

English **Works** for the Office

Stefan Kostarelis

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Scope and Sequence

Unit	Conversation	Listening
1 Get That Job!	Talking about an interview.	An unsuccessful interview.
2 Introduce Yourself!	Talking about the first tasks.	Getting to know a co-worker.
Review 1		
3 Know the Company!	Talking about the company structure.	Short Talk Sharing responsibilities.
4 Leave a Message!	Taking a message.	An honest mistake.
Review 2		
5 Wear It Well!	Asking for fashion advice.	Short Talk Dress codes at work.
6 Take That Order!	Talking about presentations.	Short Talk Importing products.
Review 3		
7 Deal with It!	Dealing with customer complaint.	Short Talk Dealing with stress.
8 Do It Right!	Talking about an inspiring figure.	Short Talk Building a successful business.
Review 4		
Mini Tests 1-4		
Video Scripts		
Vocabulary		
TOEIC Word List		

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Features

Light and interesting activities introduce and ease students into the topic. Students are encouraged to discuss and express their opinions.



Each unit begins with a bullet-point list of what students need to know in the workplace.

Warm Up

1 Describe the outfit of a person below to your partner and ask them to guess who you are talking about. Take turns until you have done all eight people.

E.g. *He is wearing a blue sweater, jeans, and brown shoes. Who is this person?*
He is *Adam*.

2 Which of these people is dressed the most formally? Which is dressed the most casually? Discuss your answers with a partner.

3 In groups, talk about what occasion you think each person is dressed for. Then, share your answers with the class.

Word Power

freelance (adj.)
blouse (n.)
shirt (n.)
strict (adj.)
stylish (adj.)
suit (n.)
dress code (n.)
tights (n.)

4 Use the clues to complete the puzzle with the correct words.

Down

- The rules about what you should wear
- Describing someone who makes lots of rules
- Women wear these on their legs

Across

- Another word for fashionable
- Men's formal wear
- Another name for a lady's shirt

Vocabulary words are accompanied by pictures to help students understand the keywords of the unit. Activities are designed to familiarize students with the vocabulary.

Conversations are used to demonstrate topics and vocabulary in use. Students can also role-play the conversation to get used to conversing in context.

Cultural differences are addressed to better prepare students for future cross-cultural business dealings in the global village.

Fill in the blanks with the correct words.

dress code	tights	freelance	suit
shirt	blouse	stylish	stri

- Charlie likes working _____ because it gives him more freedom.
- Please bring over your _____ and tie so I can iron them later.
- You should dress formally for the meeting. A black _____ is the safest option.
- I can wear skirts to the office, but I have to wear _____ underneath.
- Our office has no _____. You can wear whatever you want.
- Jenny is so _____. She always keeps up with the latest fashions.
- My boss is very _____ about how to behave in the office.
- Your new _____ will match that skirt very well.

Conversation

1 Listen to the conversation between Peter and Susan and answer the questions.

- What is Peter worried about?
a. Meeting his new boss
b. Deciding on what to wear
c. Starting a new job
- Is there a dress code at Peter's new job?
a. Yes, there is.
b. No, there isn't.
c. It isn't clear.
- Where does Susan work?
a. At the post office
b. At home
c. At a bank
- What did Simon like about working at home?
a. Not having to worry about outfits
b. Being able to dress up
c. Having co-workers to talk to

Cultural Talk

Dress Codes around the World

Office attire not only depends on where you work, but also on where you live. The countries with the most formal business attire are India, South Korea, and China. At the other end are Spain, Poland, and Hungary. Generally speaking, Asian countries tend to be more formal, with the UK and the US in the middle, and then European countries taking a more casual approach.

Survival English

You never get a second chance to make a first impression. When you say you will let something pass, it means that you choose not to react to it.

Listening

Listen to a human resources manager talk about the company dress code and answer the questions.

- What kind of work did the listeners do for SynTech in the past?
a. Freelance
b. Full-time
c. Part-time
- Which day has the least strict dress code?
a. Monday
b. Thursday
c. Friday
- What should men wear on Wednesdays?
a. Suits
b. Uniforms
c. Fancy ties
- When should employees wear something formal on a Friday?
a. When freelancing
b. When meeting a client
c. When taking Friday off
- What's wrong with Thomas' tie?
a. It's too boring.
b. It's too colorful.
c. It's too expensive.

Colloquial usage of common English phrases and idioms.

Conversations or short talks from everyday context designed to train and test students' listening abilities.

Level-appropriate grammar points are explained in clear and simple English and illustrated with example sentences.

Pair work section is designed to encourage students' discussions based on personal experiences and ideas to help them become active learners.

Common expressions that students can learn and make use of in actual situations.

Fun and varied writing activities help students create their own writing using the framework they have learned. In addition, students can practice different forms of writing.

Videos filmed in an office environment allow students to see the contents of what they have learned come alive.

Video-based tips are provided for students to keep in mind when in the workplace.

Language in Action

We use **definite** and **indefinite** articles before noun phrases.

- The **indefinite** articles **a** and **an** are used when we talk about a thing in general. We use **a** for nouns beginning with consonant sounds and **an** before nouns beginning with vowel sounds.
E.g. I should I wear a tie? (I like to wear an orange blouse).
- We use the **definite** article **the** when talking about a specific or unique thing.
E.g. I'm working for a computer company. The company has a strict dress code.
E.g. I'm talking about something special or unique.
E.g. Don't spend too much time in the sun.
- When we use plural or uncountable nouns to talk about things in general, no article is required.
E.g. Students go to school on weekdays. Water is very important in our lives.

A Complete the sentences using "a," "an," "the," or "X."

- Are you looking for _____ blouse? It's here.
- He got a new job. _____ job is in the city.
- Have you been to _____ Great Pyramids?
- She loves _____ shopping in the night market.
- Brian needs new _____ clothes.
- I'd like to buy _____ umbrella. Any color is fine.
- This is _____ nice shop. They have everything.

B Complete the conversation using "a," "an," "the," or "X." Then, practice the conversation with a partner.

A: Hello, Sir. May I help you?
B: Yes, I'm looking for _____ suit.
A: What color _____ suit are you looking for?
B: I'm not sure. Could you please show me _____ blue ones?
A: OK. Follow me, please. They are over here.
B: I like _____ one with _____ pinstripes.
A: This one? That's _____ excellent choice.
B: Thanks for _____ help.

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Unique Dress Codes

The Disney Look
The Walt Disney company is known to have one of the strictest dress codes, which they call "The Disney Look." According to Disney, this look is clean, natural, and professional—and not too trendy. Men and women are not allowed to have visible tattoos or body piercings (although women can have "traditional" pierced ears). In addition, men must have short hair, with minimal facial hair. Women are allowed to dye their hair and wear makeup, but they must use neutral colors.

The Green Apron
Although not as strict as Disney, Starbucks has its own dress code. The most important rules are the ones for the famous green apron. At Starbucks, the green apron must be kept looking clean and tidy at all times. This means no holes, tears, or stains—it should be spotless and wrinkle-free. When taking a break or taking out the trash, Starbucks employees are required to take off the green apron to protect it from getting dirty.

You Can Be Serious Without a Suit
Google started as a two-man team. Today it is one of the world's most successful companies with over 20,000 full-time employees. Google is also famous for having a very relaxed dress code—suits are optional, and employees are encouraged to wear whatever they feel comfortable in. This is why people say: "At Google, you can be serious without a suit."

A Read the following statements about the passage and circle True (T) or False (F).

- At Google, you must wear formal clothing at all times. T F
- Starbucks has strict rules about the green apron. T F
- Disney has a very relaxed dress code. T F
- Starbucks employees must wear their aprons when taking out the trash. T F
- Tattoos are OK at Disney if no one can see them. T F

B Fill in the boxes using information from the passage.

Disney	Starbucks	Google
No visible tattoos or piercings		

Unit 5 | Wear It Well | 59

C Work with a partner. Take turns asking each other the following questions.

- How do you feel about tattoos? Why do you feel this way?
E.g. I think having tattoos is just a good idea because it might make you look like a criminal. How about you?
- Which company do you think has the strictest dress code? Why?
E.g. I think Disney has the strictest dress code because there are many rules about what you should wear. What do you think?
- Have you ever been in a situation that had a dress code? What was the dress code?
E.g. Yes, I have. I worked as a waitress that week. The employees to wear a blue shirt and pink pants. How about you?
No, I haven't. How about you?

Useful Expressions

Describing outfits...
I'm wearing a blue suit with a white shirt and a red tie.

Complimenting someone...
I like your tie. It goes really well with your shirt.

Suggesting a change politely...
I'm not sure that blue goes well with that blouse. Why don't you try something else?

Writing

A Complete the passage about Jane using the correct words or phrases.

Jane used to work from home as a _____. She loved the flexibility it gave her. She could choose her working times, which meant she had more time _____. She also liked the freedom and comfort of wearing _____. However, being a freelancer also had its _____. Jane had to do everything without anyone to share ideas with. In addition, her work was not steady; sometimes she was very busy and other times she had _____. Jane decided it was time for a change, so she got a job at a big insurance company. At the company there is a strict dress code. Jane must wear a _____ every day. At first she didn't like it, but now she is used to it.

B Henry is the CEO of the design company Tweetie. Recently, he read about Google's approach to dress code and decided to change the dress code at his company. Look at the two pictures and write about the changes.

Before **After**

The dress code at Tweetie used to be _____. Everyone had to wear _____. Then, the CEO read about _____ He decided to _____. Now, there is a new dress code at Tweetie. It is more _____. Employees can wear _____.

C Imagine you are the CEO of a computer company. Would you choose to have a dress code? Why or why not? Discuss your answers with a partner and share them with the class.

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Tammy's New Skirt

A Before you watch, complete the sentences with the correct words from the box.

opposite side suitable client Accounting

- Actually, I have a lunch meeting with a(n) _____.
- I don't think a red skirt will be _____ for the office.
- Anyway, they are having a huge _____. Everything is 25% off.
- You mean the one _____ the bakery? I buy clothes there all the time.
- You work in the _____ Department? You must be good with numbers.

B While you watch, read the following statements and circle True (T) or False (F).

- Tammy and Tina work in different departments. T F
- Tammy likes Tina's new skirt. T F
- The clothing store is next to the bakery. T F
- Everything is 50% off in the sale. T F
- Tammy won't be able to go to the store with Tina. T F

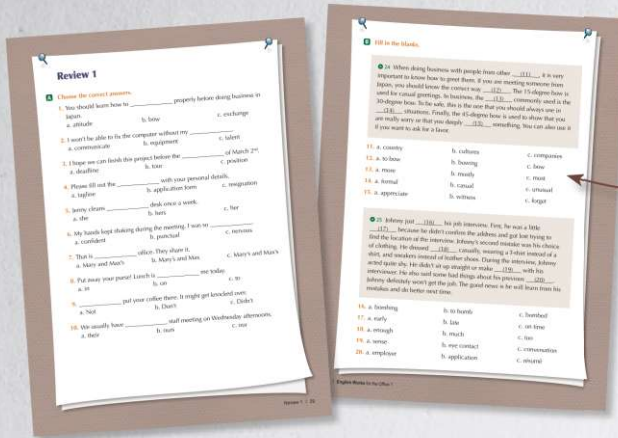
C After you watch, describe the outfits the people are wearing in the pictures below. What kind of jobs would their outfits be suitable for?

• He/She is wearing... • It would be suitable for...

TOP TIP
When asked how work is, Tina says another day, another dollar. This expression means that it's just a normal day, and everything is happening as usual. This is a phrase you can use if you are asked about your day at work but don't feel comfortable sharing or talking about it in the office.

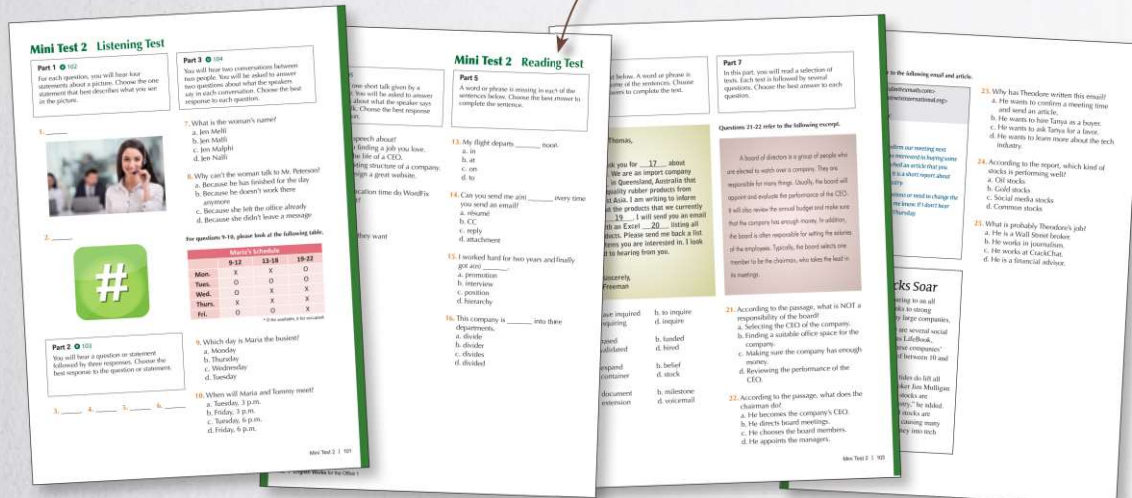
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Review Test



One review test after every two units designed to refresh students' memories of what they have learned.

Mini Test



Four TOEIC-style mini tests are provided at the end of the book for students to review what they have learned throughout the series. They are also useful for those who want to prepare for the standardized test.

Caves WebSource



Caves WebSource



Caves WebSource is an online platform designed for users to access the materials whenever they want, wherever they are. Please scan the QR code to listen to the audio and watch the videos of the series.

Unit

1

Get

That Job!

RÉSUMÉ

Street Name.
70000 City Name
Tel: 0000 5555555
E-Mail: emailname@server.com

SUMMARY

- Experience in commercial engines development
- Expert knowledge in programming
- Strong experience in software design and architecture, animation, performance optimization
- 10 years of development experience. Worked on projects in various industries
- Management of a small team of engineers

WORK EXPERIENCE

07/2007 - Present

Company Name Ltd. (United States)

Lead Position Name

Working on new innovative projects

- Sed sed ipsum et tempor
- Suspendisse non
- Donec et
- Integer
- Ma

01/2005 - 07/2007

KNOW-HOW

for an Interview 2

- Research the person and company you are interviewing for.
- Perfect your résumé.
- Practice common interview questions.
- Prepare questions to ask at the end of the interview.

Warm Up

A What kind of job should you apply for? Check the pictures that interest you the most.



Mostly **blue**: You are interested in jobs like doctors or scientists.

Mostly **red**: You are interested in becoming an office worker or a boss.

Mostly **green**: You are interested in jobs like artists or designers.

Mostly **yellow**: You are interested in becoming a technician or a builder.

B Can you think of jobs to match each color? In small groups, come up with as many as possible.

Word Power 3



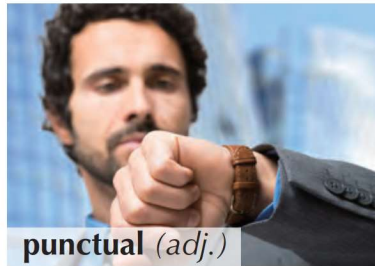
application form (n.)



position (n.)



interview (n.)



punctual (adj.)



nervous (adj.)



résumé (n.)



formal (adj.)



attitude (n.)

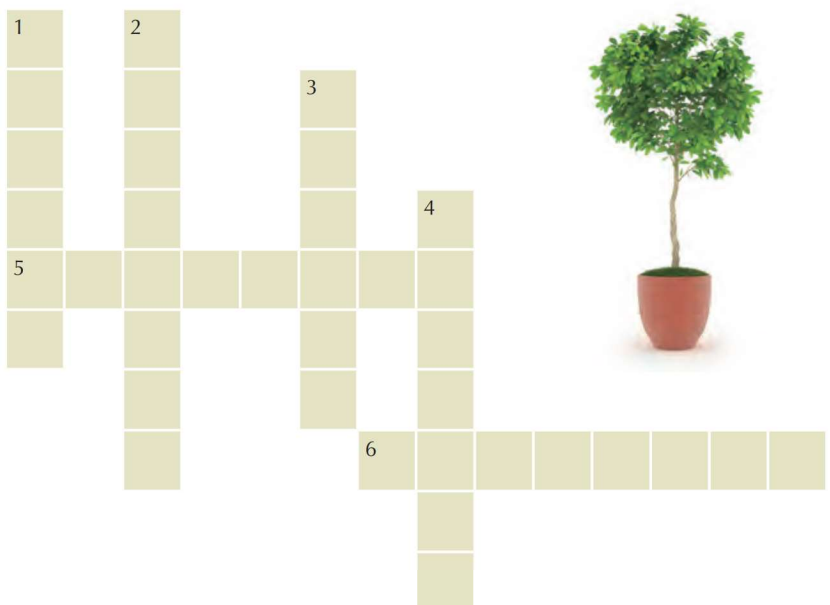
A Use the clues to complete the puzzle with the correct words.

Down

1. Describing something serious or important
2. To be on time
3. A summary of one's work experience and skills
4. To be worried about something

Across

5. The way one acts
6. A job in a company



B Fill in the blanks with the correct words.

nervous
attitude

formal
résumé

interview
punctual

position
application form



1. Sarah has a great _____. She is always smiling and happy.
2. You should wear _____ clothing to a wedding.
3. There is a new _____ at my company. You should apply for it.
4. Johnny is always late. He is not very _____.
5. Fill out the _____ with your personal details.
6. My _____ lists all the places I have worked at before.
7. I'm really _____ about the test next week.
8. He was asked many questions during the _____ with that company.

Conversation

A Listen to the conversation about Sarah's job interview and answer the questions. 4

1. What is Sarah's news?
a. She got a job offer. b. She has an interview. c. She made a sale.
2. What kind of job did Sarah apply for?
a. A salesperson b. A manager c. A marketing director
3. How does Sarah feel about the interview?
a. She is scared. b. She is confident. c. She is nervous.
4. Why does James think Sarah will be successful?
a. She has a great résumé. b. She has great style. c. She has great attitude.

Cultural Talk

What Time is On Time? 5

Different countries have different attitudes towards being on time. For example, people in Germany, Japan, and Switzerland are very punctual. Being just one minute behind is considered to be late. However, people in India, Nigeria, and Saudi Arabia are more flexible. People there are less punctual and can freely change their schedules. If you want to work in a certain country, you should first learn about its ideas on punctuality.

B Listen to the conversation again and complete the dialogue. Then, practice with a partner. 6



Sarah I've got great news!

James What is it?

Sarah I have an _____ for a sales _____ at the advertising company I told you about last week!

James Wow! How did you get it?

Sarah Well, I saw a job opening, so I filled out an _____ form and sent it in with my _____.

James That's so exciting! Are you _____?

Sarah Not really. I'm pretty confident when it comes to job interviews.

James Really? What's your secret?

Sarah It's simple, really. I wear nice, _____ clothes and make sure I'm _____. Then I just smile and answer the questions calmly and politely.

James I think you are going to do very well with that _____.

Sarah Thanks. Wish me luck!

SURVIVAL ENGLISH 7

- ❖ *Bomb an interview* means that someone has failed at an interview.
- ❖ Informally speaking, an employer is usually called a *boss*.
- ❖ *Pulling someone's leg* is used to say that you are joking about something to make someone believe it's true. ✨



Listening

Tony just had an interview. Listen to the conversation and match the two columns to complete the sentences. 8

- | | | |
|------------------------------|---|--|
| 1. Tony thinks | • | • he couldn't find the location. |
| 2. Tony was late because | • | • how to answer a simple interview question. |
| 3. Tony's phone rang because | • | • the interview went really badly. |
| 4. Tony didn't know | • | • he forgot to put it on silent. |
| 5. Tony says | • | • he will try harder next time. |

Language in Action

We use **imperatives** to give instructions, orders, and warnings.

- ❶ Do NOT use a subject when giving orders. Add **please** to be polite.

E.g. You sit down. → Sit down. / Please sit down. / Sit down, please.

- ❷ Always use the **bare infinitive form** of the verb (an infinitive without "to").

E.g. To open your books. → Open your books.

- ❸ Use **don't** to make the negative form.

E.g. Not be late. → Don't be late.



A Circle the correct answer to each sentence.

- (Walk / To walk / Walking) to platform 3 to take the train.
- Please (not / aren't / don't) leave the door open.
- Please (tidied / tidy / tidier) your room.
- (Hold / Held / Holding) the line and someone will be with you in a minute.
- (Don't / Not / Can't) turn off the heater. It's cold.

B Match the two columns to complete the sentences.

- | | | |
|-------------|---|--|
| 1. Write | • | • in the form to the front desk. |
| 2. Hand | • | • your personal details here. |
| 3. Don't | • | • a seat, please. |
| 4. Take | • | • the form with a pen. |
| 5. Fill out | • | • leave yet. You forgot to write your address. |



C Underline the mistakes and rewrite the sentences correctly.

- Please taking your shoes off. _____
- No speak during the meeting. _____
- To write down your name here. _____
- Please not leave now. _____
- Closing the door. _____

Job Interview Dos and Don'ts 9

For many people, job interviews are difficult. However, if you are well-**prepared**, a job interview is not something you have to worry about. Let's look at some important "dos" and "don'ts" to help you at your next job interview.

Do	Don't
<ul style="list-style-type: none"> • Arrive at least ten minutes early. • Dress well. Wear formal clothes. • Remember the importance of body language. Sit up straight and maintain good eye contact. • Speak confidently about your achievements. • Show that you want the job and talk about what you can do for the company. • Prepare some questions to ask at the end of the interview. • After the interview, write a "thank-you" email. 	<ul style="list-style-type: none"> • Don't smoke, chew gum, tell jokes, or use your phone during an interview. If you do these things, it shows you don't take the interview seriously. • Don't bring a friend or partner to support you or wait for you outside. You should always go to an interview alone. • Don't be soft-spoken. Speak loudly and clearly with confidence. • Don't lie or say bad things about your previous employers. • Don't let your résumé do all the work. It's your job to sell yourself during an interview.



* This is a T-Chart, used to list two or more separate views on a topic.

A Read the following statements about the passage and circle True (T) or False (F).

- | | | |
|--|---|---|
| 1. It's OK to answer your phone during a job interview. | T | F |
| 2. You should never make eye contact with the person interviewing you. | T | F |
| 3. You should arrive early to a job interview. | T | F |
| 4. It's OK to say bad things about your previous employer. | T | F |
| 5. You should send a "thank-you" email after an interview. | T | F |

B Fill in the blanks to complete the summary of how to behave in an interview.

First of all, make sure you arrive _____ for your interview. You should wear _____ clothes and sit properly. Speak _____ and clearly and show that you really _____ the job. Don't smoke, chew gum, or tell jokes because it means you're not taking the interview _____. Also, you should never say _____ things about your previous employers. Finally, be confident and try to _____ yourself. After the interview, it is always a good idea to write a(n) _____ email.

C Work with a partner. Take turns asking each other the following questions.

1. Have you ever had a job interview? What kind of position was it for?

E.g. Yes, I have. It was for a clerk at a bank. Have you?

No, I haven't. I've never had a job interview. Have you?

2. How do you feel about job interviews?

E.g. I find job interviews very scary. How about you?

I think job interviews are easy. How about you?

3. Do you have a résumé? When was the last time you updated it?

E.g. Yes, I do. I updated it recently / a while ago / a long time ago. How about you?

No, I don't. I haven't written one yet. How about you?



• Useful Expressions •

10

Talking about your education...

I graduated with a law degree in 2016.

Talking about yourself...

I am good at meeting targets.

I am a team player.

Talking about your experience...

I have 3 years' experience in this field.

Talking about salary...

I would expect NT\$28,000 to NT\$35,000 per month.



Writing

You are looking for part-time work and saw the following advertisement in the local newspaper.

MARA is Hiring!

Our fashionable new clothing store is looking for young, outgoing salespeople to join the team. Experience in retail is not necessary, but would be helpful. Please visit our official website (www.marawears.org) to download a copy of the job application form. Once completed, email your application to HR@mara.com.

A Complete the application form based on your background and experience.

APPLICATION FOR EMPLOYMENT AT MARA

Contact Details:
Name: _____ Email: _____
Phone number: _____
Address: _____

Background:
Highest level of education: _____
Qualification(s): _____

Work Experience:

Skills:

B You went to Mara for an interview. Complete the thank-you email to your interviewer.

To: <HR@mara.com>

From: _____ (your email address)

Subject: Thank you.

Dear Ms. Trent,

Thank you for taking the time to talk to me about the position of _____
_____.

After speaking with you, I believe that I would be the perfect person for this job. As we discussed, I have _____

_____ (experience) and I am a _____
_____ (skills) person.

I am very interested in joining the team and will be free to start working from _____
_____. If you need any more information, please call me at _____
_____. I look forward to hearing from you.

Yours sincerely,

_____ (your name)



Tammy's Job Interview

11 01



A Before you watch, fill in the blanks with the correct words from the box.

current communicate position challenge attending

1. My real strength is my ability to _____ with customers.
2. I want to improve my public speaking skills, so I've been _____ classes.
3. Tell me, why do you want to leave your _____ job?
4. I feel like I need a new _____.
5. This _____ will allow me to be part of a bigger team.

B While you watch, check the things that Tammy did in her interview.

- ☐ She said bad things about her previous employer.
- ☐ She talked about her strengths.
- ☐ She asked a good question.
- ☐ She told Mr. Jones how much she wants to be paid.
- ☐ She lied about her achievements.

C After you watch, use the common interview questions below to role-play an interview in small groups.

1. Tell me about yourself.
I'm hardworking and....
2. What are your strengths and weaknesses?
I'm great at..., but I'm not good at....
3. Why did you leave your last job?
I left because....
4. Do you have any questions for me?
Yes, can you tell me about...?

TOP TIP!

12 When asked about your weaknesses, don't say something like "I have no weaknesses." or "I work too hard." You should choose a real weakness, but also talk about how you are fixing it.



Unit

2

Introduce Yourself!

KNOW-HOW

for Socializing 13

- Accept new co-workers' invitations to have lunch or take a break.
- Spend more time listening than talking on your first days.
- Remember the names of everyone you meet.
- Ask questions about the job and your co-workers.

Warm Up

A Look at the pictures below. Check the topics you think are good for making small talk.



☐ Religion



☐ Sports / Hobbies



☐ Family / Hometown



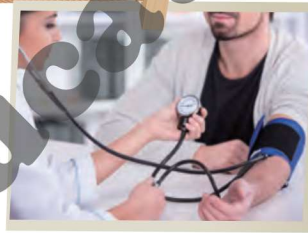
☐ Food



☐ Politics



☐ Romantic relationship



☐ Health problem



☐ Entertainment



☐ Weather



☐ Money



☐ Age / Appearance



☐ Travel

B Think of a question for each topic you have checked. Share them with the class.

E.g. (Sports) – Do you like to play any sports in your free time?

(Food) – There's a new Italian restaurant in the neighborhood. Have you been there yet?