

# Unit 1 My job and my company

## A Job description



### 2 Read the details on the business cards and complete the sentences.

- 1 Paul lives in \_\_\_\_\_.
- 2 Emma is a \_\_\_\_\_. She works in \_\_\_\_\_.
- 3 Ken lives in \_\_\_\_\_. He's a \_\_\_\_\_.
- 4 Laura designs \_\_\_\_\_.
- 5 Emma's family name is \_\_\_\_\_.
- 6 Paul is a \_\_\_\_\_. He works for \_\_\_\_\_.

## B Present tenses and question words

| Positive   | Negative  |
|--|---|
| I <b>live</b> in New York.<br>She <b>works</b> for a model agency.<br>I'm in a new studio. | I <b>don't</b> work for a sports magazine.<br>It <b>doesn't</b> go very fast.<br>Rome <b>isn't</b> a safe place to ride a bike. |
| Questions  | Answers   |
| Do you <b>do</b> a lot of training?<br>Where <b>do</b> you <b>train</b> ?<br>How are you?  | Yes, I <b>do</b> .<br>I <b>live</b> near the river so I usually <b>train</b> there.<br>I'm very well, thanks.                   |

**Frequency adverbs**

0% —————→ 100%  
 never          rarely          sometimes          often          usually          always

I *sometimes* go running.  
 I'm *always* too busy.

**Wh- and How question words**  
*What Where Who When Why Which*  
*How + much, many, far, often, long*

**What** do you do? I'm a photographer.  
**How often** do you go training? I usually go cycling before breakfast every day.

**Complete the rules with these words.**  
*before beginning be not facts -s/-es*  
 We add \_\_\_\_\_ to the verb for *he, she, and it*.  
 We use the verbs *do* and \_\_\_\_\_ to make questions.  
 We use \_\_\_\_\_ to make negative statements.  
 We use the Present Simple to talk about \_\_\_\_\_ and regular activities.  
*Wh-* and *How* question words come at the \_\_\_\_\_ of a sentence.  
 We usually put frequency adverbs \_\_\_\_\_ all verbs except *be*.

**Complete the sentences. Use the words in brackets.**

**Example** Laura *lives* in Rome. (live)

- 1 Ken \_\_\_\_\_ photographs. (take)
- 2 Laura \_\_\_\_\_ men's suits. (not design)
- 3 Ken and Laura \_\_\_\_\_ friends. (be)
- 4 Emma \_\_\_\_\_ in Scotland. (not live)
- 5 Paul \_\_\_\_\_ Cantonese, but he \_\_\_\_\_ Japanese.  
(speak) (not speak)
- 6 Ken \_\_\_\_\_ for a sports magazine. (not work)
- 7 Paul and Laura \_\_\_\_\_ to work. (not cycle)
- 8 Paul \_\_\_\_\_ a sales manager. (not be)

**Write the questions for these answers. Use the words in brackets.**

- 1 She's a sportswear designer. (what / Laura)
- 2 He knows Laura, but he doesn't know Emma. (who / Ken)
- 3 She lives in Rome. (where / Laura)
- 4 She trains every morning. (how often / Emma)
- 5 She cycles for about two hours. (how long / Emma)
- 6 He works for Unisports. (which company / Paul)
- 7 She gets up at 5.30. (what time / Emma)
- 8 She goes to the sports centre after cycling. (when / Emma)
- 9 He runs two or three kilometres. (how far / Ken)

**Complete the questions with the words below. Now work in pairs. Take turns to ask and answer questions about your jobs. Complete the answers.**

*Can Do (x2) How many What What type Where Which Who (x2)*

- 1 \_\_\_\_\_ do you do?  
I'm a / an \_\_\_\_\_.
- 2 \_\_\_\_\_ do you work for?  
I work for \_\_\_\_\_. / I'm self-employed. / I work freelance.  
/ I run my own company.
- 3 \_\_\_\_\_ of company is it?  
It's a / an \_\_\_\_\_.
- 4 \_\_\_\_\_ department are you in?  
I work in the \_\_\_\_\_ department.
- 5 \_\_\_\_\_ you work full-time?  
Yes, I do. / No, I don't. I work part-time.
- 6 \_\_\_\_\_ hours do you work a week?  
I work about \_\_\_\_\_.
- 7 \_\_\_\_\_ do you work with?  
I work with \_\_\_\_\_.
- 8 \_\_\_\_\_ do you usually work - in an office?  
I usually work \_\_\_\_\_.
- 9 \_\_\_\_\_ you travel much for work?  
Yes, I travel \_\_\_\_\_. / No, I don't.
- 10 \_\_\_\_\_ you tell me what you do in your job?  
I'm responsible for \_\_\_\_\_. This involves \_\_\_\_\_.

Work in pairs. Read the details about Paul and Emma. Student A writes five questions about Paul. Student B writes five questions about Emma. Take it in turns to ask and answer your questions.

**Paul Lee**

Paul works in the Hong Kong branch of Unisports. Unisports is a sportswear producer and they make clothes for a variety of sports including running, cycling, and tennis. Paul speaks English, Mandarin Chinese, and Cantonese. He travels to the States and the UK on business a lot, but takes his holidays in Asia. He loves food, especially spicy food from Thailand or Sichuan in China. He enjoys playing tennis and plays every weekend when he is at home.



**Emma King**

Emma is from Scotland and lives in London. She sometimes travels abroad for cycling events and for her modelling. She models for sportswear companies and cosmetic products. Her father is Scottish and her mother is from Hungary so she speaks some Hungarian. She enjoys listening to music and watching films. She goes to the cinema about once a month.



**C Risk and reward: first principles**

Make a list of possible risks that you can insure against, both in your personal or professional life. Compare your ideas with a partner.



Complete the sentences with the words in the box.

buildings • car • critical illness • health • household contents • liability • life

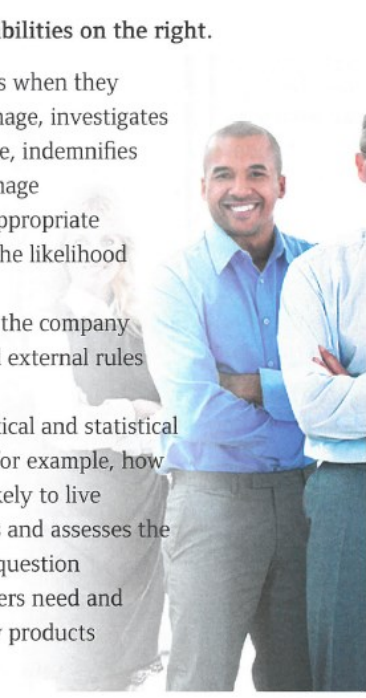
- 1 My ..... insurance, is great. It even pays for things like acupuncture.
- 2 I hope that you have ..... insurance, as the tree in your garden blew down last night and damaged my garden fence.
- 3 I've inherited a very valuable diamond ring which I'm going to keep in my bedroom. I'll have to add it to our ..... insurance.
- 4 I didn't really need any ..... insurance until I got married and started a family.
- 5 The cost of ..... insurance is rising so much that many young people are taking the risk of driving without it.
- 6 When cracks appeared in the walls of my house I had to check the terms of my ..... insurance policy.
- 7 Finding out that you are sick is a terrible thing but a ..... insurance policy will at least take away the financial worry.

Which of these types of insurance does your company offer? In which line of insurance does it do the most business?

Match the insurance job titles on the left to the responsibilities on the right.

- 1 Actuary
- 2 Loss adjuster
- 3 Underwriter
- 4 Product manager
- 5 Compliance officer
- 6 Claims handler

- a Interfaces with customers when they have suffered loss or damage, investigates claims, and, if appropriate, indemnifies customers for loss or damage
- b Assesses risks and sets appropriate premiums which reflect the likelihood of these risks
- c Ensures that practices in the company comply with internal and external rules and regulations
- d Uses specialist mathematical and statistical knowledge to calculate, for example, how long policyholders are likely to live
- e Investigates larger claims and assesses the true value of the loss in question
- f Researches what customers need and want, then develops new products in line with this



An insurance employee is talking about her job and her employer. Complete the sentences by underlining the correct word.



"I work **for** | **by** | **in** <sup>1</sup> Securama, which is the fifth biggest insurer **at** | **in** | **with** <sup>2</sup> the French market. We're owned **from** | **to** | **by** <sup>3</sup> a British insurer called AIC. I work **on** | **in** | **by** <sup>4</sup> the underwriting department **of** | **as** | **to** <sup>5</sup> a financial underwriting assistant. My job involves following **across** | **up** | **off** <sup>6</sup> on proposals and checking information such as a customer's annual salary, monthly costs, and medical background, which we need before someone can take **up** | **out** | **for** <sup>7</sup> insurance. I've only been working **for** | **by** | **in** <sup>8</sup> my current position **for** | **since** | **until** <sup>9</sup> four years, although I've worked in the insurance industry since I left school."

Simulation



**You are attending a training course and need to introduce yourself.**

prepare a short introduction about yourself, your job, and your company to give at the beginning of the course. Then introduce yourself to the other members of your group.

Current job .....

Since .....

Responsibilities .....

Last job .....

How long? .....

Responsibilities .....

.....

.....

### Talking about regular job activities

- I work for Axiom Insurance in Bristol.
- I'm a claims handler.
- I work in the underwriting department at Novolo Insurance.

### Talking about current activities

- We're working on a new claims processing system at the moment.
- Right now I'm managing the launch of a new insurance line in the UK market.

## D My company

The words highlighted in the sentences describe qualities which insurance companies hope to have. Use different forms of the words to complete the sentences.

- 1 We are known for our **reliability**. You can *rely* on us to settle your claim on time.
- 2 **Dependability** is extremely important. We pride ourselves on being .....
- 3 One of our key values is **trustworthiness**. If you are going to ask us to protect your family's future, we have to be .....
- 4 All we ask from you as our customer is **honesty**. We need you to be ..... about the risks you are asking us to underwrite.
- 5 We are renowned for our **fairness** and our no-quibble claims procedure. We will always treat our customers .....
- 6 We pride ourselves on the way we take **responsibility** for our customers' money. We will always invest your contributions in a ..... manner.
- 7 **Excellence** is key to our business philosophy. Only by offering ..... service can we maintain our position as market leader.
- 8 Our customers recognize us for our **openness**. We have to continue being ..... to keep their trust.

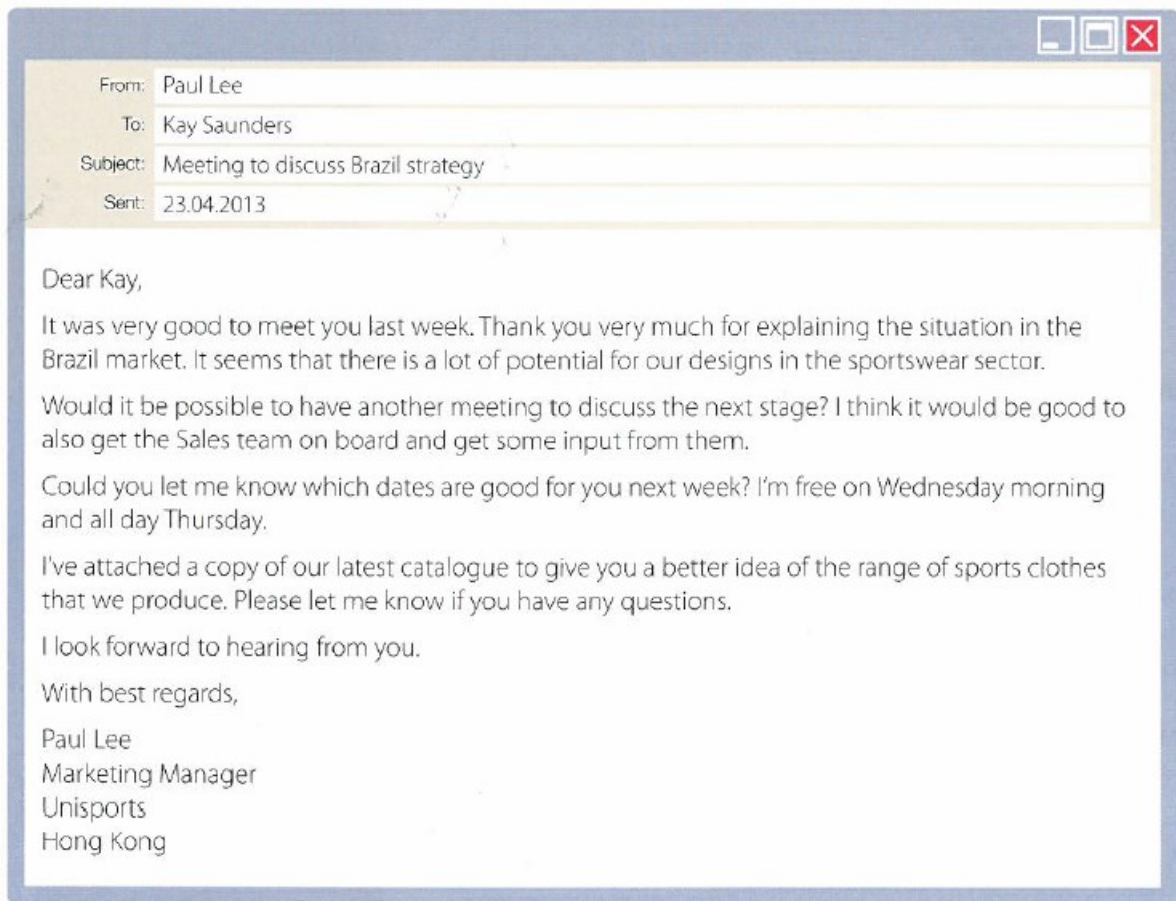


Now work with a partner and think of other words which describe qualities your company would like to be known for. Say why.

## E Work skills – emails 1

### 1 Read the email and find the following.

- 1 subject
- 2 salutation
- 3 reference to previous contact
- 4 the reason you are writing
- 5 action point(s)
- 6 reference to attachment(s)
- 7 closing
- 8 sender's name and signature



### 2 Put the following into the correct groups in 1.

- a Thanks for calling yesterday.
- b I'm writing about ...
- c Please find attached ...
- d Great to see you yesterday.
- e Hi Gina,
- f Many thanks for your offer of help.
- g Could you give me some information about ...?
- h Paul Rhodes  
Area Sales Manager  
Chile
- i Very best
- j Delivery problems
- k Best regards
- l I look forward to ...