

Student Material Phone Conversation 3

Inglés de Negocios Internacional - Intermediate

Part 1: Your company

Student answers the following questions

1. How Large is the company that you work for?
2. How many people are in your department?
3. What is your position?
4. What are you responsible for?
5. What other positions have you had in the past?
6. What job are you working towards?



Part 2: Company Structure

Discuss with your student

What do the following departments do?

Example for teachers: R&D: In R& D, people research and develop new products)

1. Finance
2. Human Resources
3. IT
4. Sales and Marketing



- Which departments do you have at your company?
- What other departments can you think of?

Part 3: Job titles

Discuss the following job profiles, then match the job profile with the job title.

Now describe your job profile to your teacher.

Product Manager

CEO

Customer Service
Rep

Human Resources
Manager

They plan, direct, and coordinate the administrative functions of an organization. They oversee the recruiting, interviewing, and hiring of new **staff**; consult with top executives on strategic planning; and serve as a link between an organization's **management** and its employees.

They are the highest-ranking executive at a company? They make major corporate decisions, manage the company's overall resources and operations, and communicate with the board of directors, management team, and corporate operations.

Attracts potential **customers** by answering product and **service** questions; suggesting information about other products and services. Process orders, prepare correspondences and fulfil **customer** needs to ensure **customer** satisfaction.

Develops products by identifying potential products; conducting market research; generating **product** requirements; determining specifications, production timetables, pricing, and time-integrated plans for **product** introduction; developing marketing strategies.