Unit 2 Jobs and Responsibilities







Warm-up



Work in pairs. Look at the following pictures and label them with job titles.







Part II Listening Practice



Task 1

Translate the Chinese sentences into English first, then listen to the dialogue and check your translations.



Tom: What is your job, Ava?

Ava: 1) I'm a manager in the Human Resources Department

Tom: 2) Which company do you work for

Ava: I work for the Health Pharmaceutical.

Tom: What are your job responsibilities?

Ava: 3)

(我主要负责员工的招聘、选拔、培训和发展等).

(你在哪家公司就职)?

Z经理

I'm mainly in charge of recruitment, that is, the selection, training and development of employees.







- *Tom:* What is your job, Ava?
- Ava: I'm a manager in the Human Resources Department.
- Tom: Which company do you work for?
- Ava: I work for the Health Pharmaceutical.
- Tom: What are your job responsibilities?
- *Ava:* I'm mainly in charge of recruitment, that is, the selection, training and development of employees.





New Words and Expressions

programmer *n*. < 计 > 程序设计员 rewarding *adj*. 有价值的 design *v*. 设计 creative *adj*. 创造性的

overtime *n*. 加班时间 regularly *adv*. 有规律地 accountant *n*. 会计(师) chemical *adj*. 化学的



1. You will hear a conversation between Jennifer and Paul. Listen to the first part of the conversation and fill in the blanks with the missing sentences.

I haven't seen you for years

Jennifer: Hi, Paul! It's you! 1) _____. How are you?

Paul: Very well, thank you. And you, Jennifer?

Jennifer: Not too bad. Rebecca told me you've got a new job. So, 2) what do you do now?

Paul: I'm a computer programmer with Lenova. Jennifer: Oh, really? 3) _____?

Paul: I'm working on a new software.

Jennifer: That sounds great!







Jennifer: Hi, Paul! It's you! I haven't seen you for years. How are you?

- Paul: Very well, thank you. And you, Jennifer?
- Jennifer: Not too bad. Rebecca told me you've got a new job. So, what do you do now?
 - Paul: I'm a computer programmer with Lenova.
- Jennifer: Oh, really? What are you working on?
 - Paul: I'm working on a new software.
- Jennifer: That sounds great!



2. Listen to the second part of the conversation and decide whether the following statements are true (T) or false (F).

(1) Paul doesn't like his new job.

F

F

F

- (2) Jennifer believes that Paul has always been clever.
 - F (3) Paul is developing new hardware at the moment.
 - (4) Paul never works overtime.
 - (5) Jennifer has also changed her job.
- T (6) Jennifer is an accountant now.







Paul: Yes, it's really a very exciting and rewarding job. At the moment we're designing new software.

- Jennifer: Really? You've always been clever, Paul. I knew you'd do something challenging and creative. Do you often work overtime?
 - *Paul:* Not really, I work regularly most of the time. But on Friday night I sometimes stay in the office late, dealing with anything that's unfinished.
- *Jennifer:* Good for you, Paul. You must come and see me sometime and tell me all about it over a cup of tea.
 - *Paul:* I certainly will. What about you, Jennifer? How is your job?

Jennifer: I'm still an accountant with Chemical Associates.







Part III Language Focus A



Describing jobs and responsibilities



Describing jobs

- What do you do? I'm a manager in the Sales Department.
- What's your job/profession/occupation?
 I'm a computer programmer. My company allows me to work on my computer at/from home.
- What company are you with? I'm with a branch of a German company called...
- What company do you work for? I work as a software engineer for a software company.

Describing responsibilities

- What are you in charge of? I'm in charge of training employees.
- What exactly are your duties?

 I run the Production Department.
 This includes hiring staff, ensuring that the production meets deadlines and dealing with customer queries.





Describing positions and departments

- Which department are you in?
 - I'm in the Human Resources Department.
- What position do you hold?/What position are you in? I work for/under the Account Manager.
- Who do you report to?

I report to the Channel Sales Manager.

• What's your position?

I'm responsible to the Marketing Manager.



Follow-up Practice

1. Listen to a short conversation, and complete the following business cards.









Alice: Excuse me, sir, are you Mr. Hayes?

Bill: Yes, I'm Bill Hayes.

Alice: Are you the General Manager of the Beautify Cosmetic Corporation in America? *Bill:* Yes, exactly.

Alice: How do you do, Mr. Hayes? I'm Alice Wang, Manager of Human Resources at the Beijing Sanmei Factory. I'm here especially to meet you.

Bill: How do you do, Miss Wang? It's very kind of you to come all the way to meet me. *Alice:* My pleasure.



Follow-up Practice

2. Listen to four short conversations. In each conversation, there are two people talking about jobs and responsibilities. Listen and complete the chart.









Conversation (1):

- A: What is your job, Vincent?
- B: I'm a Regional Sales Manager.
- A: What are your main duties?
- B: My main duties are to develop customer relations and grow the sales of security products in Ohio.

Conversation (2):

- A: What is your occupation, Flora?
- B: I'm a business analyst.
- A: Which company do you work for?
- B: I work for Delicate & Elegant Fashion. It's a British company.
- A: What do you do for them?
- B: I'm in charge of the budget.





Conversation (3):

- A: What do you do, Patrick?
- B: I'm a lawyer.
- A: What does your job involve?
- B: I give legal advice and assistance to clients and represent them in court or in other legal matters.

Conversation (4):

- A: What kind of job do you have, Rachel?
- B: I'm responsible for receiving visitors. I have to make sure all visitors check in on arrival, and also arrange taxi and bus transport for them.
- A: Are you in reception?
- B: Yes, you're right. I'm a receptionist.





Video 1

Introducing titles and responsibilities





New Words and Expressions

vice president 副经理, 副总裁 in charge of 负责, 掌管 expert *n*. 专家 rave about 赞扬 speak of the devil 说曹操, 曹操到 budget *n*. 预算 data processing 数据处理

Pre-viewing

1. Work in groups. What departments make up a real estate company? Try to figure out as many as you can and write them down.



2. Look at the following pictures to have a rough idea of the video.





FAKN is a real estate company.







Norman Tanaka, President of the company, is introducing Robin Copperfield to the staff members.

Robin Copperfield, newly-arrived Vice President of the company.

New Vice President





The other vice presidents, managers and staff welcome Robin Copperfield to the company.





1. Watch the video and match the names with the corresponding responsibilities.









Introducing titles and responsibilities

President: Good afternoon, everyone! This is Robin Copperfield, the new Vice President of our company. He will be in charge of the accounting work. Let's give him a warm welcome!

Robin: Thank you!

President: Mr. Copperfield is an expert in the field of accounting. So, it is a pleasure for us to have him here. Now, Mr. Copperfield, I'd like to introduce the Vice Presidents and Managers to you.

Robin: OK, thank you!

President: This is May Bates, Vice President in charge of the Administration Department and the Neighbourhood Service Department.

Robin: Nice to meet you, Ms. Bates.

Ms. Bates: Nice to meet you, Mr. Copperfield.

President: And this is Dennis Hayes, Vice President in charge of the Marketing

Department and the Sales Department.

Dennis Hayes: How do you do, Mr. Copperfield? Glad to meet you.

Robin: Glad to meet you, Mr. Hayes.

President: And this is... oh, where is Andrew Jefferson?







Robin: Mr. Jefferson? I've met him before. I heard he is one of the secrets of this company's success. Everyone was raving about what a great job he's done in... *President:* Uh... speak of the devil... Mr. Jefferson has just arrived.

Mr. Jefferson: Hi, Mr. Copperfield, good to see you again.

Robin: Good to see you, Mr. Jefferson.

Mr. Jefferson: Sorry, I'm late. I was talking to a client.

Robin: Oh, that's OK. How many departments are you in charge of, Mr. Jefferson? *Mr. Jefferson:* Four: Research & Development, Engineering, Contract Budgets, and Project Preparation.

Robin: No wonder you're so busy.

President: Mr. Copperfield, there are three managers who report directly to you, and they are all ladies. So, ladies, can you introduce yourselves?

Ada Black: I'm Ada Black, responsible for management accounts.

Caroline Clinton: I'm Caroline Clinton, responsible for financial accounts.

Lucy White: I'm Lucy White, responsible for data processing.

Robin: Oh, good. Nice to meet you all, ladies.



2. The chart below represents the organisation of the real estate company. Please watch the video again and complete the following two tasks: (1) Put the names from the list into the appropriate position. (2) Complete the rest of the missing information. (Stop the video each time when Norman Tanaka introduces the responsibilities of each Vice President.)







- Manager of the Administrative Department:
- Manager of the Neighbourhood Service Department:
- Manager of the Marketing Department:
- Manager of the Sales Department:

Post-viewing

- Manager of the Research & Development Department:
- Manager of the Engineering Department:
- Manager of the Contract Budgets Department:





Reference answer:

- Manager of the Administrative Department: managing the rear service of the company; coordinating the staff to exercise the centralised management; ensuring that the human and material resources are correctly utilised; providing specialised support to other department and managers...
- Manager of the Neighbourhood Service Department: monitoring the funding to rehabilitation programmes; providing building management and administration, operations, maintenance, repair services, etc., achieving the objectives of the property owner...
- Manager of the Marketing Department: initiating market research studies or surveys; analysing and evaluating ongoing marketing strategies to meet organisational objectives; overseeing all marketing, advertising and promotional activites; evaluating customer research, market conditions, competitor data...
- Manager of the Sales Department: developing sales strategies and plans; building and maintaining relations with clients; developing new client base; preparing proposals and reports; managing sales administration...
- Manager of the Research & Development Department: regular review on business development and proposal on improvement; business contest and convention deployment; sectional planning and development; staff training & career path planning, developing new products or services...
- Manager of the Engineering Department: managing and controlling project quality, schedule and costs; ensuring that all engineering work is carried out within established budget and schedule; ensuring that project implementation meets customer requirements and expectation...
- Manager of the Contract Budgets Department: leading the preparation, development, and management of the operational budget, analysing expenditures and ensuring effective use of limited funds...



2. Role-play. This is an organisation chart of ADMT Corporation Ltd. Try to make a dialogue with your partner. Student A asks questions about the departments and responsibilities and Student B uses the information in the chart to answer. Then change roles to practise again.





Example 1

Student A: Which departments are under the control of the Domestic Operations Department?

Student B: There are five subsidiary departments: Western, Eastern, Central, Southern and Northern China Departments.

Example 2

Student A: What are the responsibilities of the General Services Department?Student B: They look after public management, security, services and some daily routine work.







Part V Language Focus B



Likes and dislikes of jobs

Working hours and routines

- I'm on the day/night shift.
- I have to start work at nine.
- It's a regular nine-to-five job.
- I do a lot of overtime every week.

Interpersonal relationships

My boss is quite nice. He gets on very well with us. My boss is a very difficult person to work with. Most of my colleagues are friendly and cooperative.

Salary

My basic monthly salary is around \$2,000. After tax and national insurance, I make 3,000 RMB a month.

Promotion

I've just been promoted to head of Human Resources. He is being groomed for a higher position. She is being fast-tracked.

Job satisfaction

I enjoy my job because it involves a lot of challenges. What I like about my job is that I have a lot of independence. I hate my job because I can't stand/bear my boss.

I don't like what I'm doing right now because it's boring.





Follow-up Practice

1. Lisa and Mark are former classmates. They met by chance at the Talent Fair. Listen to their conversation and complete the following chart.

Previous job	Reasons for resignation
(1) Lisa	;
(2) Mark Previous job	Reasons for resignation
(1) Lisa secretary	Totally sick of all that boring clerical work. Hate sitting in the office all day just working mechanically.
(2) Mark Production Manager	His boss is a very difficult man to deal with.







- Lisa: Hi, Mark, I hardly recognised you-it's great to see you again!
- Mark: Hello, Lisa! I haven't seen you for ages, not since college graduation. How have you been?
- Lisa: I've been fine. What about you?
- Mark: I've been very well, too. Are you here looking for a job?
- Lisa: Sure. You are between jobs, too?
- Mark: Yes. I remember you went to a Canadian company when we graduated. Have you left that company?
- Lisa: Yes, I just left it last month.
- Mark: Why? Didn't you like the job?
- *Lisa:* Yes, but I've been a secretary for three years and now I'm totally sick of all that boring clerical work. I hate sitting in the office all day just working mechanically.
- Mark: Oh, I understand. You really need a change.
- Lisa: Yes, but what about you, Mark? Why have you left your present job? I heard you were an excellent Production Manager.
- Mark: My boss is a very difficult man to deal with. I quarrelled with him last week and left the company.



2. Listen to a short conversation between Tony and Cherry and fill in the following blanks.



- Cherry: What do you do, Tony?
- Tony: I'm the 1) chief editor of our company 2) magazine
- Cherry: Hey, that's great. So what does your job involve?
- Tony: I mainly 3) <u>manage</u> the other editors, offering ongoing 4) <u>feedback</u> on their work.
- Cherry: So what are your working hours like?
- Tony: I don't have a(n) 5) definite schedule. I must be available to work 6) flexible hours including early mornings, nights and weekends. And what do you do, Cherry?
- Cherry: I'm a(n) 7) Office manager. It's a(n) 8) regular nine-to-five job.






Cherry: What do you do, Tony?

Tony: I'm the chief editor of our company magazine.

Cherry: Hey, that's great. So what does your job involve?

Tony: I mainly manage the other editors, offering ongoing feedback on their work.

- Cherry: So what are your working hours like?
 - *Tony:* I don't have a <u>definite</u> schedule. I must be available to work <u>flexible</u> hours including early mornings, nights and weekends. And what do you do, Cherry?

Cherry: I'm an office manager. It's a regular nine-to-five job.





Video 2 Do you like your job?





New Words and Expressions

self-employed *adj.* 自己经营的 entrepreneur *n.* 企业家 independence *n.* 独立, 自主 export *n.* 出口 job-hopper *n.* 频繁更换工作的人 promote v. 提升 workshop n. 车间, 工场 purchase v. 购买 stock n. 备料



Pre-viewing

1. Work in pairs. There are many kinds of business organisations and various terms for them. Can you differentiate them? Read the chart below and match each type of business organisation with its corresponding description.



- a. an organisation operating in several countries
- b. a firm where shareholder's liability is limited
- a firm, usually without commercial activity, created to be parent to other companies or hold the shares of other companies
- an enterprise which is invested, founded, operated by a company/businessmen from another country
- e. a firm owned by a parent company
- f. a company whose shares are not publicly available
- g. a company which is operated by both the local government/company and the foreign company





2. Look at the following pictures to have a rough idea of the video.







Viewing





Do you like your job?

- Robin: What's your job now, Jerome? Do you still work for that wholly funded American company?
- Jerome: No, I left it three years ago. I have my own business now.
- Frank: Gee, that's great! How do you feel as a self-employed entrepreneur?
- Jerome: I feel good. I can make a lot more money than before and I have a lot of independence in doing things. But sometimes I get tired. As you know, it's not very easy to run a business on your own. What about you, Frank? What are you doing now?
- *Frank:* I've worked for several companies. After graduation, I went to a private company. Then a year later, I changed to a Sino-Japanese joint-venture enterprise and worked as a sales assistant. Two years later, I moved on to a computer company and worked in export sales. And now, I'm an advertising executive.
- Colin: Oh, you are a real job-hopper. Why have you changed jobs so often?
- Frank: I'm always interested in new challenges. I know changing jobs frequently can be a waste of a company's human resources, but I'm gaining a lot of experience! How is your job, Colin?
- Colin: I've been working for the PMC Textile Plant since I graduated. Two years ago, I was promoted to Line Supervisor.
- Frank: Do you like your job?
- *Colin:* The salary and benefits are OK, but I don't like the work environment. You know, the workshops are very noisy sometimes. Also, I don't often get an opportunity to go anywhere. I hate staying in the same place all the time. You often travel on business, right Robin?





Robin: Yes. As a buyer, I must travel to purchase stock. I've been to a lot of places.

- Colin: Maybe I should think about becoming a buyer...
- Robin: Mm..., everything has two sides. I get fed up with travelling. Nowadays, I want to spend more time with my family.
- Janet: Hi, guys, may I join you?
- Everybody: Sure. Have a seat.
 - Janet: You enjoy getting together, don't you? What are you talking about?
 - Robin: Jobs. What kind of job do you have, Janet?
 - Janet: I'm the Public Relations Manager in a holding company.
 - Colin: Do you enjoy it?
 - Janet: Yes. What I like about it is that I can meet a lot of new and interesting people.
 - Robin: How about your working hours?
 - Janet: That's the trouble. I usually have to work overtime, because I often have dinner parties in the evening. I don't get enough time with my family and baby.



2. Watch the video again. As you watch, note down each speaker's likes and dislikes about their jobs.

Name	Likes		Dislikes
Jerome	making much more money; having a lot of independence in doing things	feeling quite tired	
Robin	having been to a lot of places	travelling; little time to stay with his family	
Colin	good salary and benefits	noi	isy workshops; seldom having unity to go out
Frank		C	g experience and human es
Janet			aving dinner parties in the ;; little time with her family by
			Scrip
	II ▶ 🛋 •••00:05	/ 03	:00

Post-viewing

1. Watch the video a third time. Choose one of the following situations and make a dialogue with your partner.

- 1. Tom, a college student, has two options about his summer job: to be a lifeguard for a summer camp or to be a salesman for a company. Now he is talking with Alice about which one to take.
- 2. Susan and Kevin are friends. They haven't seen each other for years. One day, they come across on the road and have a talk about their jobs. Susan is a telephone operator at a company while Kevin is a personnel manager. Imagine what they will say and make a dialogue with your partner.





Sample 1

Alice: Tom, did you find a job for the summer yet?

Tom: Actually, I've found a couple of them, Alice. I just have to decide which one to take.

Alice: Really? Good for you!

Tom: Yeah. My cousin owns a summer camp, and he said I could spend the summer working as a lifeguard for his camp.

Alice: Great! What else?

Tom: I'm also thinking about working as a salesman for my uncle's company.

Alice: Hmm, working as a lifeguard, you have to swim every day, and you'd get a great tan.

Tom: Yeah, but being a salesman pays more than being a lifeguard. And I wouldn't have to watch a lot of noisy little kids.



Sample

Sample 2

Kevin: Hello Susan. I haven't seen you for ages. How are you?

Susan: Very well, thank you. And you, Kevin?

Kevin: Not too bad. How's your work going, everything alright?

Susan: Oh yeah, everything is fine, but actually, it is so fine that sometimes it feels kind of boring, you know, doing the same thing every day.

Kevin: So, have you been thinking about changing another job? I heard that the call centre is recruiting staff in these couple of weeks. Are you interested?

Susan: Er... probably not, because I've got no experience in that field.

Kevin: Oh come on, it's gonna be OK. Just give it a try. It's a great challenge. Don't

you think at least the new environment could give you a totally great refreshment?

Susan: Oh, OK, I'll think about it. Thank you for your advice. What about you, Kevin? Is your job enjoyable?

Kevin: Yeah, most of the time. Meeting people from all over the country and all over the world is the most interesting part of my job.

Susan: Sounds good. What do you find annoying?

Kevin: Well, I work very long hours, ten hours a day is quite normal. And if something important comes up, I'm often in the office until eight or nine in the evening. *Susan:* Oh, really? It seems that there is no perfect job.





Part VI Business Culture





How to Build Work Ethics

Work ethics is a set of values held by an employee. If you have good work ethics then you may possibly do well in your career and achieve financial freedom. Having good work ethics is a long process, and they cannot be acquired overnight. You have to work hard for it. You have to discipline yourself to become a better person. Building good work ethics is possible if you are going to follow these guidelines:

Start early. Enhancing your work ethics should be your habit. Even if you are an entrylevel employee, you need to work very hard to enhance your work ethics such as wearing proper wardrobe, maintaining a good work relationship with your co-workers, completing your tasks on time and more.

Teamwork. Do not forget that you are always part of the team. Do what is not only beneficial to you but beneficial to other people as well.

Honesty. Do your job with full honesty, no matter how small or big your job is.

Initiative. You should have the initiative to do your job. Don't let your superior ask you to do this and that.

Dependability. People who are dependable are regarded as reliable people as well. If you will practise dependability inside the work area, other people may follow you as a good example.

Efficiency. Efficiency is not only important for your own advancement but for the company you are working with.

Learn from the experts. Any business leader, including your superior, is a good example of a person who has maintained good work ethics. Your superior would have not been in his position if he had not applied good ethics at work.

Maintaining good work ethics may be challenging, but it can take you a long way in your chosen career. Just keep working hard to improve your work ethics. It is a long process and it doesn't happen overnight. But always remember, good work ethics are the main components of success.





Get to Know Yourself

There is a big difference between getting a job and reaching a career destination where you love what you do! This section on self-discovery gives you some tools to learn more about yourself and suggests ways to translate that self-knowledge into successful career planning and job search goals. The first step in your self-discovery quest is one that you will repeat many times in your life: an inventory of your interests, values, personal style and skills. Even if you have a good idea of what you want to do, self-assessment is vital to writing a resume and doing well in an interview. These exercises will provide a frame of reference when you begin to explore your career options.

Where are you in the career planning cycle? Use the bullets below as a guide to see what you have and still have left to do.

Self-Assessment—Obtaining Information About Yourself

- I am aware of the interests that I possess and can name five activities that I enjoy.
- I am aware of the skills that I possess and can identify my five most developed skills.
- I am aware of the personality characteristics that I possess and can name five characteristics to describe myself.
- I know what I value in a career and can list five work-related values that meet my career expectations.



Career-Exploration—Increasing Knowledge of Career Options

- I can identify ten careers that integrate my interests, skills, personality characteristics and work-related values.
- I can identify five career resource publications that provide information about my career options.
- I can list the names and titles of five people to ask for information about my career options.

Career Decision-Making—Selecting a Primary Career Goal

- I have researched information on five career choices.
- I am familiar with one decision-making method and can describe that process.
- I have made a career decision and can describe that choice in detail (i.e. title, duties, qualifications, salary, career path).

Preparation—Creating a Career Goal Action Plan

- I can identify five work-related qualifications that are necessary in my career choice.
- I can identify academic programmes and courses relevant to my career choice (i.e. major, minor, graduate schools).
- I can list the titles/locations of five volunteer, internship, or work experience opportunities relevant to my career choice.
- I can name five student/professional organisations that are related to my career choice.





Job Search—Job Seeking and Career Employment

- I have developed an effective resume and cover letter.
- I have developed effective interviewing skills.
- I am familiar with five different strategies for job seeking.
- I can name ten companies or industries that are potential employers.

Career Management—Advancing in Your Career

- I can describe and rank by preference the positions I have been offered.
- I have accepted an offer of career employment.
- I can describe methods of advancing in my organisation. I can describe my next career goal.
- I know how to initiate a career change when it is necessary.

Discussion:

Where are you in the career planning cycle? What have you done? And what have you left to do?



THANKS

<= 1 ⇒