



Business Pre-Intermediate

Unit 4: Departments

Objectives

- Talk about company structure
- Comparisons
- Confirm information
- Welcome a visitor



First published in 2024 by mYngle

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1. Look at the documents below and match them with the appropriate department.

- 1. Sales and Marketing
- 2. Human Resources
- 3. The Finance department
- 4. Logistics

a.

I would like to further explain my motivation for the position of Software Engineer during a personal meeting. You can reach me either by phone at (111) 234-5678 or by email at n.sanchez@gmail.com.

Thank you for your consideration. I look forward to hearing from you.

Sincerely,

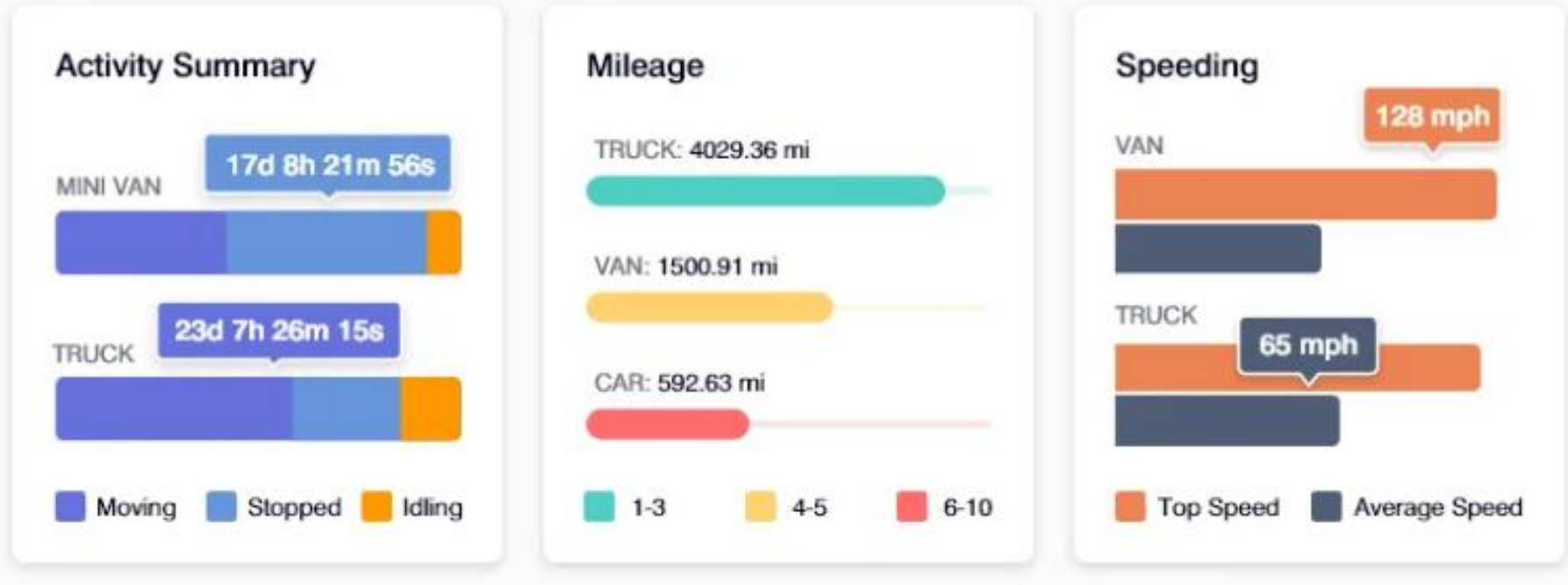
Nick Sanchez

Attachment: Resume

b.



c.



d.



2. Taylor Bernstein is visiting the main office in Madrid. Marianna introduces him to some colleagues. Listen to the conversation and write down the departments and responsibilities.



Audio 4.1

	Daniel	Carla	Frank	Morgan
Department				
Responsibilities				



Audio 4.1

3. Complete the sentences with the words below. Then listen again and check.

- check
 - dispatching
 - invoice
- manufacture
 - purchase
 - control
- recruit
 - generate
 - resolve

1. In Finance, we _____ reports and _____ the budgets for our projects. We also _____ our customers and then check their payments.

2. We _____ the high-quality materials needed to _____ our products. I also _____ the orders to make sure everything is correct.

3. In HR, we _____ new talent and manage our employee records. I also _____ any problems our staff may have.

4. In Logistics, I’m responsible for _____ our products on time.

4. Which departments do you think would work together in these activities (a–g)? Explain.

- a. Dealing with complaints about faulty products.
- b. Making new designs for the packaging of a product.
- c. Recruiting new employees for a new sales office in Helsinki.
- d. Updating the company website with new information.
- e. Finding a new supplier for technical products.
- f. Attending an international conference.
- g. Organizing a team building event.

5. Give a short presentation about your department. Use the phrases below.

1. **Describing the activity of a department:**

- My department deals with ... / We are involved in ...
- We control / manufacture / check / resolve ...
- We work with ...

2. **Describing the staffing of a department:**

- My department consist of ____ people
- ... is in charge of the department.
- I am one of the ... (engineers / managers / technicians)



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



1. Which department often feels the most work stress?

A. Sales

C. IT

B. Legal

D. Customer Service

2. Which department is most likely to have a formal dress code?

A. R & D

C. Marketing

B. Human Resources

D. Finance

3. The _____ department usually has the highest rate of people leaving their jobs.

A. IT

C. Sales

B. Logistics

D. Quality Control

4. In which department are employees most likely to work overtime?

A. Customer Service

C. Finance

B. IT

D. Legal

2. Read the text about Nivea and answer the questions.

1. Who is in charge of Nivea?
2. How does the marketing team support the brand?
3. What does the R&D department do?

Nivea is a popular skincare brand, **famous for** its creams and lotions. The company **is part of** the Beiersdorf Group. At the top, there is a CEO who is in charge of the company. This person reports to the board of directors, makes important decisions and ensures the company's success.

Under the CEO, there are several departments that are **responsible for** different parts of the business. The production department is **in charge of** making the products, ensuring they are of high quality. They **have contact with** the sales department because they need to know how much product is needed in the market.

The marketing team **collaborates with** the sales department to promote the Nivea brand. They create advertisements and deal with the media. This team is involved in planning campaigns that focus on the benefits of Nivea products.

The research and development (R&D) department **specializes in** creating new products and improving existing ones. They **contribute to** the company by finding innovative solutions for skincare. Nivea also has a customer service team that deals with questions and feedback from customers. They have contact with people from all over the world and focus on providing the best support possible.

Every department **reports to** the CEO and collaborates with each other to make Nivea a successful brand.



3. Match (1-9) with (a-i).

- | | |
|--|--|
| 1. Nivea is a popular skincare brand, famous ____ | a. to the CEO. |
| 2. The company is part ____ | b. with the sales department. |
| 3. They have contact ____ | c. for different parts of the business. |
| 4. There are several departments who are responsible ____ | d. in creating new products. |
| 5. The production department is in charge ____ | e. of making the products. |
| 6. The marketing team collaborates ____ | f. with the sales department. |
| 7. The R&D department specializes ____ | g. for its creams and lotions. |
| 8. Every department reports ____ | h. of the Beiersdorf Group. |
| 9. They contribute ____ | i. to the company by finding innovative solutions for skincare. |

4. Use the word in brackets to complete the sentences. Put the word in the correct form (*optional*).

- | | |
|---|-----------------|
| 1. Your _____ to the project is appreciated. | • (CONTRIBUTE) |
| 2. It's your _____ to finish the task on time. | • (RESPONSIBLE) |
| 3. _____ between departments leads to better results. | • (COLLABORATE) |
| 4. She achieved _____ after winning the competition. | • (FAMOUS) |
| 5. Every team needs an active _____ to succeed. | • (PARTICIPATE) |

5. Complete the questions with prepositions.

1. What department are you part ____?
2. Who do you report ____?
3. What is your boss responsible ____?
4. Which departments do you have contact ____?
5. What are you in charge ____?
6. Who do you collaborate ____?
7. What is your company famous ____?
8. What do you specialize ____?

6. Answer the questions in exercise 5.

extra writing

Answer the question **(50-70 words)**:

What is the best way to organize communication between departments?

extra vocabulary

Departmental - relating to a department

- E.g. Anna is now a departmental manager.
- a departmental meeting

1. Answer the questions about your department.

1. What are you responsible for in your department?
2. What's the team like?
3. Do you have a heavy workload?
4. Is your job stressful?

2. Listen to the conversation and answer the questions.



Audio 4.2

1. Does Sarah like her new department? Why/Why not?
2. What does she say about the following:
 - workload
 - responsibilities
 - the team
 - stress



3. Complete the Language point with the examples from sentences (1-9).

- 1. The sales team is **busier than** the marketing team.
- 2. Production is **the biggest** department in our company.
- 3. Finance is **the most reliable** department in the company.
- 4. Our old team were **more helpful**.
- 5. Linda is **the best** manager in the logistics department.
- 6. Is there anything **better** about the new department?
- 7. It's even **worse** than I expected.
- 8. The production line is **as fast as** the assembly line.
- 9. This team is **not as big as** ours.

LANGUAGE POINT

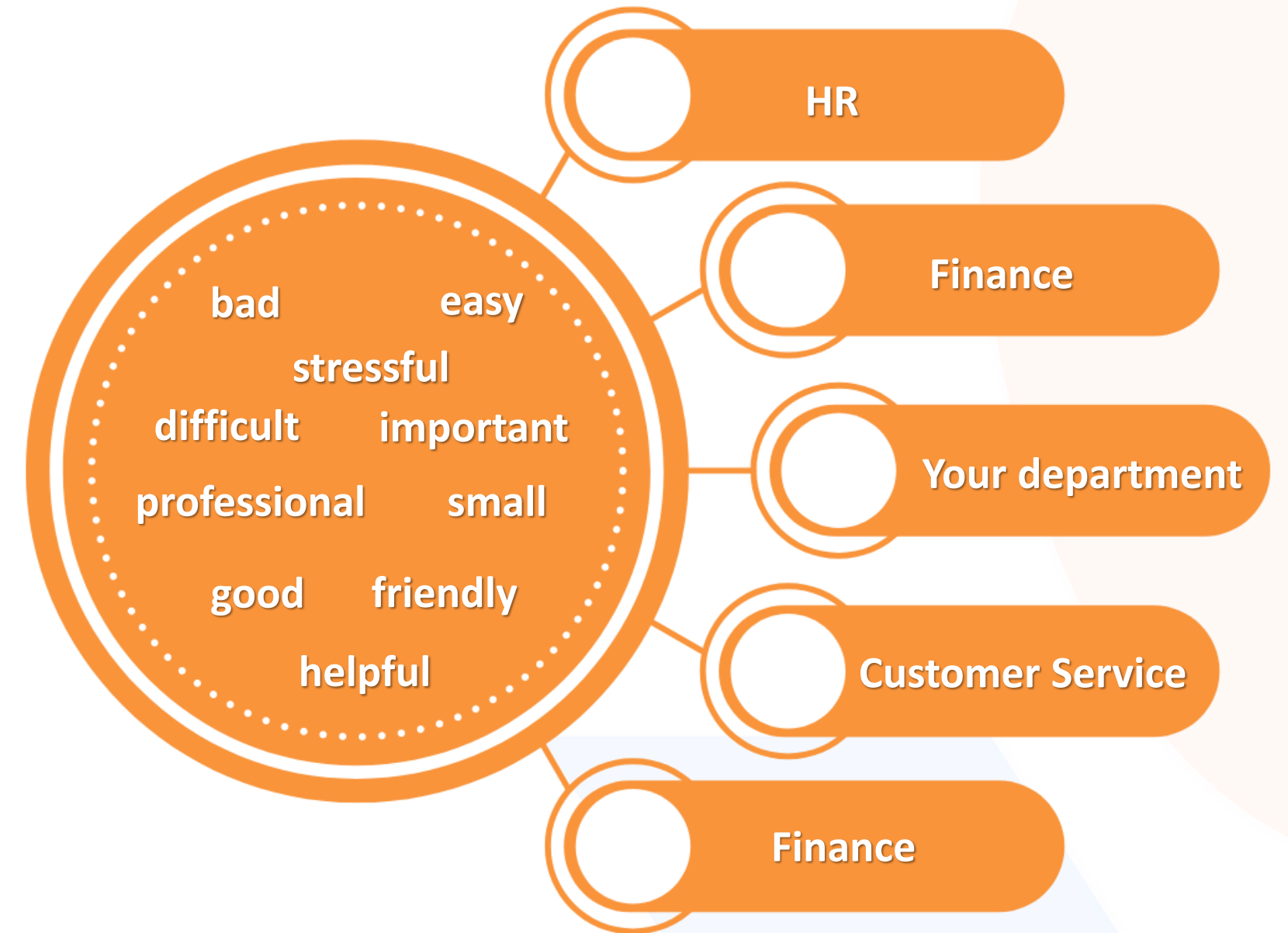
	Comparative form (to compare two things)	Superlative form (to compare three or more things)
Short adjectives (one-syllable)	Add <u>-er</u> busy - <u> </u> big - <u>bigger</u>	Add <u> </u> busy - <u>the busiest</u> big - <u> </u>
Longer adjectives (two or more syllables)	Add <u> </u> helpful - <u> </u> reliable - <u>more reliable</u>	Add <u> </u> helpful - <u>the most helpful</u> reliable - <u> </u>
Irregular: good bad	<u> </u> <u> </u>	<u> </u> <u>the worst</u>

We use (not) as + adjective (+ as) to say something is (not) similar to something else. E.g.

4. Choose the correct option.

1. It is **more difficult / difficulter** to work in finance than in sales.
2. Planning a team meeting is **easier / easiest** than a team-building event.
3. The **more good / the best** way to save time is to plan in advance.
4. The production line is **slower / the slowest** at the end of the day.
5. The design team is **more creative / most creative** than the legal department.
6. The sales team is **busier / the busiest** on Mondays than on Tuesdays.
7. Working in HR is **stressfuller / more stressful** than in Quality Control.
8. The warehouse is **colder / the coldest** in winter.

5. Compare the departments. Use the adjectives on the left.



extra grammar

If a two-syllable adjective ends in "-y", take away the "-y" and add "-ier".

E.g. busy – busier – the busiest;
easy – easier – the easiest.

6. Complete the questions with the correct form of the adjectives in brackets.

1. Is your job _____ than a year ago? (stressful)
2. What is _____ thing about your job? (difficult)
3. Would you like to start work _____ or _____ in the day? (early, late)
4. What is _____ thing about your department? (good)
5. What was _____ thing in your life last year? (stressful)
6. Do you finish work _____ than your boss? (late)
7. When is _____ time of day to have a meeting with colleagues? (good)
8. What's _____ time to call you for business? (bad)
9. What is _____ time of day for you? (relaxing)

7. Answer the questions in exercise 6.



1. Read the note. Which departments would you combine? Why?

Trebuchet MS12

To: Corporate

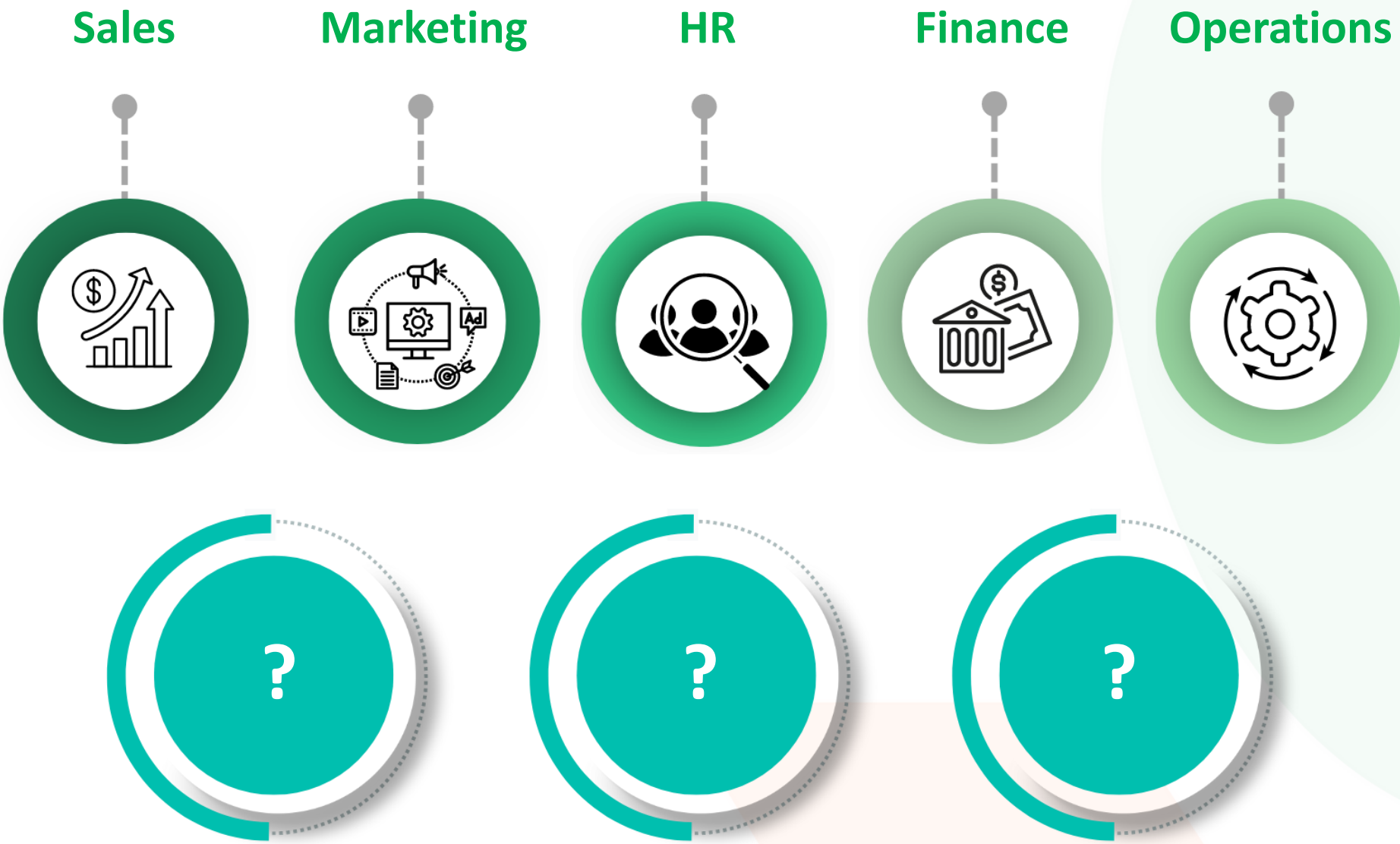
Subject: Departments

From: Stephanie Fironi

Hi Team,

We are planning to change the company structure and put some departments together. We'll have 3 departments instead of 5.

We would love to hear your ideas on how we can best organize the departments.





Audio 4.3

2. Listen to a part of a meeting and complete the notes.

1. *Reason for change*

2. *Concerns*

3. *Departments to combine*



Audio 4.3

3. Listen again and complete the sentences.

1. Did I understand you _____?
2. Wait, let me _____ I've got this right.
3. So, you _____ this might be too big of a change?
4. If I heard you _____, you think this will make us work better and faster.
5. Ok, _____, which department should Finance and HR work with?

4. Work with your partner / teacher. Take turns to read sentences (1-6) to each other. Use the phrases below to confirm any information you hear is wrong.

- Is it true that ...?
- Are you certain about this?
- Is that right?
- Do you mean...?
- Did I get that right?
- Can you check that?
- Just to double-check...
- Let me make sure I've got this right...
- Just for clarification...
- So, if I heard you correctly...
- Is that correct?
- So, you're saying...?
- Did I understand you right?
- Could you confirm that, please?
- So, in other words, you mean...?

E.g. A: Let's meet on Tuesday.

B: Do you mean Thursday?

1. You can start working at the age of 80.
2. R&D department hires employees.
3. Our IT department consists of 90 people.
4. Ferrari is a famous German company.
5. The President of the USA lives in a greenhouse.
6. We have a meeting every Monday at 40:15.



5. Work with a partner / teacher. Read the situation below and practise confirming information.

Student A

You're a manager. Inform your team member that he/she has to go on a business trip to Georgia (the country) for 13 days this Tuesday.

Student B

Wow! Your boss just told you that you are going on a business trip to Georgia (the USA) for 30 days next Thursday!

extra vocabulary

Smoothly - easily and without interruption or difficulty.

E.g. Our manager makes sure things run smoothly.

1. Complete the quiz.

When welcoming a visitor to your company, how important is it to ...	very important	somewhat important	not important
• find out about your visitor's country and culture?	☐	☐	☐
• be at the reception when your visitor arrives?	☐	☐	☐
• offer your visitor a parking space?	☐	☐	☐
• give your visitor a tour of the office / company?	☐	☐	☐
• invite your visitor to dinner in the evening?	☐	☐	☐
• introduce your visitor to other members of the team?	☐	☐	☐
• offer your visitor something to drink?	☐	☐	☐
• give your visitor the wi-fi password?	☐	☐	☐
• give your visitor a present?	☐	☐	☐

2. Put the stages (a-e) in the correct order.

1.

2.

3.

4.

5.
- a. Show the visitor the way (to the meeting room)

b. Make small talk

c. Make the visitor feel comfortable

d. Greet a visitor

e. Introduce yourself and repeat the visitor's name





Audio 4.4

3. Peloton is a company that makes exercise equipment like bikes and treadmills. Listen to the conversation and say if the sentences (1-4) are True or False.

1. The salesperson was on time for the meeting.
2. The visitor found the location easily.
3. The visitor asked for a coffee.
4. The salesperson gave the visitor a tour of the company.



Audio 4.4

4. Choose the correct option, then listen again and check.

1. Nice to **encounter / meet** you too!
2. Did you have a good **trip / travel** here?
3. Did you have any trouble **looking for / finding** us?
4. It's this **way / path**.
5. Can I **take / get** you a coffee or water before we start?
6. Water **would / was** be great, thank you.

5. Read the Key expressions. Ask your teacher if you don't understand any of them.

6. Role-play. Work with your teacher / partner.

Student A

You are meeting a visitor at your office. Greet your visitor, introduce yourself, make him / her comfortable.

Student B

You are the visitor. First you need to introduce yourself at the reception desk. This is your first visit to Student A's company.

Arriving at reception/security

- I have an appointment with ...
- Can you sign in, please?
- Can I see (some identification), please?
- Please take a seat. (He'll/She'll) be right there

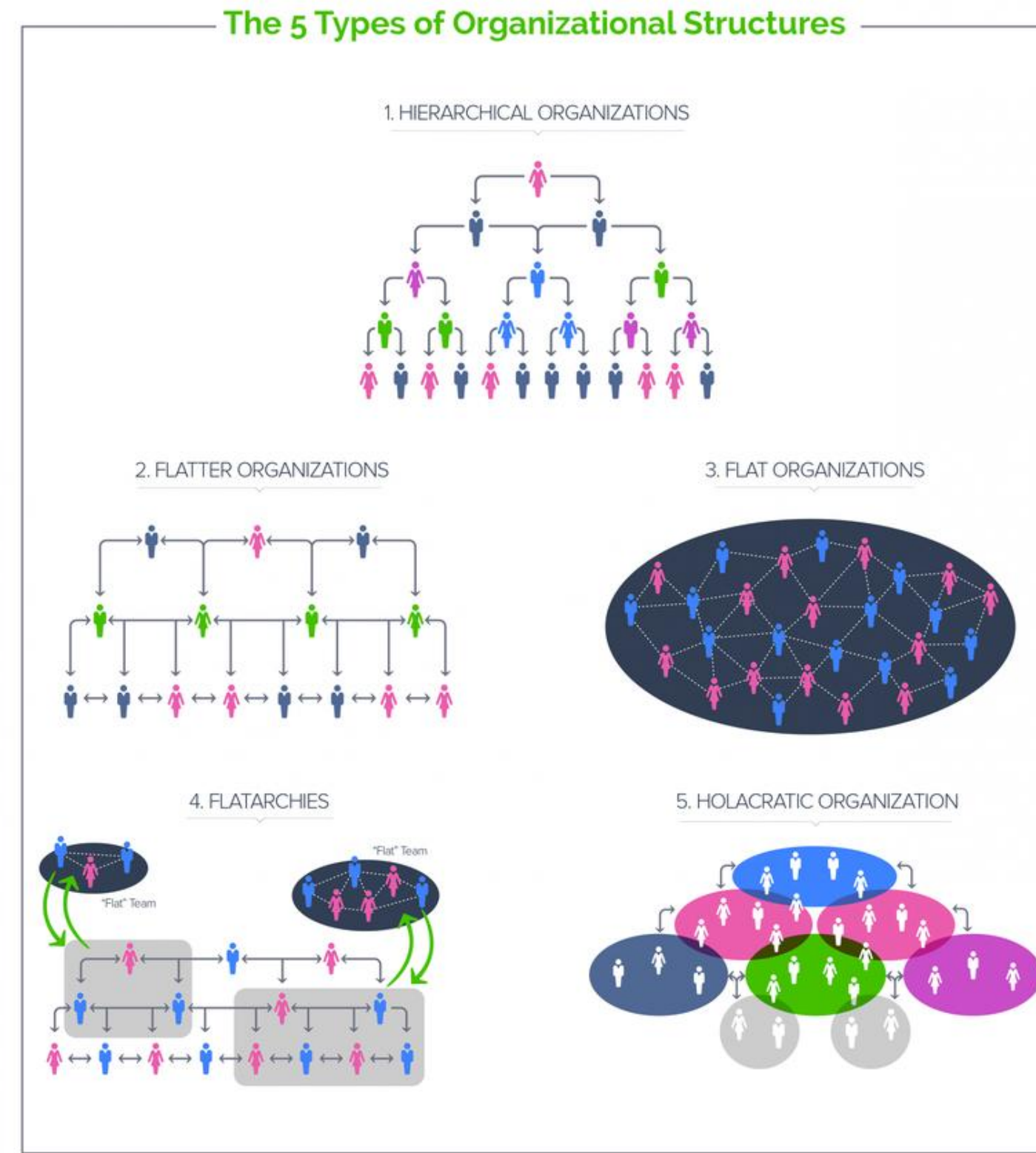
Meeting your visitor / host

- Nice to meet you / see you (again).
- Sorry I'm late.
- Thank you for coming / inviting me.
- Did you have a good trip?
- Did you have any trouble finding us?
- Let's go to (the meeting room).
- It's this way.
- Can I get you (anything)?

Using the facilities

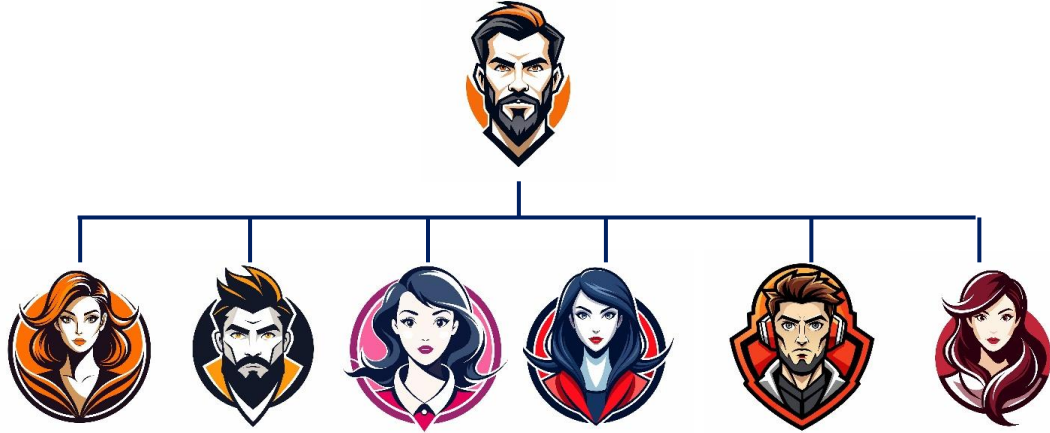
- This is / Here's (the room).
- Help yourself to (tea and biscuits).
- Can I (print a document) somewhere?
- There's a (printer) just there.
- Do you need anything else?
- I just need ...

1. Look at the picture on the right. Which organizational structure does your company use?



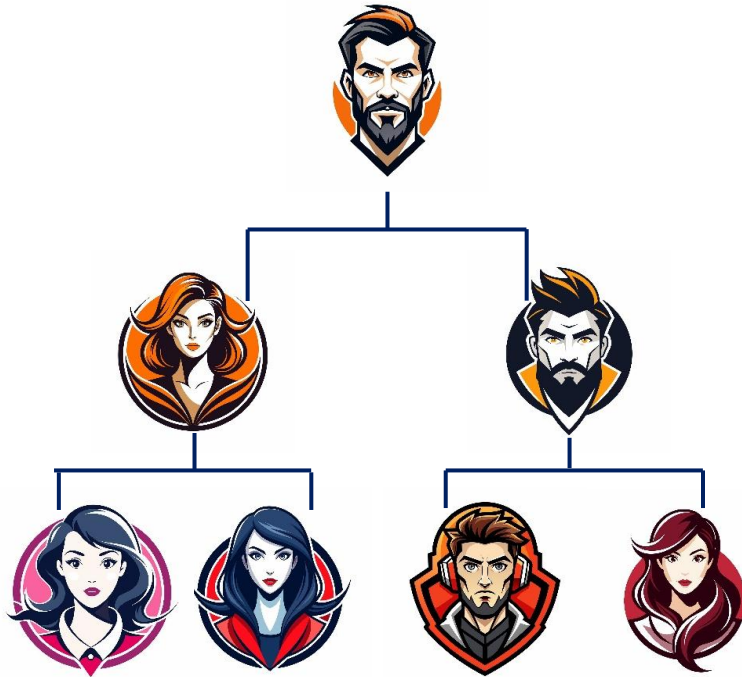
© Jacob Morgan (thefutureorganization.com)

2. Read about organizational structures. What are the advantages and disadvantages of each in your opinion?

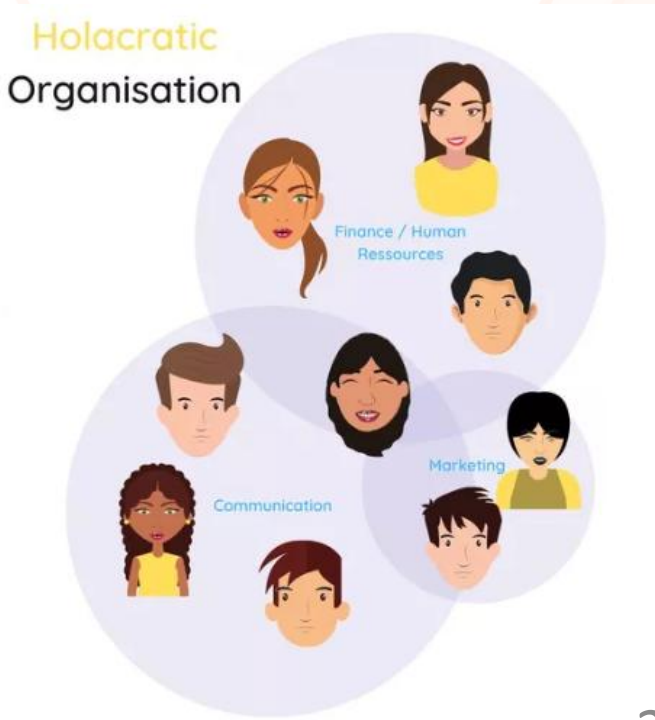


Flat Structure is simple. Imagine a flat field. Valve Corporation, which makes video games, works like this. There are very few bosses. Everyone can decide what they want to work on. Employees join projects that interest them. This can make work fun and creative.

Hierarchical structure is common. It's like a big tree. Each branch has smaller branches. For example, a large company like Walmart uses this structure. The CEO is at the top, like the top of the tree. Under the CEO, there are managers for different areas, like branches. At the bottom, there are the workers, like leaves. In this system, everyone knows who their boss is. It's clear who makes decisions.



Holacracy is a new idea. It uses circles. Each circle has a job, like marketing or product design. Zappos, a company that sells shoes online, uses holacracy. In holacracy, there's no single boss. Instead, everyone has a role and makes decisions together. This way, team members work fast, and everyone feels important.



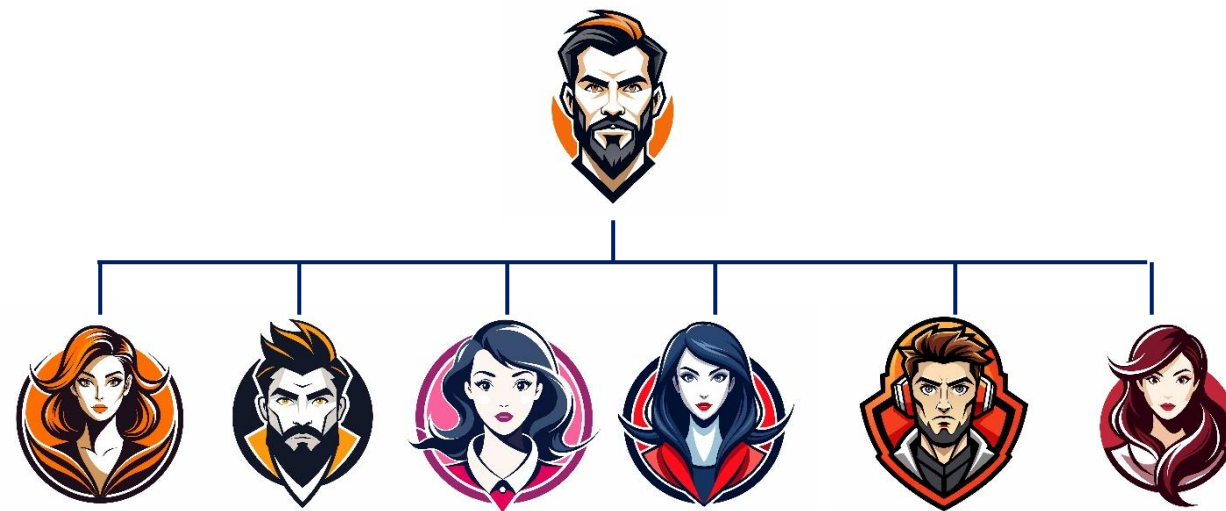
3. Match sentences (1-4) with organizational structures.

- 1. All staff members are seen as equal.
- 2. This structure looks like a pyramid.
- 3. Teams form around work, not a hierarchy.
- 4. Each person has a clear boss.

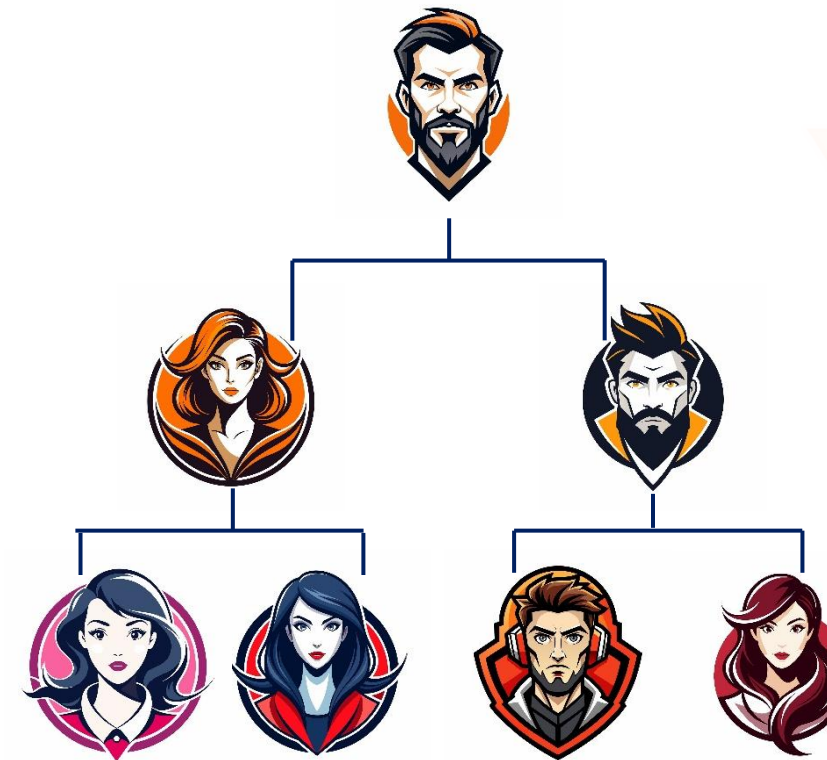
4. Valve Corporation is a company that uses Flat structure. Look at the instruction for employees from the company manual. Can you work without a boss in your company? Why?



5. Choose the organizational structure that you like and explain how you can use it in your company.
Answer the questions.

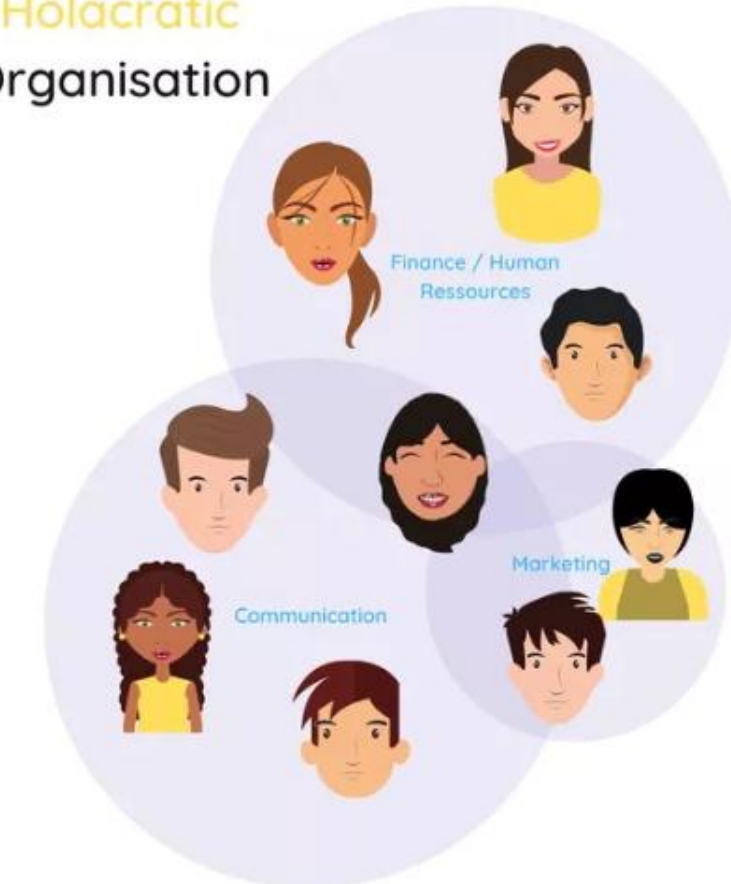


Flat Structure



Hierarchical structure

Holacratic Organisation



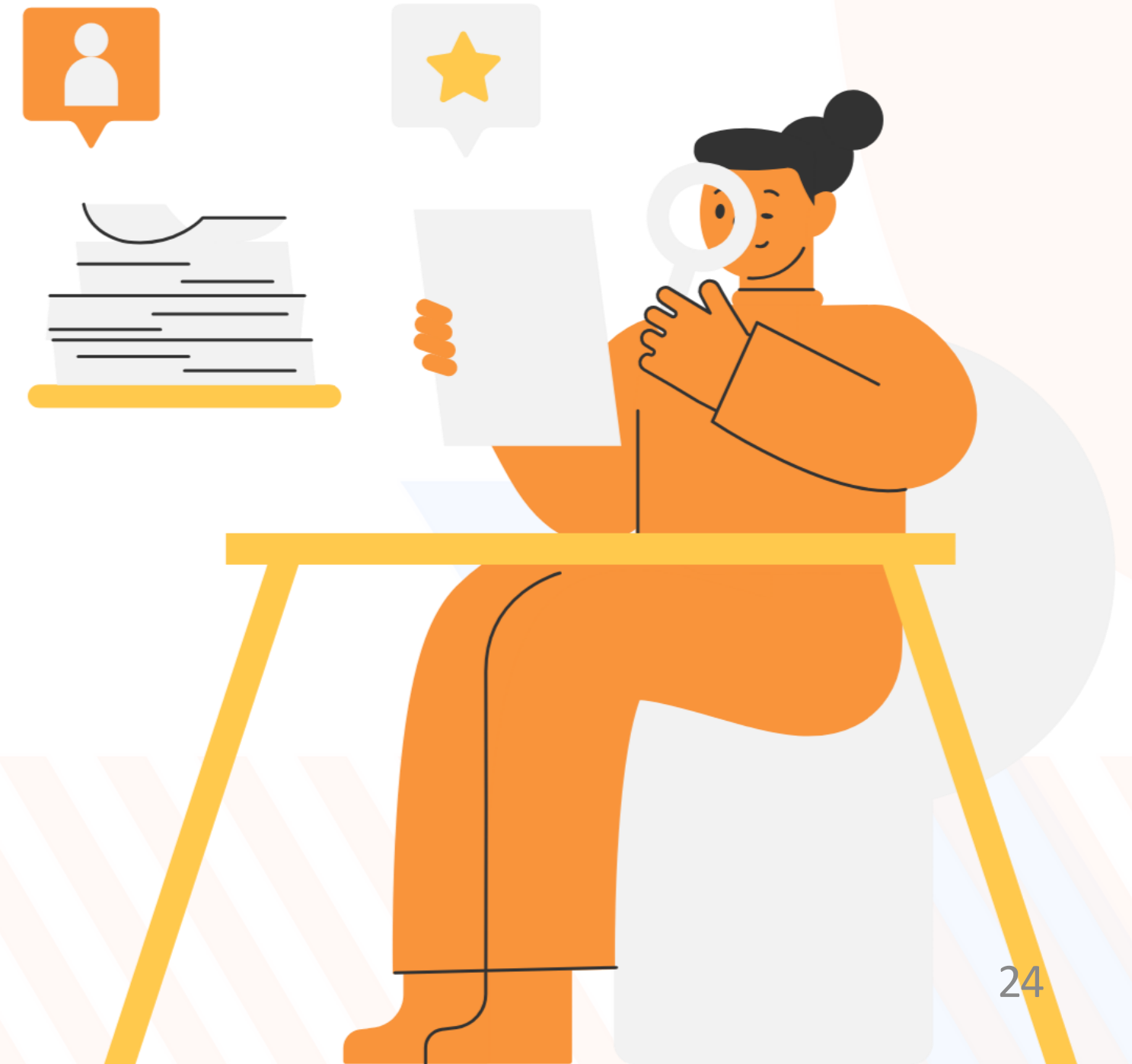
1. Why are you changing the structure?
2. How many departments will the company have?
3. Which departments will you combine / divide?
4. How will these changes affect employees?
5. What good things do you expect from the changes?
6. How will you explain these changes to the team?

1. Match verbs (1-9) with their synonyms (a-i).

- | | |
|----------------|-------------|
| 1. generate | a. purchase |
| 2. control | b. solve |
| 3. buy | c. manage |
| 4. manufacture | d. produce |
| 5. check | e. send |
| 6. dispatch | f. inspect |
| 7. resolve | g. hire |
| 8. recruit | h. keep |
| 9. maintain | i. create |

2. Match verbs (1-9) with prepositions (a-i).

- | | |
|----------------------|---------|
| 1. to be in charge | a. for |
| 2. to report | b. with |
| 3. to be responsible | c. to |
| 4. to have contact | d. in |
| 5. to collaborate | e. of |
| 6. to be part | f. to |
| 7. to contribute | g. with |
| 8. to be famous | h. for |
| 9. to specialize | i. of |



3. Complete the sentences with prepositions.

1. Our team collaborates ____ the sales department.
2. Sebastian specializes ____ customer service.
3. Lucy is in charge ____ the marketing department.
4. They contribute ____ the company newsletter.
5. I report ____ the head of finance.
6. David is responsible ____ training new employees.
7. We have contact ____ many clients every day.

4. Replace the underlined verbs with their synonyms from the list on the left.

- | | |
|----------------|--|
| • manufactures | 1. Tom is an office manager. He <u>purchases</u> supplies for the office. |
| • recruit | 2. Maria <u>solves</u> problems in customer service. |
| • resolves | 3. Lisa <u>manages</u> payment. |
| • buys | 4. BMW <u>produces</u> cars. |
| • dispatches | 5. Our logistics department <u>delivers</u> products to customers. |
| • checks | 6. Sam is a quality control specialist. He <u>inspects</u> the products before shipment. |
| • controls | 7. We <u>hire</u> new employees every year. |

5. Are the underlined adjectives right or wrong? Correct them where necessary.

1. The accounting department is smaller than the marketing department.

2. The research team is the most small in the company.

3. The HR team is more relaxed than the sales team.

4. Our new office is the nicer than the old one.

5. The production area is cleanest than the storage area.

6. The IT department is more technical than the marketing department.

7. The design team is the innovativest of all the teams.
1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

6. Complete the sentences with the comparative or superlative form of the word in brackets.

1. Our HR department is _____ (**friendly**) than the IT department.

2. This year’s results are _____ (**good**) than last year's.

3. Talking face-to-face is _____ (**effective**) than emailing.

4. We need to recruit the _____ (**cheap**) workers we can afford.

5. The marketing department is _____ (**large**) than the sales department.

6. Monday is the _____ (**busy**) day for meetings.

7. Put the conversation in the correct order.

1. — a. **Emily:** Of course! Do you need anything else?
2. — b. **Tom:** Yes, it was quite good, thank you.
3. — c. **Emily:** Nice to meet you, Tom!
4. — d. **Emily:** Thank you for coming. Did you have a good trip?
5. — e. **Tom:** A coffee would be great, thanks.
6. — f. **Emily:** Wonderful! Let's go to the meeting room. Before we start, can I get you anything? Coffee, water?
7. — g. **Emily:** Great to hear! Did you have any trouble finding us?
8. — h. **Tom:** No, that's everything. Thanks again, Emily.
9. — i. **Tom:** Not at all, it was easy to find.
10. — j. **Tom:** Nice to meet you too, Emily!

8. Choose the correct answer.

1. **A:** Nice to meet you!
B: _____
a. Good, thank you!
b. Nice to meet you too!
2. **A:** I'm going to Georgia next week.
B: _____
a. Do you mean Georgia, a U.S. state?
b. Thank you for coming.
3. **A:** We are going to recruit 2,000 people.
B: _____
a. Can I get you anything?
b. Just to double-check, 2,000 people?
4. **A:** Did you have any trouble finding us?
B: _____
a. Yes, trouble.
b. Not at all, it was easy to find