

# GETTING INTERNATIONAL. Session 3.- A tour around the office.

## Caso práctico

Read the text and listen to the Situation.



▶ 00:00

01:56 🔊

[Script](#)

In their tour around the office, Mr. Parker introduces the girls to the rest of their colleagues and ..... shows them around the different departments. They start at the Sales Department where they meet Francesco, an Italian boy; they follow with the IT Department where they meet Karen and Steve, who are British, and they end up at the Human Resources Department, where Miss Brown asks them some questions to fill in some application forms and asks them to fill in other documents.

**Miss Brown:** What's your name?

**Lourdes:** My name's Lourdes Serrano

**Miss Brown:** Is "Serrano" your surname that is, family name?

**Lourdes:** Yes, it is.

**Miss Brown:** Ok. Ms. Serrano, Where were you born?

**Lourdes:** I was born in Spain. I'm Spanish.

**Miss Brown:** When were you born?

**Lourdes:** I was born on August 26th, 1990.

**Miss Brown:** Could you please tell me...? What's your address at home?

**Lourdes:** My address is number 34, Alcalá street. Badajoz (Spain).

**Miss Brown:** Have you already got an address here in London?

**Lourdes:** Yes, I have. It's 20 Paddington Lane WC2H 7LA. London

**Miss Brown:** Great, What's your home telephone number?

**Lourdes:** My telephone number is 00 34 924245638.

**Miss Brown:** Have you got a mobile phone?

**Lourdes:** Yes, It's 00 34 654768749.

**Miss Brown:** Are you married?

**Lourdes:** No. I'm not. I'm single.

**Miss Brown:** Do you suffer from any illness?

**Lourdes:** No, I don't, though I'm allergic to nuts.

**Miss Brown:** Ok, Ms. Serrano I think that's all for now. Thank you very much.

**Lourdes:** You're welcome, bye.

## Think about it

Write in the forum. Do you like meeting new people? Why? Why not? Do you usually get nervous when meeting new people? Why? Why not? What do you usually do when you are new in a place, do you go and introduce yourself or do you wait for people to come to you? Why?

## 1.- What to say.

### Citas Para Pensar

*"You meet people who forget you. You forget people you meet. But sometimes you meet those people you can't forget. Those are your friends."*

*Unknown author.*

### Caso práctico



The girls have spent the whole morning filling application forms and walking around the different departments in the company. It's lunch time and some of the colleagues ask them to go with them to canteen for lunch. **Lourdes** and **Susana** are really nervous since they are in a real English company speaking English with real English people!

One question goes on and on in their minds: Will they get used to this new situation?

### Think about it

What do you think British people usually do when meeting new people? And when they see someone they have already met?

Mostrar retroalimentación

British people usually introduce themselves by shaking hands,

never by kissing like in Spain or other European countries. However, when they find someone they already knew, shaking hands between man or kissing between women is also allowed. As in any other language, the more you know someone, the more affection you show.

## 1.1.- Talking about yourself.



When meeting new people, it is quite normal to talk about oneself since after all, this is what meeting people consists of. Here you will find some useful phrases for you to ask, and others to help you introduce yourself so that you can interact with other people in English.

### Talking about yourself. Common questions.

COMMON QUESTIONS	TRANSLATION
Hello/Hi, my name's X, what's your name?	Hola, me llamo X, ¿Cómo te llamas?
Hi, how are you?	Hola, ¿Qué tal?
Where are you from?	¿De dónde eres?
What do you do for a living?	¿Cómo te ganas la vida? ¿A qué te dedicas?
What nationality are you?	¿Cuál es tu nacionalidad?
Where do you live?	¿Dónde vives?
What's your telephone number?	¿Cuál es tu número de teléfono?
What's your job?	¿En qué trabajas?
What do you usually do in your free/spare time?	¿Qué sueles hacer en tu tiempo libre?
What's your address?	¿Dónde vives? ¿Cuál es tu dirección?

### Talking about yourself. Common answers.

COMMON ANSWERS	TRANSLATION
Hi, nice to meet you.	Hola, encantado (o encantada) de conocerte.
It was nice meeting you, bye!	Ha sido un placer, hasta la próxima.

My name's X and I'm X years old.	Me llamo X y tengo X años.
I live in London.	Vivo en Londres.
My address is number 8, Princess Avenue.	Mi dirección es Princess Avenue, número 8.
My home telephone / mobile number is...	Mi fijo es... / mi móvil es...
I've got 2 brothers and one sister.	Tengo dos hermanos y una hermana.
I'm an only child.	Soy hijo único (o hija única)
I'm a teacher / an engineer.	Soy profesor, soy ingeniero. (O profesora, ingeniera)
I'm English.	Soy inglés / inglesa.
I'm single / married / engaged.	Estoy soltero / casado / comprometido. (o soltera / casada / comprometida)
I love/ enjoy playing basketball / travelling.	Me encanta jugar al baloncesto / viajar.
In my free time I usually read books.	En mi tiempo libre suelo leer.
My favourite film/ book is ...	Mi película/libro favorita/o es.
I'm good at painting/languages...	Se me da bien pintar / se me dan bien los idiomas.
I'm interested in politics.	Me interesa / me gusta la política.

## A step ahead

Watch these videos to listen to people introducing themselves. In the first one, you will learn how to introduce yourself in an informal situation, whereas in the second one, you'll listen to what to say when looking for a job. Have fun!

Learn English- Introd...



[Text summary.](#)

How to Introduce you...



[Text summary.](#)

## Think about it

Imagine you are new at British Corporation. Think about what you would say to introduce yourself in an informal way. When you are ready, enter the forum and record your voice. Try to sound natural.

## 2.- How to say it: The present: simple and continuous.

### Think about it

Read these two sentences carefully, what is the main difference between them?

- ✓ *My boss always speaks English to his partner in London.*
- ✓ *My boss is speaking English with his partner.*



Mostrar retroalimentación

Great! As you may have thought, in the first sentence the verb “speaks” refers to a habitual action, something my boss usually does, that is why it is in **the present simple**. However, in the second sentence, the action takes place at the moment of speaking and therefore we need to use **the present continuous**.

### Ejercicio Resuelto

Click here to read the Spanish version.

Mostrar retroalimentación

Genial, tal y como te habrás dado cuenta, en la primera frase el verbo se refiere a una acción habitual, algo que mi jefe suele hacer cada día por ello va en **presente simple**. Por el contrario, la segunda frase habla de una acción que está teniendo lugar en el momento de hablar por ello va en **presente continuo**.

As you already know the Present continuous is used to express:



- ✓ Actions that take place at the moment of speaking E.g.
  - *I'm checking my emails at the moment.*
  - *Mr. Parker is having lunch right now.*
- ✓ Sometimes we use the present continuous to talk about the future. We use it when we want to talk about what we have already arranged to do.
  - *I'm meeting my colleagues tomorrow at 7.30a.m.*
  - *My boss is travelling to China on Friday morning.*

## Ejercicio Resuelto

Click here to read the Spanish version.

Mostrar retroalimentación

Usamos el presente continuo para expresar:

- ✓ Acciones que tienen lugar en el momento de hablar.
- ✓ Acciones futuras ya planeadas de antemano o anotadas en una agenda.

### How to make the present Continuous:

#### ✓ Affirmative Form:

Subject + verb to be + main verb + ING  
*Paul is talking on the phone.*

#### ✓ Negative Form:

Subject+ verb to be + NOT + main verb + ING

*Joseph isn't reading the newspaper.*

#### ✓ Interrogative Form:

Verb to be + subject + main verb + ING + complements + ?

*Is he working at the moment?*



### Common present continuous time expressions:

- ✓ At the moment.

- ✔ Now.
- ✔ Today.
- ✔ This week.
- ✔ This month.
- ✔ Tomorrow.
- ✔ Next week (for future arrangements).
- ✔ Currently.

## 2.1.- Now put it into practice.

### Autoevaluación

Choose the correct verbal tense.

- 1.- What  your sister  for a living? (do).
- 2.- Math  in a factory at the moment till he finds a better job. (work).
- 3.- Molly always  at the canteen on Fridays. (have lunch).
- 4.- After work, he often  down to the gym round the corner. (go)
- 5.- Apple  a new IPOD in two weeks. (launch).
- 6.- My boss  a videoconference with his partner in Tokyo right now. (have).
- 7.-  John  to the office today? (come).
- 8.- Paul and Rachel  always  about her job. (complain).
- 9.- I am at the bank. I  here, I  just  some money. ( not work / withdraw).
- 10.- She  the new manager. He is very demanding. (like).
- 11.- The dollar  against the Euro. (fall).
- 12.- I  like doing all this stuff today. (not feel).
- 13.-  you  a lot for business? (travel).



Enviar

- 1.- What **does** your sister **do** for a living?
- 2.- Math **is working** in a factory at the moment till he finds a better job.
- 3.- Molly always **has lunch** at the canteen on Fridays.
- 4.- After work, he often **goes** down to the gym round the corner.
- 5.- Apple **is launching** a new IPOD in two weeks.
- 6.- My boss **is having** a videoconference with his partner in Tokyo right now.
- 7.- **Is** John **coming** to the office today?
- 8.- Paul and Rachel **are** always **complaining** about her job.
- 9.- I am at the bank. I **don't work** here, I **am** just **withdrawing** some money.
- 10.- She **doesn't like** the new manager. He is very demanding.

- 11.- The dollar **is falling** against the Euro.
- 12.- I **don't feel** like doing all this stuff today.
- 13.- **Do** you **travel** a lot for business?

## Autoevaluación

**Complete this text with the correct present tense.**

My name  (to be) Peter, I  (to live) in the suburbs of Boston with my family. Most people  (believe) we  (to be) rich because we  (to live) in a big house. But our family  (to seem) to be like any other one. Have a look:

Maggie, my wife,  (to love) cooking. She  (to enjoy) being in the kitchen with her friends. At the moment she  (to make) a cake and you can't talk to her. What really  (to worry) her is our daughter, who  (to prefer) to chat in front of her computer instead of cooking with her.

Like many teenagers, Jenny  always  (to complain) about her parents and she  (to think) it  (to be) easier to get advice from someone she  (not + to go to) see later than listening to her parents.

It's 5 pm. Paul, my son,  (to play) basketball in the garden and I  (to watch) TV, waiting for that delicious cake that Maggie  (to cook). I told you, a family like yours. Peter.

Enviar

My name **is** Peter, I **live** in the suburbs of Boston with my family. Most people **believe** we **are** rich because we **live** in a big house. But our family **seems** to be like any other one. Have a look:

Maggie, my wife, **loves** cooking. She **enjoys** being in the kitchen with her friends. At the moment she **is making** a cake and you can't talk to her. What really **worries** her is our daughter, who **prefers** to chat in front of her computer instead of cooking with her.

Like many teenagers, Jenny **is** always **complaining** about her parents and she **thinks** it **is** easier to get advice from someone she **is not going to** see later than listening to her parents.

It's 5 pm. Paul, my son, **is playing** basketball in the garden and I **am watching** TV, waiting for that delicious cake that Maggie **is cooking**. I told you, a family like yours. *Peter.*

## 2.2.- Stative verbs.

According to grammarians, there are two types of verbs: **stative and dynamic**.

That is, those verbs that cannot be used in the present continuous and those that can be used in any verbal tense. Here you have a list of the verbs that cannot be used in the present continuous.



Here you have a list of the **verbs that cannot be used in the present continuous**.

Like.→Know.→Belong.→Love.→.....Realise.→Fit.

Hate.→Suppose.→Contain.→Want.→Mean.→Consist.

Need.→Understand.→Seem.→Prefer.→Believe.→Depend.

Agree.→Remember.→Matter.→Mind.→Recognise.→See.

Own.→Appear.→Look. (=seem)→Sound.→Taste.→Smell.

Hear.→.....Astonish.→Deny.→Disagree.→Please.→Impress.

Satisfy.→Promise.→Surprise.→Doubt.→Think (=have an opinion).

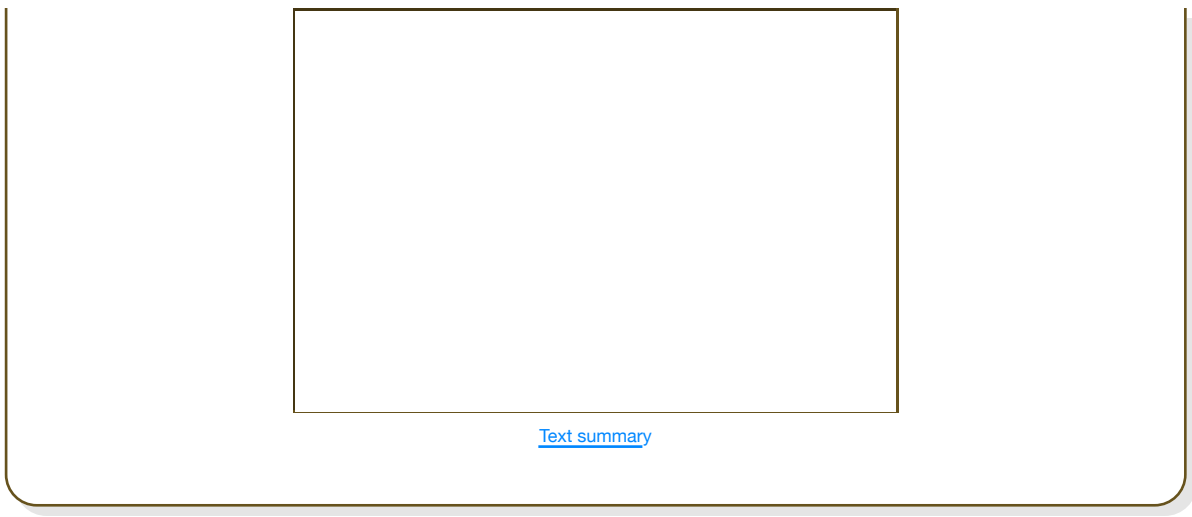
Feel (=have an opinion).→Wish.→Imagine.→Concern.→Dislike.

Be.→Have.→Deserve.→Involve.→Include.→Lack.

.....Measure. (=have length etc)→Possess.→Owe.→Weigh. (=have weight).

### A step ahead

To learn more about **Stative verbs**, watch the following tutorial.



## 2.3.- Now put it into practice.

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# Autoevaluación

Choose the present simple or present continuous (these verbs are sometimes stative). Use contractions when possible.

- 1.- She  (like) having a bath every evening.
- 2.- My husband  (always / taste) the food first.
- 3.- A: Where's Luke? B: He  (see) the doctor now.
- 4.- I  (not / think) that's a good idea.
- 5.- He  (have) a party at the weekend.
- 6.- This coffee  (not / taste) right.
- 7.- We , (see) John and Susie next weekend.
- 8.- What  (you / think) about the war in Iraq?
- 9.- She  (have) a headache.
- 10.- It  (be) cold today.
- 11.- They  (not / have) a car.
- 12.- I  (not / see) anything, I can't work the telescope.
- 13.- The waiter  (taste) the wine now.
- 14.- She  (not / be) a doctor.



Enviar

- 1.- She **likes** having a bath every evening.
- 2.- My husband **always tastes** the food first.
- 3.- A: Where's Luke? B: He **is seeing** the doctor now.
- 4.- I **don't think** that's a good idea.
- 5.- He **is having** a party at the weekend.
- 6.- This coffee **doesn't taste right** right.
- 7.- We **are seeing**, John and Susie next weekend.
- 8.- What **do you think** about the war in Iraq?
- 9.- She **has** a headache.
- 10.- It **is** cold today.
- 11.- They **don't have** a car.
- 12.- I **don't see** anything, I can't work the telescope.
- 13.- The waiter **is tasting** the wine now.
- 14.- She **isn't** a doctor.

## 2.4.- Revision of grammar.

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### A piece of advice

Why don't we revise some of the main grammar points we've seen in this unit? Take a look at the following presentation. You might find it interesting.

**Present Simple**  
**ve** **/s)**  
**Presen** **inuuous**

▶ 00:00



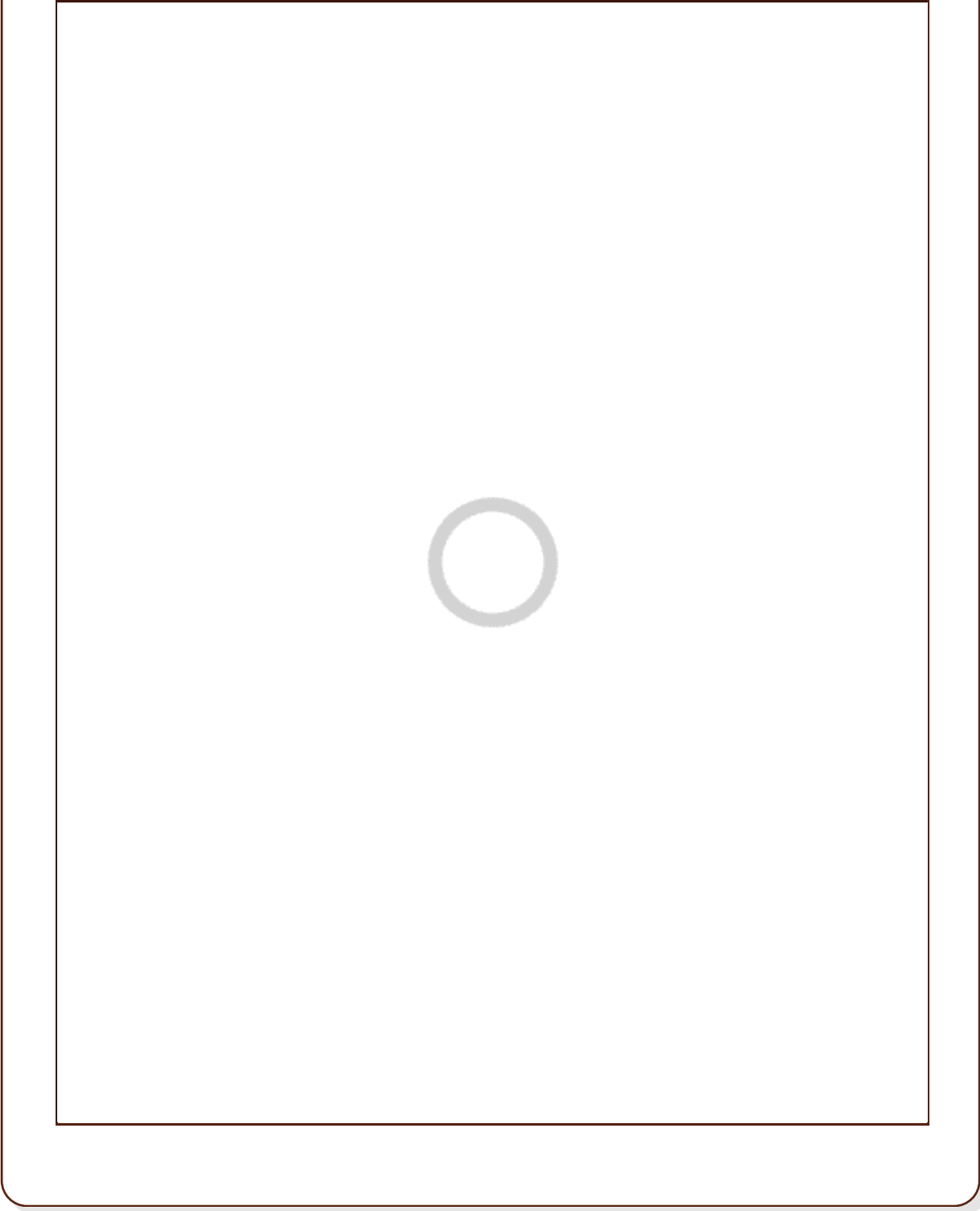
02:05



[Download presentation](#)  
[Text summary](#)

### Another piece of advice.

You can see this interesting presentation about Present simple and continuous:



## 2.5.- Pronunciation. The third person singular II: Voiceless sounds.

### Look and learn.

The -(e)s of the simple present tense is pronounced as /s/ after a .....voiceless sound, except /s/, /sh/, and /ch/. The voiceless sounds are sounds that are produced with no vibration of the .....vocal chords. The voiceless sounds in English are:

/f/, /k/, /p/, /s/, **voiceless th** (as in *with*), **ch** (as in *watch*), **sh** (as in *wash*)



Examples: *laughs, talks, stops.*

## Ejercicio Resuelto

[Click here to read the Spanish version.](#)

Mostrar retroalimentación

### Mira y aprende:

La terminación -(e)s del presente simple se pronuncia como /s/ tras los sonidos sordos, excepto: /s/, /sh/, and /ch/. Los sonidos sordos se producen sin vibración de las cuerdas vocales. Los sonidos sordos en Inglés son: /f/, /k/, /p/, /s/, /th/ (como en "with"), ch (como en "watch"), sh (como en "wash").

### NOW IT'S YOUR TURN.

#### -(e)s pronounced as [S]

Read these words aloud. Make an effort to pronounce the final -(e)s sound:

Attacks → Attempts → Attracts → Beeps.  
 Blinks → Boasts → Breaks → Circulates.  
 Cites → Coasts → Conflicts → Confronts.  
 Consists → Corrupts → Coughs → Defeats.  
 Demonstrates → Detects → Develops → Hits.  
 Irritates → Jumps → Knocks → Laughs.

Leaps→Rates→Reacts→Reflects.  
Resents→Retreats→Risks→Shapes.  
Sits→Sleeps→Snaps→Stacks.  
Sticks→Stops→Swaps→Tapes.  
Thanks →Thinks→Types→Winks.  
Hits→Quotes→Puffs→Props.

## You should know

Click on the websites below to listen to the pronunciation of the voiceless sounds.

[Pronunciation.](#)

[Pronunciation tips](#)

## 3.- Words you need: Parts of a company.



As you already know, most companies are divided into different departments and sections, all of them with workers carrying out different tasks. Let's take a look at the most common ones.

### Vocabulary related to the parts of a company.

PARTS OF A COMPANY	TRANSLATION
<b>DEPARTMENTS</b>	<b>DEPARTAMENTOS</b>
Human Resources.	Recursos Humanos.
Research and Development.	I + D.
IT (Information technology).	Informática.
Production.	Producción.
Finance.	Contabilidad.
Marketing.	Marketing.
Sales.	Ventas.
Customer service.	Atención al cliente.
Logistics.	Logística.
Purchasing.	Compras.
<b>JOBS / POSITIONS</b>	<b>CARGOS</b>
Secretary.	Secretario (o secretaria).
Manager.	Gerente, administrador (o administradora).
Deputy manager.	Sub-gerente, segundo de abordo (o segunda).
Director.	Director (o directora).

Accountant.	Contable.
Intern.	Becario o becaria.
Analyst.	Analista.
Designer.	Diseñador (o diseñadora).
Chairman / president.	Presidente (o presidenta).
Commercial agent.	Comercial.
Cleaning staff.	Plantilla de limpieza.
Caretaker.	Conserje.
<b>OTHER FACILITIES</b>	<b>OTRAS INSTALACIONES</b>
Parking lot.	Aparcamiento.
Reception desk.	Mostrador de recepción.
Cafeteria / Canteen.	Cafetería.
Lifts (British English) / Elevators (American English).	Ascensores.
Vending machine.	Máquina expendedora.
Toilets (B.E.) / Restrooms (A.E.).	Baños.
Staff room.	Sala de personal.
Cleaning room.	Cuarto de la limpieza.
Copy machine.	Fotocopiadora.

## 3.1.- Now put it into practice.

### Autoevaluación

Match up the following departments to what they do.

Human Resources → Research and Development → IT Information technology → Production → Logistics → Finance → Marketing → Sales → Customers.

- 1.- Responsible for taking care of customers needs. .
- 2.- Responsible for making the product. .
- 3.- Responsible for selling the product. .
- 4.- Responsible for how the product is launched. .
- 5.- Responsible for hiring and dealing with staff. .
- 6.- Responsible for the company's network and computers. .
- 7.- Responsible for payments, bills and expenses. .
- 8.- Responsible for developing and improving the product. .
- 9.- Responsible for the shipping and handling of the product. .



Enviar

- 1.- Responsible for taking care of customers needs. **Customers.**
- 2.- Responsible for making the product. **Production.**
- 3.- Responsible for selling the product. **Sales.**
- 4.- Responsible for how the product is launched. **Marketing.**
- 5.- Responsible for hiring and dealing with staff. **Human Resources.**
- 6.- Responsible for the company's network and computers. **IT Information Technology.**
- 7.- Responsible for payments, bills and expenses. **Finance.**
- 8.- Responsible for developing and improving the product. **Research and Development.**
- 9.- Responsible for the shipping and handling of the product. **Logistics.**



# Autoevaluación

There are different posts in a company. Fill in the gaps with the right job.

**Analyst → designer → chairperson → partner → secretary → manager → commercial agent → accountant → receptionist → cleaning staff.**







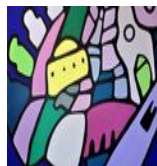

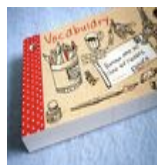
- 1.- Amancio Ortega is the  of Indetex.
- 2.- Our  will visit your business soon.
- 3.- I work as a  at the Royal Hotel.
- 4.- Please, contact my  to arrange our next meeting.
- 5.- Sam works at Bank of America as a financial .
- 6.- I would like to speak to the  of the sales department.
- 7.- Oh, sorry, you are right. The  has made a mistake in the bill.
- 8.- The  of our company logo has been awarded a prize.
- 9.- Mr. Fox has been my business  and my friend for over 20 years.
- 10.- My office has been refurnished. Now I need the  to tidy up the mess.

Enviar

- 1.- Amancio Ortega is the **chairperson** of Indetex.
- 2.- Our **commercial agent** will visit your business soon.
- 3.- I work as a **receptionist** at the Royal Hotel.
- 4.- Please, contact my **secretary** to arrange our next meeting.
- 5.- Sam works at Bank of America as a financial **analyst**.
- 6.- I would like to speak to the **manager** of the sales department.
- 7.- Oh, sorry, you are right. The **accountant** has made a mistake in the bill.
- 8.- The **designer** of our company logo has been awarded a prize.
- 9.- Mr. Fox has been my business **partner** and my friend for over 20 years.
- 10.- My office has been refurnished. Now I need the **cleaning staff** to tidy up the mess.

## Appendix.- Licences of resources.

### Licences of resources used in session 3. "A tour around the office".

Resource (1)	Resource information (1)	Resource (2)	Resource information (2)
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