



Business Intermediate

Unit 1: Working life

Objectives

- Talk about yourself and your work
- Give a short personal presentation
- Active listening
- Network with groups of people



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1. Answer the questions.

1. What is the best aspect of your personality?
2. Is there an aspect of your personality that you would like to change/ improve?
3. Which of the words below would you use to describe:
 - a. the people in pictures a-e?
 - b. yourself?

- experienced
- a good team player
- hard-working
- confident communicator
- creative
- motivated
- competent
- charismatic



2. Garrett Hewitt International is seeking a Sales Manager. Read the job ad below. What kind of person are they looking for?

Are you a **confident communicator** and **reliable** individual looking for a career in sales? We're hiring for a Sales Manager role at our growing company. Expect a workday filled with opportunities to be **creative** and **analytical**. We're looking for someone who is **responsible** and **motivated**. In return, we offer the opportunity to work in a **cooperative** and **dynamic** work environment. Apply today!

3. Read the applicants' profiles. Who would you hire? Give reasons.

Applicant		Personal traits	Advantages	Disadvantages
	Audrey Lockman, 21. A graduate with a degree in management. A good team player , is looking for a challenging job. Unemployed at the moment.			
	Valentina Schneider, 35. Worked in sales for 5 years. Degree in Business, experienced in working in a stressful environment. A mom of 4 children.			
	Christian Weber, 56. 20 years' experience as a teacher. Easy-going and charismatic .			

4. Listen to HR managers discussing the applicants and complete the table above.



Audio 1.1

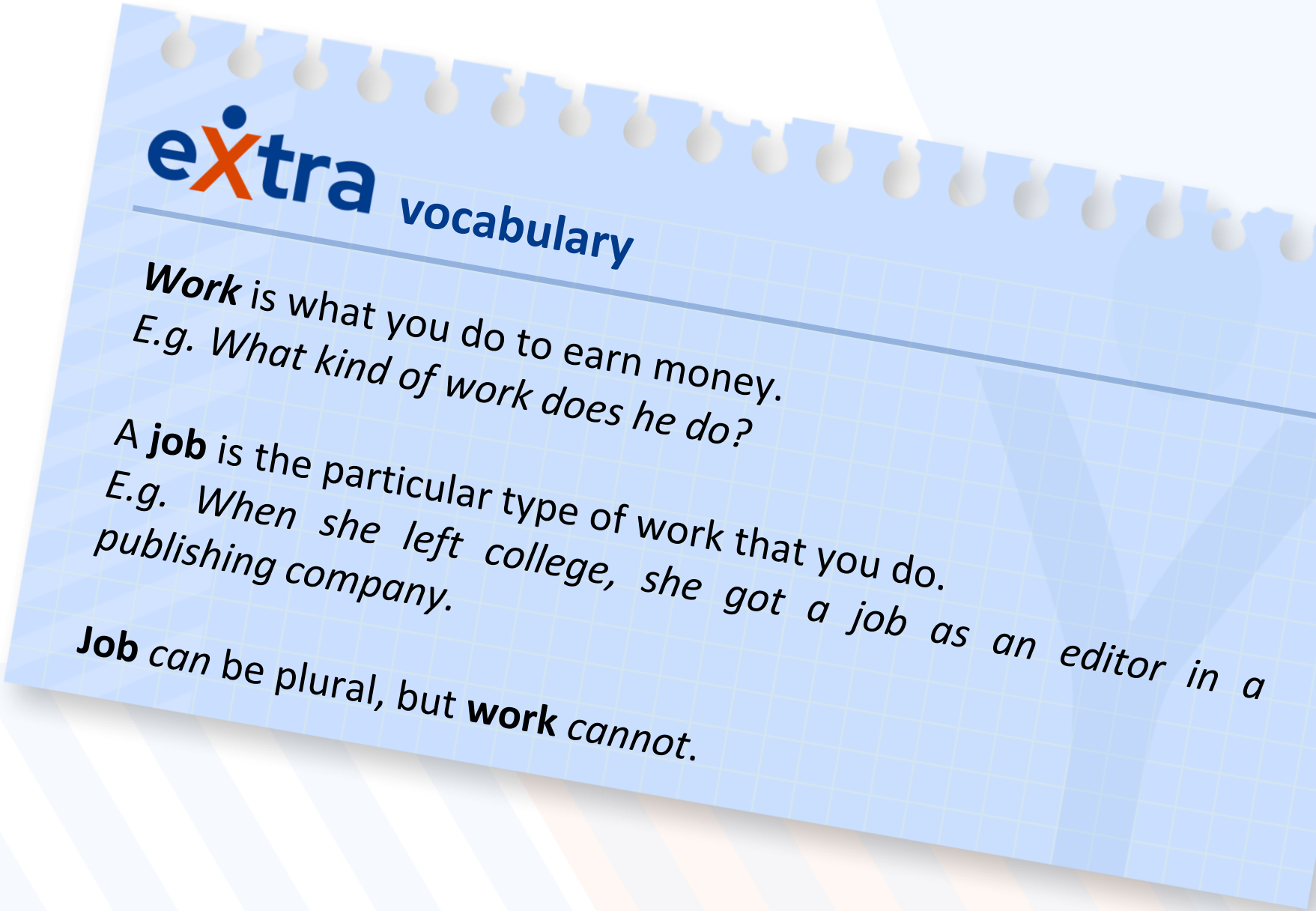
5. Choose the words that match the descriptions (1-6).

- 1. Mary helps her teammates and is nice to everyone.
- 2. Robert stays late to finish his tasks and always does his best.
- 3. Daniel has new ideas and likes to try different things.
- 4. Andrew thinks carefully before making a decision.
- 5. Robin is relaxed and it's easy to get along with her.
- 6. Mark is a very persuasive leader. Nobody can resist him.

- analytical
- a good team player
- easy-going
- creative
- charismatic
- hard-working

6. Complete the table.

Adjectives	Antonym	Noun
Experienced	<i>Inexperienced</i>	<i>Experience</i>
Reliable		
Confident		
Motivated		
Responsible		
Competent		
Cooperative		
Independent		



7. Use the adjectives from exercises 5 and 6 to describe yourself.

8. Choose one of the jobs below. Think of the character traits that a person needs to do this job (*optional*).

1. Sales manager
2. Accountant
3. Chief Executive Officer
4. Web designer
5. Journalist
6. HR manager
7. Marketing director

9. What qualities do you think are the most important to be successful in your job?

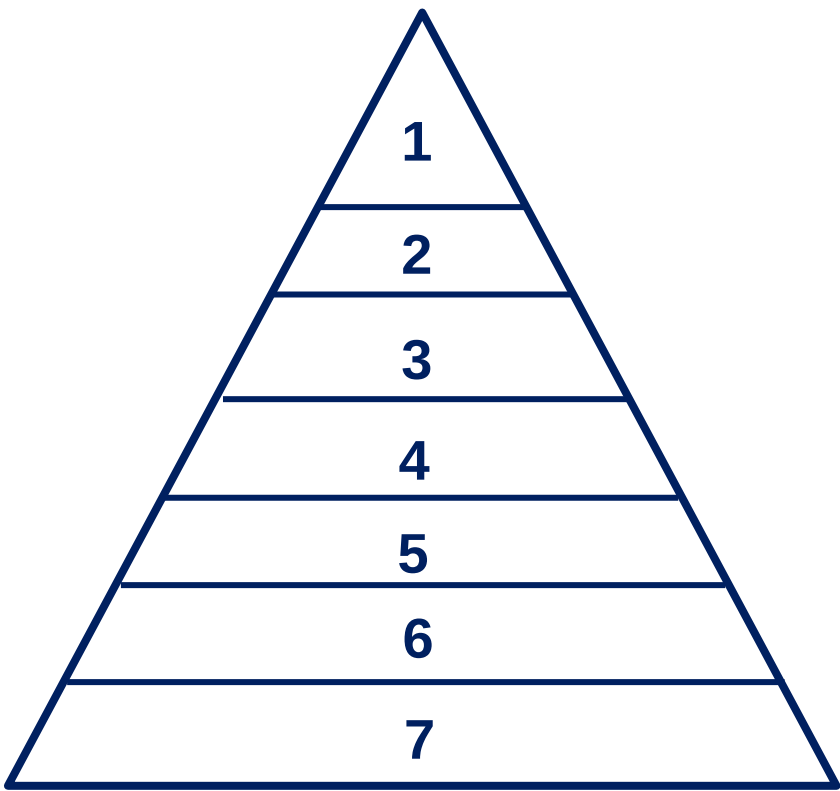
extra writing

Imagine you are a manager at a company and you're looking to hire a new team member.

Write a short paragraph (**60-80 words**) describing your ideal candidate for the team.

1. Which things on this list are the most / least important for you in a job? Rank them from 1 (very important) to 7 (not important). Explain your choice.

- a. Responsibility
- b. Promotion
- c. Colleagues
- d. Salary
- e. Low level of stress
- f. Flexible working hours
- g. Distance from home



2. Listen to the interview with Joanna, a travel manager in F1, and answer the questions.

Audio 1.2

- 1. What does Joanna’s team do?
- 2. What is the most stressful part of Joanna’s job?
- 3. Does she find her job glamorous? What does she say about it?
- 4. What keeps Joanna interested in her job? Is it ever boring for her?



MY JOB IN F1

JOANNA

TRAVEL MANAGER

3. Read questions (1-4) from the interview and match them with the correct reply (a-d).

1. What's your day-to-day **routine** like?

2. Can you talk about the **stressful** aspects of your job?

3. Does your job have **glamorous** moments?

4. What keeps you **engaged**?
- a. The most **challenging** part is finding a work-life balance.

b. The **varied** tasks keep my job far from being **dull**.

c. It's anything but **routine**! My role is quite **varied**. Every day brings different **challenges**.

d. It may seem **glamorous**, but it's also **demanding**.

4. Match words (1-11) with their definitions (a-k).

1. **varied** __

2. **challenging** __

3. **routine** __

4. **depressing** __

5. **dull** __

6. **stressful** __

7. **glamorous** __

8. **worthwhile** __

9. **rewarding** __

10. **demanding** __

11. **dynamic** __
- a. Makes you feel good because you've achieved something.

b. Full of energy and new ideas.

c. Not exciting or interesting.

d. Different kinds of things or activities.

e. Needs a lot of time, skill, or effort.

f. Things you do regularly, again and again.

g. Hard but interesting.

h. Looks exciting and attractive.

i. Good to do because it's useful or important.

j. Makes you feel very sad.

k. Makes you feel worried or anxious.

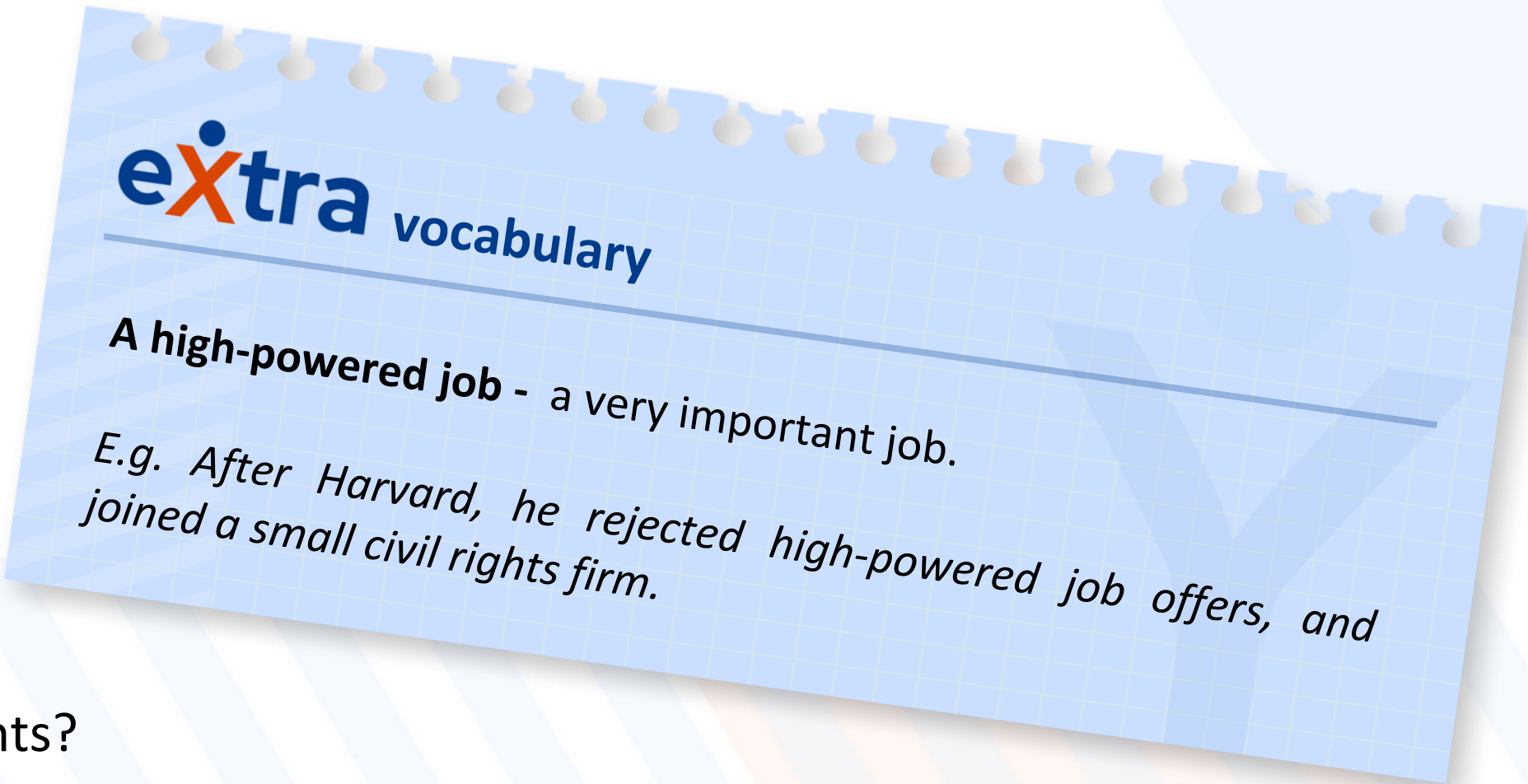
5. Use the words from exercise 4 to answer the questions about your job.

1. What's your day-to-day **routine** like?

2. Can you talk about the **stressful** aspects of your job?

3. Does your job have glamorous moments?

4. What keeps you engaged?



6. Choose one of the options below and compare your current job with:

- your previous job;
- your university studies;
- your dream job;

extra writing

Imagine you have a new job and tomorrow is your first day. Write an email to your new colleagues. Introduce yourself, describe your personality and your previous job **(80-100 words)**

extra vocabulary

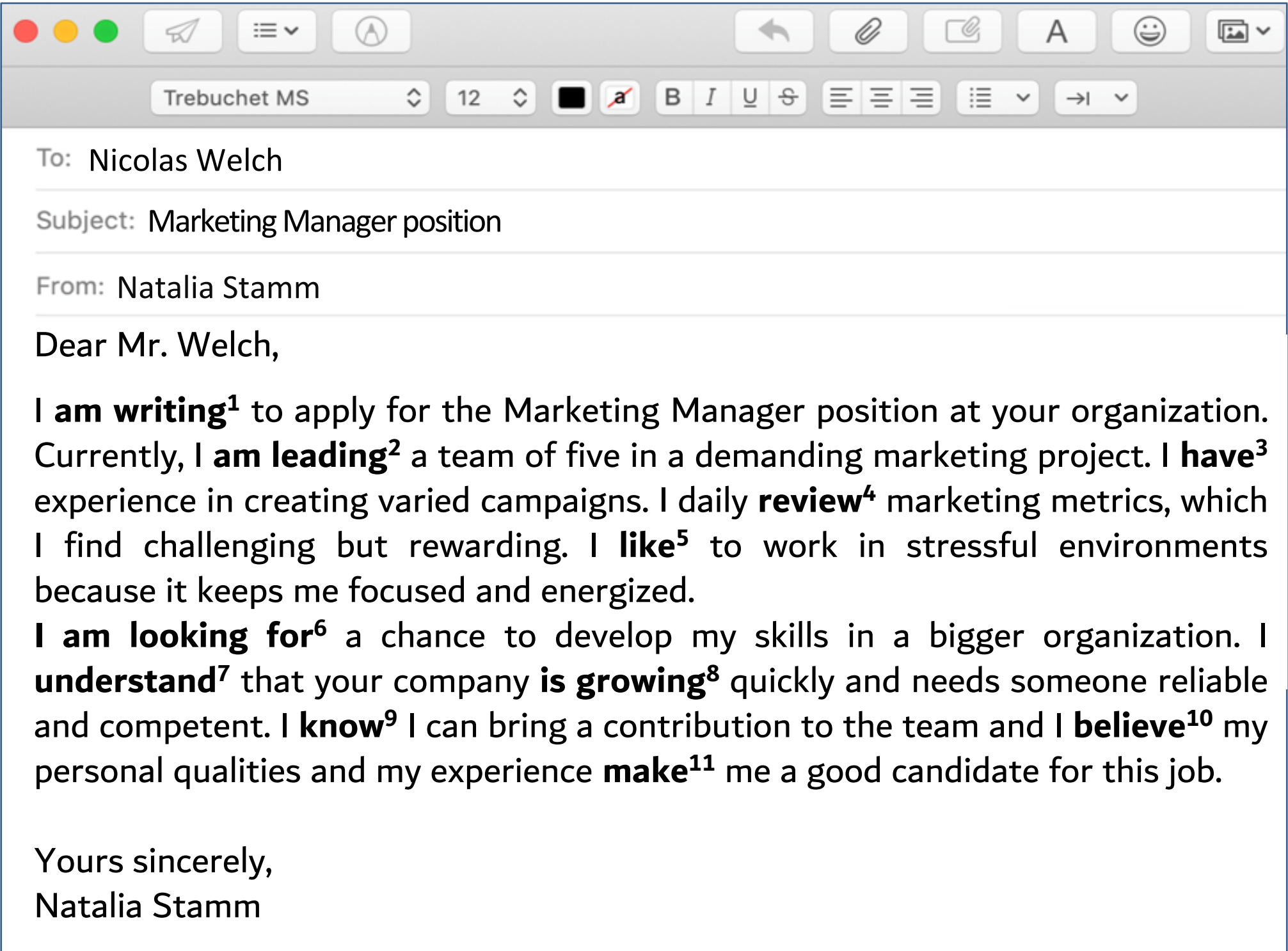
Promising - showing signs of future success or achievement (a promising career).

E.g. He gave up a promising career in consulting to become a missionary in India.

1. When was the last time that you applied for a job? What job was it? Tell your partner / teacher.

2. Read the email and answer the questions.

- 1. What is Natalia currently doing in her job?
- 2. Why does Natalia like to work in stressful environments?
- 3. What is Natalia looking for in a new job?



3. Put rules (a-i) in the correct column: *Present Simple* or *Present Continuous*.

Present Simple	Present Continuous

- a. habits and routines __
- b. events happening at the moment __
- c. current and changing situations __
- d. facts that are always true __
- e. temporary situations __
- f. permanent situations __
- g. state **verbs** such as *understand, know, like, want*, etc. __
- h. **adverbs of frequency**: normally, every day, often, sometimes, frequently, rarely. __
- i. **present time expressions**: at the moment, now, this week, currently __

4. Match the examples (1-11) from the email with the rules (a-i).

5. Put the verbs in brackets in the correct form, the *Present Simple* or *Present Continuous*.

1. Our team **(to meet)** _____ every Monday to discuss the week's goals.
2. We **(to launch)** _____ a new marketing campaign this month.
3. The company **(to operate)** _____ in more than 10 countries.
4. Sales **(to increase)** _____ thanks to our recent advertising efforts.
5. I **(to answer)** _____ client emails in the morning and focus on project work in the afternoon.
6. I **(to understand)** _____ the importance of timely communication in our business.

extra grammar

We use the **Present Continuous** to talk about future arrangements. A future arrangement is a plan that you have decided and organized with another person.

E.g. I'm meeting Susan at 3 o'clock tomorrow afternoon.

extra vocabulary

Have experience in something:
E.g. Do you have experience in sales? – Yes, I have **three years of experience**.

6. Make questions using the prompts. Use the *Present Simple* or *Present Continuous*.

1. Like / your / boss? *E.g. Do you like your boss?*
2. Have / your own / office?
3. How often / you meet / colleagues face-to-face?
4. What services / your company / offer?
5. How / consumer preferences / change / your industry?
6. What project / you / work on / at the moment?

7. Answer the questions in exercise 6.

extra writing

Read the ad below and write an email to SkyTech Solutions (**80-100 words**):

- Say why you're writing and introduce yourself.
- Say what you're doing now (your current project).
- Ask for information about SkyTech Solutions.

SkyTech Solutions is an international IT company. We specialize in software and cloud solutions. We are looking for people who are good at talking to customers and like working in a team.

Write to Christopher Cram at c.cram@skytech.com



1. Answer the questions.

1. Why is listening to others difficult sometimes?
2. What are some things we can do to make others feel like we're really listening to them?
3. What is active listening?
4. When do we need active listening?

2. Look at the infographic below. Guess what Active listening skills are. Discuss with your teacher / partner then check your guesses on the next page.



3. Look at the active listening skills. Which do you have? Which would you like to gain?

Active listening skills


Be attentive


Keep eye-contact


Use body language


Ask questions


Avoid distractions


Don't interrupt


React



Audio 1.3

4. Listen to people talking about their jobs and complete the table.

	Problem	Solution	Active listening skills used
Conversation 1			
Conversation 2			

5. Listen again and write down the phrases that the speakers use to react (*optional*).



6. Use the phrases on the right and the infographic below to practice active listening skills. Work with a partner. You are going to interview each other, using the following prompt: *Tell me something about yourself that might surprise me.*

Student A

Tell Student B something about yourself that might surprise him/her. E.g.:

- A project you participated in.
- A hobby.
- Something you read about.
- A plan you have.

Try to talk for four minutes. Pay attention whether Student B is actively listening to you. Give him/her feedback.

Student B

You will hear Student A tell you something about himself/herself that might surprise you. Listen actively!

Active listening skills



Ask questions



Be attentive



Avoid distractions



Keep eye-contact



Don't interrupt



Use body language



React

Reacting to good news

- That is really wonderful!
- How cool!
- How fantastic!
- That's great!
- Good for you!
- Lovely!
- Brilliant!
- That's amazing!
- It is a good / great idea! / What a wonderful idea!
- That is really interesting!
- What a great idea!
- Wow, that sounds amazing!

Reacting to surprising news

- Oh my goodness!
- What a surprise! / Wow, that's surprising!
- What a wonderful surprise!
- Really?
- No way!
- That's brilliant!
- I really didn't expect that!
- You're kidding! / You're joking!

Reacting to bad news

- Oh dear!
- Bad luck
- Oh no, poor you.
- What a pity!
- That's too bad!
- How awful!
- I'm sorry to hear that.
- That's a shame.
- I see.

1. Answer the questions.

1. What do you like about your job?
2. Is there anything you dislike?

extra vocabulary

to climb (move up) the career ladder – to make progress inside an organization from the basic level to the top level.

E.g. Ambitious people want to climb the career ladder.



2. Match people with their names and job descriptions, then complete the table below.



1. _____ Stroman
PA



2. _____ Batz
CEO



3. _____ Kihn
Social Media Marketer



4. _____ Yost
Sales Manager

Person	Job	Duties
Ashly		
Roger		
Abbie		
Maxwell		

a I’m Roger. **I am responsible for** the entire company. **I mainly deal with** making big decisions and planning for the future. **I work with** all the departments to make sure things run smoothly. **I often get involved in** new projects and negotiation with important clients.

b I’m Abbie. **I work for** a large tech company in the city. **I specialize in** creating online ads. **I’m mainly in charge of** managing social media campaigns. **Most of my work consists of** analyzing data to make sure we’re targeting the right audience. **I work with** Maxwell from Sales regularly because we need to coordinate on what products to promote and how to best reach our customers.

c My name’s Ashly. **I work for** Marriott, it’s a tech company. **We offer** software solutions for small businesses. **A large part of my work involves** scheduling meetings, managing correspondence, and helping my boss with daily tasks. **I report to** Mr. Batz, the Chief Executive Officer.

d **I work in** the Sales department. **I work as** a Sales Manager. **I look after** customer service for Europe. I deal with clients and ensure they are satisfied with our products or services. **My role is to** grow our sales in the European market and keep our clients happy. **I take care of** problems that happen with orders and customer complaints.

3. Choose the correct option to complete the sentences.

1. I'm the head of human resources. _____ **with** hiring new employees and managing workplace conflicts.
A) I work B) I mainly deal C) I get involved
2. Tom _____ **in** the marketing department.
A) specializes B) works C) is responsible
3. As a software developer, _____ **of** creating and maintaining software applications.
A) most of my work consists B) I get involved C) I look
4. In my role as a nurse, it's crucial to _____ **of** patients' needs and well-being.
A) specialize B) work C) take care
5. As a graphic designer, _____ **of** creating visuals for our company's advertising campaigns.
A) I'm mainly in charge B) I work C) I'm responsible
6. At the law firm, _____ **in** corporate law.
A) I specialize B) I work C) I'm in charge
7. In my role as a project manager, _____ **for** ensuring that all projects are completed on time and within budget.
A) my work consists B) I work C) I am responsible



4. Read the Key Expressions and clarify the meaning of the phrases you do not understand.

Saying what you do

- *I work for (company)*
- *We offer ...*
- *I'm mainly in charge of (verb+ing) ...*
- *I work with*
- *I work in (department)*
- *I work as (job)*
- *I mainly deal with*
- *I specialize in ...*
- *A large part of my work involves (verb+ing)*
- *I am responsible for (verb+ing) ...*
- *Most of my work consists of (verb+ing) ...*
- *I get involved in ...*
- *Look after (customer service for Asia)*
- *Take care of ...*
- *I report to ...*
- *My role is to ...*

5. Tell your teacher / partner about your responsibilities. Use the Key expressions.

6. Work with a partner. Choose one of the jobs below and describe its responsibilities. Your partner must guess the job.

Example:

A: *This person is responsible for overseeing and managing a company's supply chain and logistics.*

B: *Is he/she a supply manager?*

- Website designer
- Business analyst
- Project manager
- Technician
- Secretary
- Sales rep
- Supply manager
- Accountant
- Financial director
- Product manager
- Office manager
- SEO expert



1. Do the quiz and discuss the results with your partner / teacher.



1. Recruiters spend _____ to review a CV.

A. 6-8 seconds

C. 6-8 minutes

B. 10-20 seconds

D. 10-20 minutes

2. _____ of people lie on their resumes.

A. 20%

C. 60%

B. 40%

D. 85%

3. Approximately 33% of interviewers decide whether or not they want to hire a candidate during the first _____ of a job interview.

A. 90 seconds

C. 10 minutes

B. 8 minutes

D. 15 minutes

4. An average job interview will last _____.

A. 5 – 10 minutes

C. 20 – 30 minutes

B. 10 – 20 minutes

D. 30 – 45 minutes

5. More than half of interviewers have rejected an applicant for being _____.

A. too enthusiastic

C. fashionable

B. overqualified

D. rude

6. _____ of candidates who apply for a job are selected to attend a job interview.

A. 2%

C. 9%

B. 4%

D. 18%

2. Answer the questions:

1. When was the last time you attended a job interview?
2. How did you prepare for it?
3. What questions were you asked?
4. Was it successful or unsuccessful? Why?
5. What would you do differently?

extra vocabulary

go for / attend / conduct a job interview

E.g. He's gone for several job interviews but hasn't been offered a job yet.

extra vocabulary

Interviewer - the person who conducts a job interview.
Interviewee - the person being interviewed for a job.



3. You are going to [watch a video](#) about how to prepare for a job interview. The speaker uses the following words and phrases. Match phrases (1-7) with their synonyms (a-g).

- | | |
|-------------------------|-------------------------|
| 1. to get ready | a. best skill |
| 2. willingness | b. to stop trying |
| 3. to fit in | c. prepare |
| 4. greatest strength | d. future product |
| 5. to match | e. best skill |
| 6. to give up | f. desire |
| 7. upcoming new product | g. be suitable / belong |

4. [Watch the video](#) and answer the questions.

1. What are the three kinds of questions you might be asked in a job interview?
2. What is willingness?
3. Why should you learn about the company before the interview?
4. Why is it good to ask questions at the end of the interview?



5. Imagine that you are going to attend a job interview. Answer the questions.

1. What are your best skills?
2. What is your greatest strength?
3. What qualifications do you have that make you successful in your job?
4. Describe a very successful project you completed in your current job.
5. How do you deal with problems?
6. Do you think you're a natural leader?
7. How do you adjust to new situations?

extra vocabulary

Career path – the way that you progress in your work.

E.g. She followed an unusual career path.

extra vocabulary

Ace the interview – to perform very well in a job interview.
E.g. There's plenty of advice out there on how to ace a job interview.

1. Match (1-6) with their antonyms (a-f).

- | | |
|----------------|------------------|
| 1. varied | a. exciting |
| 2. challenging | b. pointless |
| 3. dull | c. relaxing |
| 4. stressful | d. monotonous |
| 5. worthwhile | e. unpredictable |
| 6. routine | f. easy |

2. Replace the underlined words in the sentences below with their synonyms from the adjectives on the left.

- | | |
|---------------|---|
| • stressful | 1. The job is <u>diverse</u> because you do different tasks every day. |
| • worthwhile | 2. This project is <u>difficult</u> and needs a lot of thinking. |
| • dynamic | 3. The presentation was so <u>boring</u> that I almost fell asleep. |
| • challenging | 4. Studying for the test was <u>nerve-wracking</u> because there was so much to remember. |
| • varied | 5. Helping others is <u>meaningful</u> and makes me feel good. |
| • demanding | 6. The job is <u>hard</u> and I have to be very careful. |
| • dull | 7. The team is <u>energetic</u> and always come up with new ideas. |

3. Fill in the gaps with the words below.

- motivated
- experienced
- creative
- cooperative
- responsible
- reliable
- hard-working
- independent

1. He's very _____ – 15 years in sales.
2. Lisa is very _____; she completes her tasks on time and you can always count on her to be there when needed.
3. Brian is a _____ team member; she collaborates well with everyone and is always willing to help out.
4. Emily always strives to achieve her goals and improve her skills. She's very _____.
5. Kevin is very _____; he puts in extra hours and is committed to doing his best.
6. Michelle is very _____; she takes her duties seriously and always makes sure to fulfill her obligations.
7. Tim prefers to work on his own and doesn't require constant guidance. He's so _____!
8. We're looking for _____ people for the design department.

4. Make sentences using a random generator: your teacher/partner calls out a random number and letter combination to identify two words from the lists below. You then use those words to make a grammatical and meaningful sentence.

E.g.:

Teacher: '4- i' (The two words are '**depressing**' and '**responsible**')

Student: 'As the team leader, I feel **responsible** for boosting morale during this **depressing** phase of the project.'

- | | |
|----------------|---------------------------|
| 1. varied | a. experienced |
| 2. challenging | b. a good team player |
| 3. routine | c. hard-working |
| 4. depressing | d. reliable |
| 5. dull | e. confident communicator |
| 6. stressful | f. creative |
| 7. glamorous | g. analytical |
| 8. worthwhile | h. motivated |
| 9. rewarding | i. responsible |
| 10. demanding | j. competent |
| 11. dynamic | k. easy-going |
| | l. charismatic |
| | m. cooperative |
| | n. independent |



5. Fill in the gaps with the prepositions below.

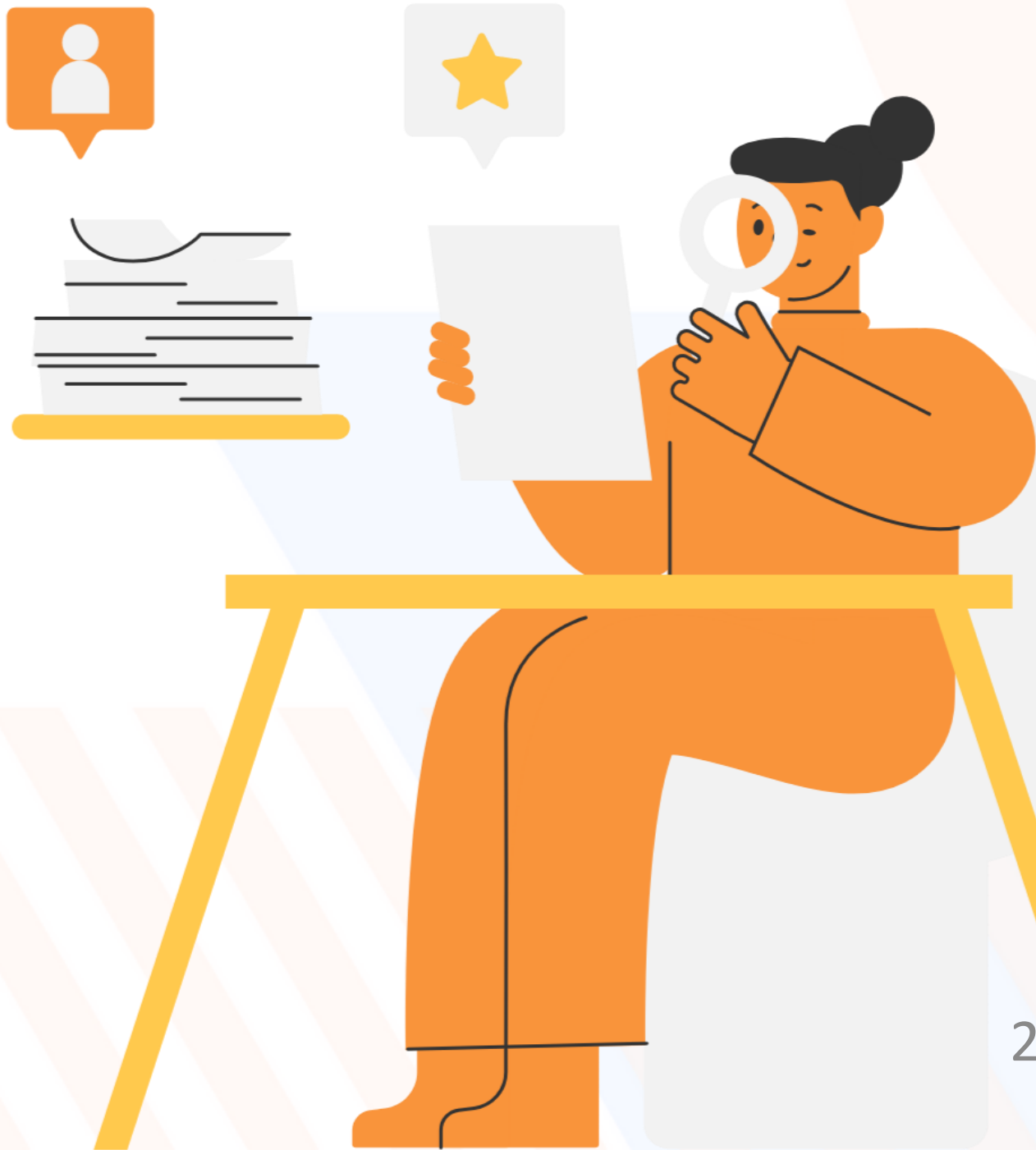
- for
 - of
 - after
 - with
 - to
1. He’s in charge _____ the department.
 2. I deal _____ problems most of the time.
 3. I report _____ the HR manager.
 4. We’re responsible _____ customers in Germany.
 5. I look _____ customer service for Europe.

6. Match the verbs in box A to the prepositions in box B. Then make sentences with these verbs.

- A

 - work
 - specialize
 - consist
 - get involved
 - take care
 - report
- B

 - of
 - to
 - for
 - in
 - of
 - in



7. Complete the conversations.

1. A: I sprained my ankle while hiking yesterday.

B: _____
2. A: I just got back from a two-week vacation in the Maldives.

B: _____
3. A: I'm thinking about quitting my job to pursue my passion for painting.

B: _____
4. A: Turns out, the quiet guy in the office won the lottery.

B: _____
5. A: My flight got cancelled, so I can't make it to the family gathering this weekend.

B: _____

8. Put the conversation in order.

1. _____

2. _____

3. _____

4. _____

5. _____
- a. **John:** Thank you! It's going to be a challenging role but I'm motivated to do well.

b. **Emily:** That's great! Congratulations!

c. **John:** Yes, I did! I'm really excited about it.

d. **Emily:** I'm sure you'll be fantastic. You're always so responsible and hard-working.

e. **Emily:** Hey John, I heard you got promoted to Team Leader!

9. Put the verbs in brackets in the present simple or the present continuous.

1. I **(think)** it's a good idea.
2. Every month, the sales team **(have)** _____ a performance review.
3. I **(travel)** _____ for business twice a month regularly.
4. The CFO **(review)** _____ the budget right now.
5. I **(look)** at the results of the survey on the screen right now.
6. Our engineers **(develop)** _____ a new product for the next quarter.
7. The marketing department **(meet)** _____ every Wednesday to discuss strategies.
8. What **(your team/work)** _____ on these days?

10. Some of the following sentences are right and some are wrong. Put a tick (✓) next to the right ones, and correct the wrong ones.

1. Our company is currently expanding into new markets. ____
2. She answers all the client emails in the morning. ____
3. I am usually travelling for business twice a month. ____
4. The sales department hold their meeting every Monday. ____
5. I'm not knowing the answer. ____
6. The production line isn't working at weekends. ____