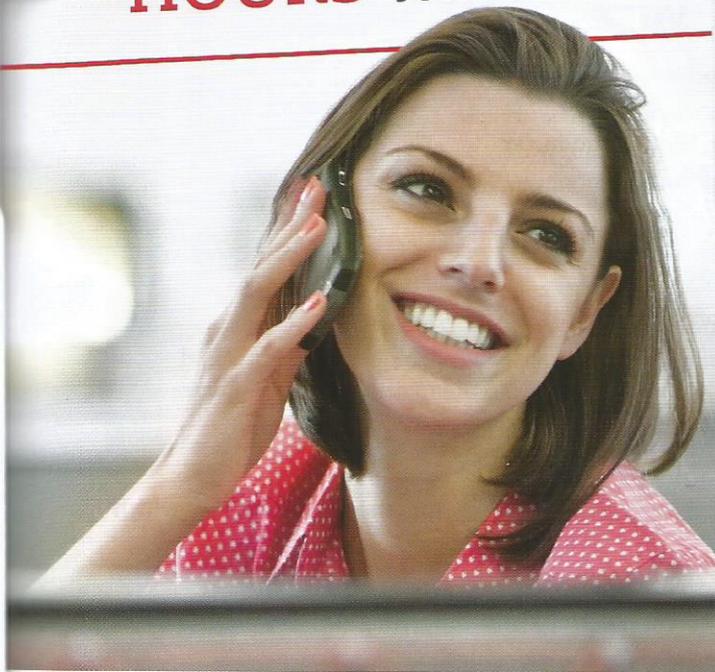


2 Complete the text with the verbs in the box in the correct form.

begin enjoy get up involve leave like
listen make read run take turn on

TWENTY-FOUR HOURS

IN THE LIFE OF JODIE LAWSON



Jodie Lawson, Young Businessperson of the Year, is the managing director of roundpegsquare.com, an Internet-based recruitment agency. Her day (a) _____ at 7.15 when the alarm goes off. But she doesn't often (b) _____ straight away. She lies in bed and (c) _____ to the news on the radio.

She usually goes to work by bus, but she sometimes (d) _____. She likes running and finds it relaxing. It (e) _____ her about 35 minutes to get to work – about the same as the bus.

When she gets to the office, she (f) _____ the computer, (g) _____ her emails and has breakfast – a bowl of cereal. Her morning always (h) _____ meetings, taking calls from clients and dealing with emails. Most days, she has lunch at her desk, but sometimes she goes out with a client, or (i) _____ a lunchtime presentation.

In the afternoon, she is usually out of the office visiting clients. She (j) _____ work around seven, but quite often goes to an evening meeting. To relax, she (k) _____ to see her friends and family, and (l) _____ going away at the weekend and getting out of the city. She goes to bed between 11 and midnight.

3 1.25 Listen to an interview with Jodie Lawson and check your answers to 2.

4 Complete the questions (a–k) for the answers from the Jodie Lawson interview.

- a What time *do you get up?*
My day begins at 7.15 when my alarm goes off, but I don't often get up then.
- b _____ for breakfast?
I have a bowl of cereal when I get to work.
- c _____ work?
I usually take the bus.
- d How _____ take?
It takes about 35 minutes.
- e What's the first thing _____ when _____ work?
I turn the computer on, read my emails and eat breakfast.
- f _____ a typical morning involve?
We always have meetings in the morning, and I also take clients' calls and deal with emails.
- g Where _____ lunch?
I usually have it at my desk.
- h What _____ afternoon?
I am usually out of the office. I visit clients.
- i _____ you go home?
I leave work around seven, but I often go to an evening meeting.
- j How _____?
Apart from running, I like to see my friends and family.
- k What _____ bed?
Usually between 11 and midnight.

5 1.25 Listen to the interview again and check your answers to 4.

03 Daily routine

Phrase bank: Routines

What time do you (start work)?
 Do you work flexitime?
 How often do you have meetings?
 How do you relax?
 I usually leave early on Friday.
 He is always late for work.

Vocabulary

Collocations

1 Match the words and phrases (1–11) to the verbs (a–k).

- | | | |
|-----------|-------------------------------------|--------------|
| a clear | <input checked="" type="checkbox"/> | 1 a language |
| b travel | <input type="checkbox"/> | 2 television |
| c speak | <input type="checkbox"/> | 3 your desk |
| d eat | <input type="checkbox"/> | 4 breakfast |
| e play | <input type="checkbox"/> | 5 tennis |
| f see | <input type="checkbox"/> | 6 abroad |
| g watch | <input type="checkbox"/> | 7 a computer |
| h read | <input type="checkbox"/> | 8 friends |
| i cut | <input type="checkbox"/> | 9 an email |
| j turn on | <input type="checkbox"/> | 10 costs |
| k spend | <input type="checkbox"/> | 11 time |

2 Complete the sentences with the word partnerships from 1 in the correct form.

- a Please remember to clear your desk before you leave the office.
- b How many _____ do you _____ apart from English?
- c I _____ all the _____ I get before I delete them.
- d I don't often _____, but I enjoy some sports programmes.
- e He _____ all his _____ in front of his computer.
- f In a balanced diet, it's important to _____ a good _____.
- g When I _____, I always fly with British Airways.
- h To make money, you need to _____ production _____.
- i I usually _____ my _____ on Friday night when we go out together.
- j I _____ with my boss on Thursdays and he always wins.
- k I _____ my _____ as soon as I get to the office in the morning.

Word building

3 Complete the table with the missing words.

	Adjective	Noun
a	_____	flexibility
b	_____	stress
c	traditional	_____
d	routine	_____
e	_____	production
f	organized	_____

Prepositions

4 Complete the sentences with a preposition: *in, at, on, for, with, to or by*.

- a I leave the office _____ six.
- b She lies _____ bed until 7.30.
- c She goes to work _____ bus.
- d It takes 45 minutes to get _____ work.
- e I have eggs _____ breakfast.
- f He plays squash _____ Tuesdays.
- g She has meetings _____ suppliers every day.
- h They check the stock _____ the morning.

Grammar

Present Simple questions

What	do	I	have for lunch?
Where		you	work?
When		they	have meetings?
Why	does	we	take the bus?
What time		he	finish work?
Who		she	know there?
How		it	go to work?
How often			

Practice 1

Match the questions (a–h) to the answers (1–8).

- a What time do you get up?
- b Where does he work?
- c Why do you like your job?
- d How do they go to work?
- e When does she phone clients?
- f What do you do in the evening?
- g Who do you see at the weekends?
- h Where do you go on holidays?

- 1 Most of them take the train.
- 2 My family and friends.
- 3 At half past six.
- 4 Because it's interesting.
- 5 In an office.
- 6 I watch TV and listen to music.
- 7 The Costa Brava.
- 8 Usually in the afternoon.

Practice 2

Put the words in the correct order to make questions.

- a meetings / what / start / time / do / the / ?
What time do the meetings start?

- b to / how / station / do / get / you / the / ?

- c Saturday / on / work / do / why / you / ?

- d lunch / what / have / you / do / for / ?

- e boss / does / see / her / when / she / ?

- f see / do / you / train / the / who / on / ?

- g make / presentations / where / do / they / the / ?

- h relax / she / how / the / does / evening / in / ?

Practice 3

Read the text about Jeffrey Roberts. Write questions for the answers (a–j).

Jeffrey Roberts is a hospital manager. He works in a large hospital in Manchester, in the north of England.

He gets up at half past seven every day, and has eggs and toast for breakfast. Then he walks to the hospital because it is very close to his home. He starts work at eight o'clock. At 11 he stops work for a ten-minute coffee break.

He always has lunch at the hospital. In the afternoon, he has meetings with doctors. He finishes work at six o'clock.

On Tuesdays and Thursdays, he plays tennis in the evening. He usually goes away for the weekend with his wife.

- a *Where does he work?*
 In a hospital.
- b _____
 At 7.30.
- c _____
 Eggs and toast.
- d _____
 He walks.
- e _____
 Because it is very close to his home.
- f _____
 To have a coffee break.
- g _____
 At the hospital.
- h _____
 Doctors.
- i _____
 On Tuesdays and Thursdays.
- j _____
 He usually goes away with his wife.

Adverbs of frequency

These normally go before the main verb:

- I **always** listen to the radio in the car.
- He **usually** has a croissant for breakfast.
- She **often** arrives late for work.
- They **sometimes** have lunch together on Friday.
- They **don't often** take time off.
- We **never** give customers a refund.

The verb *to be* is an exception. Adverbs of frequency go after the verb *to be*.

- I am **always** at work by nine o'clock.
- The job is **sometimes** quite difficult.

Always and *usually* are slightly different. They express how often something happens, but only at a particular time and not in a general way. Look at the sentences below:

- He *sometimes* plays tennis.
- He *always* plays tennis after work. (NOT ~~He always~~ plays tennis.)
- We *often* go to the cinema.
- We *usually* go to the cinema on Sundays. (NOT ~~We usually~~ go to the cinema.)

You ask questions about frequency of actions with

How often ...?

- *How often is she late for work?*
- *How often do you see John?*

To answer, you use *every* or *a day, a week, an hour*, etc.

If you do not know exactly, you use *about*.

- *She is late every day.*
- *She is late twice a week.*
- *I see him about twice a month.*

Practice 4

Put the sentences in the correct order.

- a often / he / plane / by / travels
He often travels by plane.

- b out / friends / I / go / usually / Friday / on / with
 I _____
- c office / boss / out / my / is / of / often / the
 My _____
- d always / at / have / Christmas / an / we / office / party
 We _____
- e days / don't / they / faxes / these / often / send
 They _____
- f morning / always / in / I / the / am / tired
 I _____
- g have / in / doesn't / lunch / usually / she / office / the
 She _____
- h in / I / on / holiday / August / never / go
 I _____
- i every / he / Friday / work / late / is / for
 He _____
- j once / cinema / I / month / go / the / a / to
 I _____

04

Eating out

A business lunch is part meal, part meeting. It's informal, but at the same time there's a long list of unwritten rules that can't be broken.

Christopher Elliott, Microsoft Business

Is it better to have a meeting in an office, or in a restaurant?

Learning objectives: Unit 4

Survival skills Discussing business lunches; Describing favourite food; Roleplay: Making conversation in a restaurant

Reading Tips for a successful business lunch

Listening Conversations in a restaurant

- 1 Discuss the questions.
 - a How often do you have business lunches – never, occasionally, quite often or often?
 - b Do you enjoy them?
 - c What is your favourite type of food for a business lunch?
 - d Are you usually the host, or the guest?
- 2 Read the text from a business magazine. Complete the tips with the pairs of verbs in the box.

ask + order book + plan choose + look get + wait put + turn
signal + pay talk + relax

SEVEN *dos* and *don'ts* for a successful business lunch

*Many juicy deals are made during a meal.
So how do you organize a business lunch?
Where, when and what do you eat?*

- 1 The place: *Choose* somewhere that isn't cheap but isn't too expensive. *Look* for somewhere quiet, with tables that are not too close together.
- 2 The menu: _____ for different starters you can share, followed by a light second course. Skip the dessert and _____ coffee.
- 3 The time: _____ a table for between 1.00 and 1.30. _____ to finish within two hours (except on Friday). As the host, arrive a few minutes early.
- 4 Don't _____ up to say hello to other acquaintances in the restaurant. _____ until the end of the meal.
- 5 Don't _____ any papers on the table, at least until the end of the meal, and _____ off your mobile phone.
- 6 Don't _____ about politics or personal matters (unless you know the person well), but _____ – too much formality creates distance and coldness.
- 7 _____ the end of the meal by asking for the bill. _____ with a credit card.

