1 Working life

1.1 A life lesson from a volunteer firefighter

TED TALKS

MARK BEZOS got a Bachelor of Science (BSc) degree in advertising and public relations from Texas Christian University in 1992. After he completed his studies, he took a job in an advertising company. He moved through several companies, became an account manager, and finally a vice president at Renegade, LLC, a New York-based social media and marketing agency. In 1999, Bezos and his business partner David Nathanson started the Bezos Nathanson Marketing Group. Seven years later, they sold the business to a larger advertising company – EastWest Creative – and Bezos joined Robin Hood, a poverty-fighting charity in New York City, as the Senior Vice President of Development, Communications and Events – a role in which he felt excited to have found a way to use his sales skills to do good. In 2012, Bezos became a volunteer captain in the Scarsdale Volunteer Fire Company in Westchester County, New York, where he lives with his wife and four children.

CAREER PATHWAYS

1 Read the text. Answer the questions.
   1 What subject did Bezos study at university?
   2 What two jobs did he have before he started his own company?
   3 What event ended Bezos’s work with Bezos Nathanson Marketing Group?
   4 How is Bezos’s current employer different from the companies he has worked for in the past?

TED PLAYLIST

2 Other TED speakers are interested in topics similar to Marc Bezos’s TED Talk. Read the descriptions of four TED Talks at the top of page 5. In your opinion, which is the best title for this playlist, a, b or c?
   a Write the title.
   b Failure and how to avoid it
   c There’s more to life than work

3 Read the TED playlist again and answer the questions.
   1 Which speaker talks about the reasons why people follow – or don’t follow – their dreams?
   2 Which speaker tells the story of a life-changing experience?
   3 Which speaker focuses mostly on work and our reasons for working?
   4 Which speaker talks the most about people’s feelings?

4 Find a highlighted job in the TED playlist to match each description. A person who …
   1 writes books
   2 advertises and promotes products or services
   3 studies money and money systems
   4 teaches in a university

5 Which talk would you most like to see? Why? Watch the talk at TED.com.
AUTHENTIC LISTENING SKILLS  Dealing with new vocabulary
6 You are going to hear a podcast in which a member of the Keynote team talks about Dan Ariely’s TED Talk, *What makes us feel good about our work*. Read the sentences from the podcast. Circle the words which are repeated. Then listen to the sentences. Underline the words which are stressed. These are the key words.

1 This TED Talk is about work and the things that make a job enjoyable – that make you want to keep returning to work – even if you don’t really love your job.
2 According to Dan Ariely, people usually say that money is the reason for working. But he says it isn’t so simple.
3 Think about it. People do amazing – and crazy – things in life, not for money.

LISTENING
7  Listen to the full podcast. Choose the correct option to make true sentences.

1 The main reason that people work is / isn’t money.
2 According to Lewis, climbing mountains is a waste of time / a good challenge.
3 Lewis enjoys / says it’s not easy working with a team.

8  Listen again. Are these statements true (T) or false (F)?

1 The TED Talk is about following your dream. ☐
2 Mountain climbing shows that people choose to do difficult activities. ☐
3 Lewis says that climbers often don’t notice nature’s beauty around them. ☐
4 Lewis says he likes making something that people use. ☐
5 Because of the money, Lewis never stops working. ☐
6 According to the podcast, employers should understand human motivation. ☐

VOCABULARY IN CONTEXT
9 Read the sentences from the podcast. Choose the correct meaning of the words in bold.

1 Climbers make a huge effort, and *put up with* a lot of pain, to get to the top of a mountain.
   a find
   b accept
   c avoid

2 There are things in life that are more important than money: facing challenges; feeling proud of what we do; having a sense of *identity*; creating something.
   a my appearance
   b an ID card
   c ‘who I am’

3 In my work, my *motivation* comes from helping people to learn a useful skill.
   a reason for working
   b salary
   c problems

4 I *take pride in* working with a team of talented editors and designers and other writers.
   a have no experience of
   b have a hard time
   c get satisfaction from

5 It’s necessary for people to feel some kind of personal *connection with* what they do.
   a worry about
   b interest in
   c ability to do
**1.2 What makes a good job?**

**GRAMMAR Present simple**

1. Complete the text. Use these verbs in the correct form of the present simple.

- be
- carry
- communicate
- connect
- love
- make
- meet
- not speak
- not use
- show

**That's a cool job!**

In 2004, Nathan Sawaya left his job as a lawyer to become a full-time artist. He now **1** sculptures, but he **2** traditional materials such as stone, wood or metal. Sawaya works with Lego bricks, and **3** his work in exhibitions all over the world.

In his travels, Sawaya – an American – often **4** a lot of people, especially kids. Often, they **5** English, but they **6** with Sawaya through the language of art – and Lego. Sawaya **7** working with Lego because both kids and adults **8** with it. For Sawaya, the best part **9** thinking of good ideas. He **10** paper with him at all times to note down ideas.

2. Complete the conversation. Use the present simple form of the verbs in brackets. Then listen and check your answers.

**A:** What **1** (do) you do?
**B:** I **2** (be) an aquatherapist.

**A:** What exactly **3** (do) an aquatherapist do?
**B:** An aquatherapist **4** (be) like a physiotherapist. We **5** (help) people with injuries. But we **6** (work) with our patients in the water.

**A:** **7** (you work) in a swimming pool?
**B:** It **8** (depend). Some hospitals **9** (have) special aquatherapy pools where we work, but some **10** (not have) them, so in those cases we usually use the local swimming pool.

3. Choose the correct options to complete the text.

**Expressions of frequency**

4. Put the words and expressions in the correct order to make sentences.

1. the week / with / start / a quick / We / meeting / usually /

   **2. work / Do / for / you / travel / sometimes / ?**

   **3. for / arrives / work / late / never / She / .**

   **4. I / weekend / don’t / at / often / the / take / home / with / work / me / .**

   **5. to / speak / you / David / Do / once a week / ?**

   **6. work / to / I / underground / the / take / don’t always / .**

   **7. minutes / The / twenty / team / meets / rarely / for / than / more / .**

   **8. work / don’t / usually / on / I / Mondays / .**

5. My name is Maya Thurgood. I’m a professional diver. I love my job, but the schedule **1** isn’t always / is often easy. I **2** never / usually work every day for twenty days, then I have five days off. This **3** sometimes / always includes a weekend, but often it doesn’t. **4** / Once a year, in December and January, I have a six-week break. I almost **5** always / sometimes go to a warm place – Hawaii, Mexico, South Africa. The ocean is beautiful and warm in those places, but on holiday, I **6** usually / never go diving. I really need a break from it!
GRAMMAR EXTRA!  More frequency adverbs

5 Look at the frequency adverbs. Then choose the correct options to complete the text.

<table>
<thead>
<tr>
<th>occasionally</th>
<th>normally</th>
<th>frequently</th>
</tr>
</thead>
<tbody>
<tr>
<td>now and then</td>
<td>regularly</td>
<td>a lot</td>
</tr>
<tr>
<td>not often</td>
<td></td>
<td>very often</td>
</tr>
</tbody>
</table>

Giving presentations at work

I don’t often give presentations at work. I present to small groups of colleagues now and then about the work I do, and I don’t mind that because it doesn’t happen often. I wouldn’t want to give formal presentations occasionally/frequently. It’s stressful talking to large groups of people. I guess people who give presentations regularly/now and then are more comfortable with it because they’re used to doing it.

My boss a lot / occasionally asks me if I’d like to give a short company introduction to a group of new employees or something like that. I normally / now and then say yes, because that doesn’t happen a lot / occasionally – maybe only once a year.

6 Read the sentences. Then choose the correct always or never sentences (a–f) as responses.

1 I’m sorry we missed the beginning of the meeting, but the traffic was terrible.  
   a. Don’t worry, lightning never strikes twice.  
   b. It won’t be a problem, because the customer is always right.

2 I hope my new phone doesn’t stop working after two weeks like my old one did.  
   a. The first step is always the hardest.  
   b. It’s never too late to learn.

3 I wish I had your job, because mine’s boring.  
   a. The grass is always greener on the other side of the fence.  
   b. Better late than never!

4 I wish I knew how to play the piano.  
   a. I usually have the day off.  
   b. I don’t usually work on Tuesdays.

PRONUNCIATION  Sentence stress

7 Listen to the sentences from Exercise 4. Underline the stressed word.

1 We usually start the week with a quick meeting.  
2 Do you sometimes travel for work?  
3 She never arrives late for work.  
4 I don’t often take work home with me at the weekend.  
5 Do you speak to David once a week?  
6 I don’t always take the underground to work.  
7 The team rarely meets for more than twenty minutes.  
8 I don’t usually work on Mondays.

8 Listen again. Tick (✓) the sentence which is likely to come next.

1 a And we finish the week with one, too.  
   b But today, we don’t have time.

2 a Or do you stay in the office?  
   b Or is all of your travel for holidays?

3 a But she doesn’t arrive early, either.  
   b She’s on time every day.

4 a But about once a month, I have to.  
   b But I don’t during the work week.

5 a Or do you just speak with Jessie once a week?  
   b Or is it twice a week?

6 a But I usually do.  
   b I sometimes take it when I go out with friends, too.

7 a But we often meet in a café.  
   b But occasionally we have a longer meeting.

8 a I usually have the day off.  
   b I don’t usually work on Tuesdays.

DICTATION

9 Listen to a pilot describing her job. Complete the sentences.

1 I________________. I________________ and other cities in the UK – Glasgow, Manchester, Newcastle.
2 ___________________ flights, ___________________, because that’s where ___________________.
3 ___________________ two trips to the same city, but ___________________ to two different cities in the same day.
4 I_________________ flying. Before flights, I_________________ the crew and I_________________.
5 I_________________ with my family, but I_________________.


Have you got what it takes?

1.3

READING

1 Read the article below. Choose the correct option to complete the sentences.

1 More / Fewer people in the world speak English as a first language than as a second language.
2 According to the article, the way English is used / pronounced has changed a lot in the past thirty years.
3 The article says that the culture we come from can affect the way we study and learn / use words.
4 The article recommends that speakers of English as a second language try to remember that culture affects communication / learn more about other cultures.

2 Change one fact or number in each sentence to make them correct.

1 About two and a half billion people speak English as a second language. __________
2 About 45% of conversations in English include someone whose first language is English. __________
3 English learners must be able to speak to people from a few countries. __________
4 A person from a very direct culture may not completely understand a person who uses few polite expressions. __________

3 Listen. Choose the correct answers.

1 What makes the speaker feel upset?
   a His boss asks him to give a presentation.
   b He is lost in a foreign city.
   c A colleague laughs at him.

2 How does he deal with the difficulty?
   a He continues what he is doing and takes control of the situation.
   b He asks the people around him for help.
   c He gives up and refuses to continue.

3 How does the speaker feel after the presentation?
   a He feels that it is funny.
   b He’s a bit angry.
   c He never thinks about it.

4 Choose the sentence which best explains the situation in Exercise 3.
   a In most countries, business meetings are very relaxed and making a joke during a meeting isn’t rude.
   b In some cultures, smiling or laughing is a way of showing that you are sharing another person’s problem.
   c In most parts of the world, when you’re giving a presentation, making a joke can help the audience to relax.

The changing world of English

About 375 to 450 million people speak English as their native (first) language, but there are 900 million to 1.5 billion non-native English speakers. Experts say that only about 25 per cent of conversations in English involve a native speaker. That means that three quarters of the world’s English language communication takes place among speakers of English as a second (or third or fourth) language.

These days, in many areas of work, English is a basic skill, like maths, that everyone needs in order to do their job. This wasn’t true twenty or thirty years ago. At that time, English language education in many places prepared students for travel to North America, the UK or Australia. But that’s changing. Now that English is a world language, learners need to prepare themselves to communicate with people from all over the world – people who have different accents, and may come from a wide variety of different cultures.

Words, of course, are very important to communication. But many people don’t realize that culture also has an effect on how we communicate. One example is cultural differences regarding politeness. In some languages and cultures, people use polite expressions that have the same meaning as ‘please’ and ‘thank you’ far more often than people in many other cultures think is necessary. If someone from a culture that uses a lot of polite expressions (Culture A) speaks English on the phone or attends a meeting with someone from a more direct culture (Culture B), the Culture A speaker may see the Culture B speaker as rude, while the Culture B speaker may feel that the Culture A speaker is, perhaps, not direct enough or maybe even not completely honest.

This doesn’t mean that students of English need to learn all about the cultures of the people who they speak English with. However, it does mean that they should try to keep an open mind when using English. They should also try to notice situations where, even though the words are clear, there may be communication problems because of cultural differences.
VOCABULARY  Working life collocations (verb + noun)

5 Complete the text. Use the correct verbs. The first letter has been given.

Developing transferable skills
If you want to 1h__________ a successful career, you may have to start by doing work for no pay.

An internship without pay is an opportunity to develop your ‘transferable’ skills. These include the ability to 2p__________ tasks, to 3d__________ with conflicts and other difficult situations, and to 4g__________ and 5p__________ information.

Working, attending classes, and socializing with people from other countries helps you to 6u__________ and can deal with cultural differences. When you 7a__________ meetings and 8s__________ on the phone, then you develop transferable communication skills that you’d need to 9d__________ almost any job. Completing a course shows that you 10u__________ technology and know how to use it.

And there’s one more transferable skill that should always try to develop: the ability to 11h__________ fun.

WORD FOCUS  work and job

6 Read the definitions. Complete the expressions. Use the words in the box.

between  get to  a great  out of  search

1 be looking for a job = be ________ jobs
2 be without a job = be ________ work
3 start to do something = ________ work
4 perform a task well = ________ job
5 the process of trying to find a job = ________

7 Complete the conversation. Use the expressions in Exercise 6.

A: How’s your 1__________ going? Have you found anything yet?
B: No. I’ve been 2__________ for about two months now.
A: You 3__________ of repairing computers. What about a career in IT?
B: If I am 4__________ for much longer, I will think about getting a job in IT.
A: That’s a good idea. I’m sure you’ll find something.
B: I hope so. For now I need to 5__________ sending out some emails and looking hard.
A: Good luck!

WORDBUILDING  Collocations (verb + noun)

8 In the two sets of words below, match each verb (1–10) with the correct noun (a–j). Note that get can be matched with three possible nouns, but the other verbs only go with one noun each.

<table>
<thead>
<tr>
<th>Verb</th>
<th>Noun</th>
</tr>
</thead>
<tbody>
<tr>
<td>learn</td>
<td></td>
</tr>
<tr>
<td>follow</td>
<td></td>
</tr>
<tr>
<td>accept</td>
<td></td>
</tr>
<tr>
<td>earn</td>
<td></td>
</tr>
<tr>
<td>apply for</td>
<td></td>
</tr>
<tr>
<td>a job offer</td>
<td></td>
</tr>
<tr>
<td>a new skill</td>
<td></td>
</tr>
<tr>
<td>positions</td>
<td></td>
</tr>
<tr>
<td>a qualification</td>
<td></td>
</tr>
<tr>
<td>your dream</td>
<td></td>
</tr>
<tr>
<td>a job</td>
<td></td>
</tr>
</tbody>
</table>

9 Complete the advice below with collocations from Exercise 8.

Getting your dream job
It’s easy for me to say that you should 1__________ and try to find a job that you really, really love, but it can be difficult to know what the first step should be. For a job in the arts – music, or dance, for example – the first thing you have to do is continue to 2__________. This usually means practice. At the same time, it may be useful to 3__________ such as a degree or diploma, to learn more about your chosen work. And don’t wait for the dream job to be the first one you try for. When you start out, you may need to 4__________ that aren’t paid, such as internships, or ones that don’t involve doing your dream job – yet. Still, it would be more sensible to 5__________ of selling tickets at a concert hall than to turn it down and wait to find work as a professional entertainer.

Dealing with a job you don’t really like
You may be able to improve an unhappy work situation by telling your boss that you’d like to 6__________, explaining why it would be useful in your work. Many companies have a budget for training, so you may be able to go on a course. Also, think ahead to what you’d like to do in your next job and try to 7__________ in your current work that might be useful to you in the future. One good way to do this is to volunteer to do work you’ve never tried before. If you feel certain that you really need to make a change, 8__________. For example, you may decide that you need to 9__________, and a pay increase by the end of the year, and if you don’t, you’ll look for another job. When you do 10__________ with another company, be prepared to explain why you’re leaving your current job and emphasize the great opportunity offered by the new employer.
1.4 What do you do?

VOCABULARY  Jobs

1 Match each job (1–6) with the correct description (a–f).

1 civil engineer  
2 law student  
3 plumbing apprentice  
4 sales assistant  
5 medical researcher  
6 trainee nurse

- a I’m learning my profession by working closely with someone who repairs water pipes.
- b My education is taking place in a hospital, helping people to be healthy.
- c I design roads and bridges.
- d I work in a shop.
- e My job is in a laboratory, studying diseases.
- f I’m at university, studying my country’s legal system.

PRONUNCIATION  Intonation in questions

2 Read the questions. Does the intonation rise (R) or fall (F) at the end of each sentence? Listen and check your answers.

1 What’s the name of your company?  
2 How do you get to work?  
3 Are you based in the main office?  
4 How big is your firm?  
5 Do you like your job?  
6 Do you work long hours?  
7 What kind of contract are you on?  
8 Are you a trainee?

3 Listen. You will hear seven questions. Choose the best response (a–g) to each question you hear.

1 c  
2   5  
3   6  
4

- a I’m based in Madrid.
- b Yes – it has about 1,000 beds.
- c I work as a trainee nurse.
- d It’s a temporary contract, but hopefully they’ll give me a permanent job after that.
- e I work for a private medical services provider.
- f I work closely with the members of the nursing team. They’re responsible for patient care.
- g Yeah, it’s hard work, but it’s interesting.

4 Listen to the full conversation and check your answers to Exercise 3. Then complete the questions.

1 So what__________________________?  
2 Who__________________________?  
3 Where__________________________?  
4 Wow! What__________________________?  
5 Is__________________________?  
6 What__________________________?  
7 Do__________________________?

5 Look at the information below. Write a conversation similar to the one above.

| Job: unpaid intern |
| Company/organization: a law firm |
| Location: Krakow, Poland |
| Job description: work closely with a team of lawyers organizing paperwork, but also making coffee and tea |
| Size of organization: medium-sized – about 100 employees |
| Type of contract: an eight-week internship |
| Like/Dislike: like getting useful experience, dislike the pay |

| ____________________________ | ____________________________ |
| ____________________________ | ____________________________ |
| ____________________________ | ____________________________ |
| ____________________________ | ____________________________ |
| ____________________________ | ____________________________ |
| ____________________________ | ____________________________ |
| ____________________________ | ____________________________ |
WRITING  Indirect questions

6 Read the advert and the letter. Then answer the questions beneath the letter.

VOLUNTEERS WANTED
for Countryside Projects
We are looking for enthusiastic and fit people to work for six weeks doing improvement work in several national parks both in the UK and abroad. Transport and accommodation are provided.

Dear Sir/Madam,

I have two questions.
1. What does the volunteer work in national parks involve?
2. Where is your organization based?

I look forward to hearing from you.

Yours faithfully,
Kim Simmons

1 How could the questions be written to make them more polite?

2 What needs to be added to the letter to make it more informative and polite?

7 Rewrite the letter. Include your answers to Exercise 6.

8 Read the sentences. Write I (indirect) or D (direct).

1 Can you tell me where the meeting will be held?
2 I’d like to know if there’s a possibility of working from home.
3 I’d like to know how much time I will have for the interview.
4 How long will I have to complete the assignment?
5 Is there a possibility of having some training?
6 Can you tell me if it’s an international company?
7 Where will we meet?
8 Is it a Japanese company?

9 Rewrite these direct questions as indirect questions.

1 Where is the office?
Can you tell__________________________?

2 Is the internship paid?
I’d like to know__________________________.

3 What does the training involve?
Can you tell______________________________?

4 Are there any jobs available in your London office?
I’d like to know______________________________.

5 How long is the interview?
I’d like to know______________________________.

10 Put the sections of the letter (a–d) in the correct order (1–4).

a Describe the information you need
b Refer to the job advertised
c Explain to the reader what you want to happen next
d Explain the reason for writing

11 Complete the letter with the phrases in the box.

am interested doesn’t say look forward make my application saw your advertisement

Dear Sir/Madam,

I 1__________________for local tour guides in the Daily Press and I 2__________________in applying. However, before I 3__________________, I have a question. The advertisement 4__________________, which days of the week are workdays. Do tours run all day, every day of the week?

I 5__________________to hearing from you.

Yours faithfully,
Sam Brown
1 Read the descriptions. Answer the questions.

Li Jing: My parents live in a flat in Shanghai. My father is a businessman and my mother works in a hospital. I have no brothers or sisters, and my grandparents live in the countryside. I have two cousins though – my uncle has a son and a daughter. I live in Singapore because of my job. I usually travel back home to Shanghai for the Chinese New Year celebration, and my parents usually visit me in Singapore in the autumn.

Wiktor: My parents and my grandmother live together in one house, along with my brother. Both my father and my mother work. My dad is a police officer and my mum is a primary school teacher. My brother is a cook in a local restaurant. He wants to move out of the house, but he doesn’t have enough money. I have my own flat, but I visit my family most weekends and we have a meal together.

Maria: My mother and her husband – he isn’t my father – live and work in Mexico City. They own a cleaning business together. My father lives in the USA, in Los Angeles, California. He has a small gardening business. I have three brothers. Sixtos works in a hotel in Mazatlan – he loves surfing. José Antonio is a student in Mexico City. Miguel lives in Spain and works as a teacher. Unfortunately, we don’t see each very often. I live in Buenos Aires with my husband – a doctor – and our two children.

2 Write notes about your family. Use the questions to help you.

Who is in your family? ____________________________

Where do they live? ____________________________

What do they do? ____________________________

When do you see them? ____________________________

Any other interesting information? ____________________________

3 Write sentences using the notes above. Use the words given and any other ideas you have.

(Name) lives in a (type of home) in (town or city).

My (family member) is a/an (job).

I see them/him/her (when/how often).

4 Practise describing your family out loud. Remember to practise ...

• using words and expressions you would normally use so that your words convey your personality.

• speaking from the heart and talking about things you know about.

• relaxing your body and moving and gesturing as you normally do.

ORGANIZING YOUR PRESENTATION

5 Match the four steps of a presentation with the examples of useful language (a–d).

1 Introduce yourself and your topic

2 Say which members of your family you want to talk about

3 Give more details

4 Finish

a The next part of the talk gives a little more information about each person.

b My name’s _____, and this talk is about my family.

c Now you know a little more about my family. Thanks for listening.

d My family consists of my parents, my grandfather, my brother and my two cousins.
YOUR PRESENTATION

6 Read the useful language on the left and make notes for your presentation.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Introduce yourself and your topic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>My name’s … , and this talk is about my family.</td>
</tr>
<tr>
<td></td>
<td>I’m … . Today’s presentation is about my family.</td>
</tr>
<tr>
<td><strong>2</strong> Say which members of your family you want to talk about</td>
<td></td>
</tr>
<tr>
<td></td>
<td>My family consists of …</td>
</tr>
<tr>
<td></td>
<td>When I say ‘my family’, I mean …</td>
</tr>
<tr>
<td><strong>3</strong> Give more details</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The next part of the talk gives a little more information about …</td>
</tr>
<tr>
<td></td>
<td>Now it’s time for me to tell you a few more details about …</td>
</tr>
<tr>
<td><strong>4</strong> Finish</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Now you know a little more about my family. Thanks for listening.</td>
</tr>
<tr>
<td></td>
<td>Thanks for listening to my talk. Do you have any questions?</td>
</tr>
</tbody>
</table>

7 Film yourself giving your presentation or practise in front of a mirror. Give yourself marks out of ten for …

- using words and expressions that you would normally use so that your words convey your personality. 10
- speaking from the heart and talking about things you know about. 10
- not worrying if you are nervous. 10
- relaxing your body and moving and gesturing as you normally do. 10
- following the four steps in Exercise 6. 10
- using correct grammar. 10