1 Work and jobs

A What do you do?

To find out what someone's job is you say 'What do you do?' Here, Kerstin talks about her job:

'I **work for** a large European car maker. I **work on** car design. In fact, I **run** the design department and I **manage** a team of designers: 20 people **work under** me. It's very interesting. One of my main **responsibilities** is to make sure that new model designs are finished on time. I'm also **in charge of** design budgets.

I **deal with** a lot of different people in the company. I'm **responsible for** co-ordination between design and production: I **work with** managers at our manufacturing plants.'

Note:
$$\left.\begin{array}{l}\text{in charge of} \\ \text{responsible for}\end{array}\right\} + \begin{array}{l}\text{noun} \\ \text{verb + -ing}\end{array}$$

responsibility + infinitive or -ing
    One of my responsibilities is to make sure ...
    One of my responsibilities is making sure ...

⚠ You can't say ~~I'm a responsible~~.

B Word combinations with 'work'

If you **work** or **have work**, you have a job. But you don't say that someone has ~~a work~~. **Work** is also the place where you do your job.

Here are some phrases with 'work':

- Hi, I'm Frank. I work in a bank in New York City. I **leave for work** at 7.30 every morning.
- I **go to work** by train and subway.
- I **get to / arrive at work** at about nine.
- I'm usually **at work** till six.
- Luckily, I don't get ill very much so I'm not often **off work**.

The economy is growing fast and more people are **in work** than ever before. The percentage of people **out of work** has fallen to its lowest level for 30 years.

⚠ You don't say, for example, ~~I'm at the work~~ or ~~I'm going to the work~~.

C Types of job and types of work

A **full-time job** is for the whole of the normal working week; a **part-time job** is for less time than that.

You say that someone **works full-time** or **part-time**.

A **permanent job** does not finish after a fixed period; a **temporary job** finishes after a fixed period.

You talk about **temporary work** and **permanent work**.

1.1 Pierre is talking about his work. Correct what he says.

I work for a French supermarket company. (1) I work *about* the development of new supermarkets. (2) In fact, I *running* the development department and (3) I *am manage for* a team looking at the possibilities in different countries. It's very interesting. (4) One of my *main* is to make sure that new supermarkets open on time. (5) I'm also *charged with* financial reporting. (6) I deal *at* a lot of different organizations in my work. (7) I'm *responsible of* planning projects from start to finish. (8) I work closely *near* our foreign partners, and so I travel a lot.

1.2 Complete the text with one of the prepositions from B opposite.

Rebecca lives in London and works in public relations. She leaves home for work at 7.30 am. She drives (1) .... work. The traffic is often bad and she worries about getting

(2) .... work late, but she usually arrives

(3) .... work at around nine. She finishes work

quite late, at about eight. 'Luckily, I'm never ill,' she says.

'I could never take the time (4) .... work.'

She loves what she does and is glad to be (5) ....

work. Some of her friends are not so lucky: they are

(6) .... work.

1.3 Write about each person using words from C opposite, and the words in brackets. The first one has been done for you.

1 I'm Alicia. I work in a public library in the afternoons from two until six. (I/job)
   I have a part-time job.
2 My husband works in an office from 9 am to 5.30 pm. (he/job)
3 Our daughter works in a bank from eight till five every day. (she/work)
4 I'm David and I work in a café from 8 pm until midnight. (I/work)
5 My wife works in local government and she can have this job for as long as she wants it. (she/job)
6 Our son is working on a farm for four weeks. (he/job)
7 Our daughter is working in an office for three weeks. (she/work)

Over to you

If you work ...

What do you do? What are you in charge of? What are your responsibilities?

What time do you leave for work? How long does it take you to get to work? What time do you arrive at work? Do you take a lot of time off work?

If you don't work ...

What sort of job would you like to do?

What routine would you like to have?

2 Ways of working

A Old and new ways

I'm an **office worker** in an insurance company. It's a **nine-to-five** job with regular **working hours**. The work isn't very interesting, but I like to be able to go home at a reasonable time.

We all have to **clock in** and **clock out** every day. In this company, even the managers have to, which is unusual!
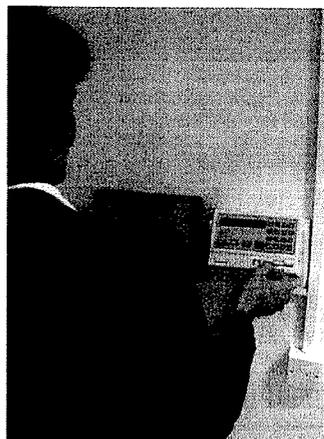
Note: You also say **clock on** and **clock off**.

I'm in computer programming. There's a system of **flexitime** in my company, which means we can work when we want, within certain limits. We can start at any time before eleven, and finish as early as three, as long as we do enough hours each month. It's ideal for me as I have two young children.

| BrE: flexitime |
| AmE: flextime |

Teleworking

Clocking in

I work in a car plant. I work in **shifts**. I may be on the **day shift** one week and the **night shift** the next week. It's difficult changing from one shift to another. When I change shifts, I have problems changing to a new routine for sleeping and eating.

I'm a commercial artist in an advertising agency. I work in a big city, but I prefer living in the country, so I **commute** to work every day, like thousands of other **commuters**. **Working from home** using a computer and the Internet is becoming more and more popular, and the agency is introducing this: it's called **teleworking** or **telecommuting**. But I like going into the office and working with other people around me.

B Nice work if you can get it

All these words are used in front of 'job' and 'work':

- **satisfying, stimulating, fascinating, exciting**: the work is interesting and gives you positive feelings.
- **dull, boring, uninteresting, unstimulating**: the work is not interesting.
- **repetitive, routine**: the work involves doing the same things again and again.
- **tiring, tough, hard, demanding**: the work is difficult and makes you tired.

C Nature of work

My work involves ...	+ noun
	human contact
	long hours
	team work
	+ -ing
	solving problems
	travelling a lot
	dealing with customers

2.1 Which person (1–5) is most likely to do each of the five things (a–e)?
1 A software designer in an Internet company. Has to be in the office.
2 An office worker in a large, traditional manufacturing company.
3 A manager in a department store in a large city. Lives in the country.
4 A construction worker on a building site where work goes on 24 hours a day.
5 A technical writer for a city computer company. Lives in the country.

a work in shifts
b work under a flexitime system
c telecommute
d commute to work
e clock on and off at the same time every day

2.2 Look at the words and expressions in B and C opposite.
Five people talk about their jobs. Match the jobs (1–5) to the people (a–e)
and put the words in brackets into the correct grammatical forms.

1 accountant
2 postwoman
3 flight attendant
4 software developer
5 teacher

a Obviously, my work involves .... (travel) a lot. It can be quite

  physically .... (tire), but I enjoy .... (deal) with

  customers, except when they become violent. Luckily this doesn't happen often.

b I like .... (work) with figures, but my job is much less .... (bore)

  and routine than people think. The work .... (involve) a lot of human

  contact and teamwork, working with other managers.

c Of course, it involves getting up quite early in the morning. But I like

  .... (be) out in the open air. And I get a lot of exercise!

d You've got to think in a very logical way. The work can be mentally

  .... (tire), but it's very satisfying to write a program that works.

e I love my job. It's very .... (stimulate) and not at all

  .... (repeat): no two days are the same. It's good to see the children

  learn and develop.

Over to you

If you work ...

Do you have a nine-to-five job?
Do you have to clock on and off? Is there a flexitime system in your organization?
Are there people who do shiftwork in your company?

Could you do your job working from home? If so, would you like to?

If you don't work ...

What sort of working hours would you like to have if you worked?

Would you like to work from home?

3 Recruitment and selection

A Recruitment

The process of finding people for particular jobs is **recruitment** or, especially in American English, **hiring**. Someone who has been recruited is a **recruit** or, in American English, a **hire**. The company **employs** or **hires** them; they **join** the company. A company may recruit employees directly or use outside **recruiters**, **recruitment agencies** or **employment agencies**. Outside specialists called **headhunters** may be called on to **headhunt** people for very important jobs, persuading them to leave the organizations they already work for. This process is called **headhunting**.

B Applying for a job

Fred is a van driver, but he was fed up with long trips. He looked in the **situations vacant** pages of his local newspaper, where a local supermarket was advertising for van drivers for a new delivery service. He **applied for** the job by completing an **application form** and sending it in.

Harry is a building engineer. He saw a job in the **appointments** pages of one of the national papers. He made an application, sending in his CV (**curriculum vitae** – the 'story' of his working life) and a **covering letter** explaining why he wanted the job and why he was the right person for it.

Note: **Situation, post** and **position** are formal words often used in job advertisements and applications.

BrE: **CV**; AmE: **résumé** or **resume**
BrE: **covering letter**; AmE: **cover letter**

C Selection procedures

Dagmar Schmidt is the head of recruitment at a German telecommunications company. She talks about the **selection process**, the methods that the company uses to recruit people:

'We advertise in national newspapers. We look at the **backgrounds** of **applicants**: their **experience** of different jobs and their educational **qualifications**. We don't ask for handwritten **letters of application** as people usually apply by email; **handwriting analysis** belongs to the 19th century.

We invite the most interesting **candidates** to a **group discussion**. Then we have individual **interviews** with each candidate. We also ask the candidates to do written **psychometric tests** to assess their intelligence and personality.

A job interview

After this, we **shortlist** three or four candidates. We check their **references** by writing to their **referees**: previous employers or teachers that candidates have named in their applications. If the references are OK, we ask the candidates to come back for more interviews. Finally, we **offer** the job to someone, and if they **turn it down** we have to think again. If they **accept** it, we **hire** them. We only **appoint** someone if we find the right person.'
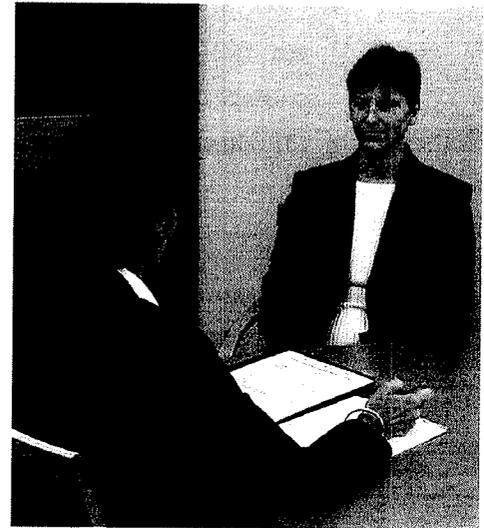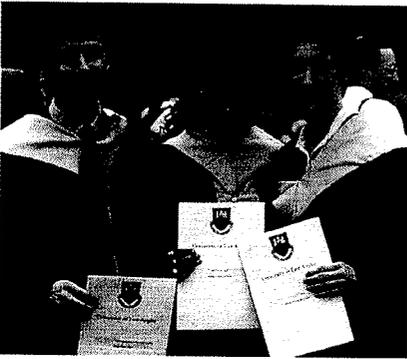
4 Skills and qualifications

A Education and training

Graduates

In AmE, you also say that someone **graduates** from high school (the school that people usually leave when they are 18).

Margareta: The trouble with **graduates**, people who've just left university, is that their **paper qualifications** are good, but they have no **work experience**. They just don't know how business works.

Nils: I disagree. **Education** should teach people how to think, not prepare them for a particular job. One of last year's recruits had **graduated from** Oxford in philosophy and she's doing very well!

Margareta: Philosophy's an interesting subject, but for our company, it's more useful if you **train as** a scientist and **qualify as** a biologist or chemist – **training for** a specific job is better.

Nils: Yes, but we don't just need scientists. We also need good managers, which we can achieve through **in-house training** courses within the company. You know we have put a lot of money into **management development** and **management training** because they are very important. You need to have some management experience for that. It's not the sort of thing you can learn when you're 20!

B Skilled and unskilled

A **skill** is the ability to do something well, especially because you have learned how to do it and practised it.

Jobs, and the people who do them, can be described as:

highly skilled	**skilled**	**semi-skilled**	**unskilled**
(e.g. car designer)	(e.g. car production manager)	(e.g. taxi driver)	(e.g. car cleaner)

You can say that someone is:

skilled at,
or skilled in ...

+ noun
customer care
electronics
computer software

+ -ing
communicating
using PCs
working with large groups

You can also say that someone is:

good with ...
computers
figures
people

C The right person

These words are often used in job advertisements. Companies look for people who are:

- **self-starters, proactive, self-motivated,** or **self-driven**: good at working on their own.
- **methodical, systematic** and **organized**: can work in a planned, orderly way.
- **computer-literate**: good with computers.
- **numerate**: good with numbers.
- **motivated**: very keen to do well in their job.
- **talented**: naturally very good at what they do.
- **team players**: people who work well with other people.

4.1 Correct these sentences about Ravi, using words from A opposite.
One word is wrong in each item.

1 At 18, Ravi decided to stay in full-time *training* and went to Mumbai University.
2 Ravi *qualified* three years later with a degree in philosophy and politics.
3 He taught for a while, but didn't like it. He decided to *educate* as an accountant at evening classes.
4 He qualified *for* an accountant and joined a big accountancy firm in its Mumbai office.
5 When he started, he needed to develop other skills, which would come through *experiments*.
6 He received *managers'* training to help him develop these skills.

4.2 Are these jobs generally considered to be highly skilled, skilled, semi-skilled, or unskilled? Each expression is used twice.

1 teacher
2 brain surgeon
3 car worker on a production line
4 airline pilot

5 office cleaner
6 labourer (someone doing basic work on a building site)
7 bus driver
8 office manager

4.3 Complete these extracts from job advertisements using words from C opposite.

1
You'll need to be _ _ _ _ _ _ _ _ , as you'll be working on financial budgets.

2
As part of our sales team, you'll be working independently, so you have to be self- _ _ _ _ _ _ _ _ and self- _ _ _ _ _ _ .

3
We're looking for someone who can work on ten projects at once. You must be _ _ _ _ _ _ _ _ _ , _ _ _ _ _ _ _ _ _ _ and _ _ _ _ _ _ _ _ _ .

4
We need _ _ _ _ _ _ _ journalists who are very good at their job and extremely _ _ _ _ _ _ _ _ to find out as much as they can.

5
You'll be researching developments on the Internet, so you have to be _ _ _ _ _ _ _ _ - _ _ _ _ _ _ _ _ . You must be _ _ _ _ _ _ _ _ _ , able to work on your own initiative, and a _ _ _ _ - _ _ _ _ _ _ _ _ . But as part of a team of researchers, you need to be a good _ _ _ _ - _ _ _ _ _ _ too.

Over to you

If you work ...

What sort of people does your organization look for in its recruitment? What sort of person are you?

If you don't work ...

Does your educational institution prepare people for specific jobs?