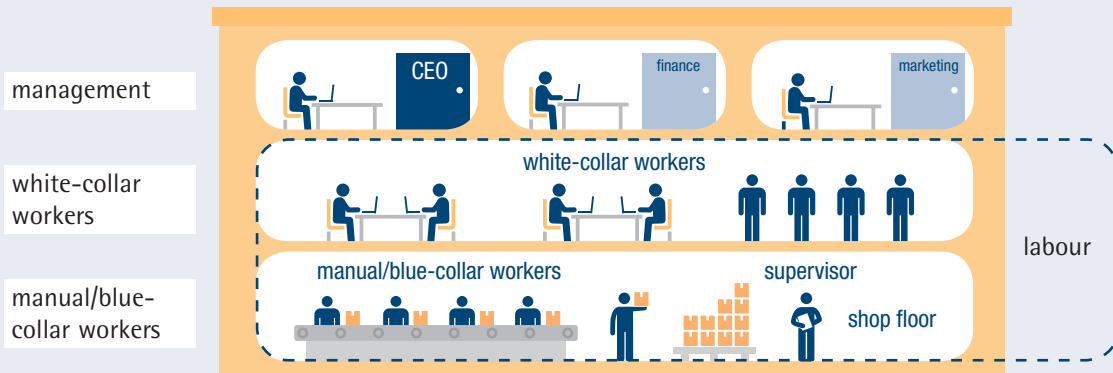


6

People and workplaces

A Employees and management



The people who work for a company are on its **payroll**. They are its **employees, personnel, staff, workers** or **workforce**. These words can also refer just to the people carrying out the work of a company, rather than the **management** – those leading and organizing the company.

Note Workforce, work-force and work force are all possible.

B Management and administration

A company's activities may be spread over different **sites** in different places. A company's most important managers usually work in its **head office** or **headquarters (HQ)**. Some managers have their own individual **offices**, but often employees work in **open-plan offices** – large areas where many people work. **Administration** or, informally, **admin** – the ordinary work supporting a company's activities – is often done in offices like these by **administrative staff** or **support staff**. For example, those giving technical help to buyers of the company's products are in **technical support**.

C Labour

You use **labour** to talk about everyone except the management who works for a company, especially a company that makes things.

Note BrE: **labour**
AmE: **labor**

labour	costs	what companies have to pay for labour, rather than materials, etc.
	dispute	a disagreement between management and labour
	leader	someone in charge of an organization that represents workers
	relations	the relationship between management and employees in general
	shortage	a period when there are not enough people available to work
	unrest	a period of disagreement between management and employees

Labour unions (AmE) and **trade unions** (BrE) defend the interests of workers.

When workers are not happy with pay or conditions, they may take **industrial action**:

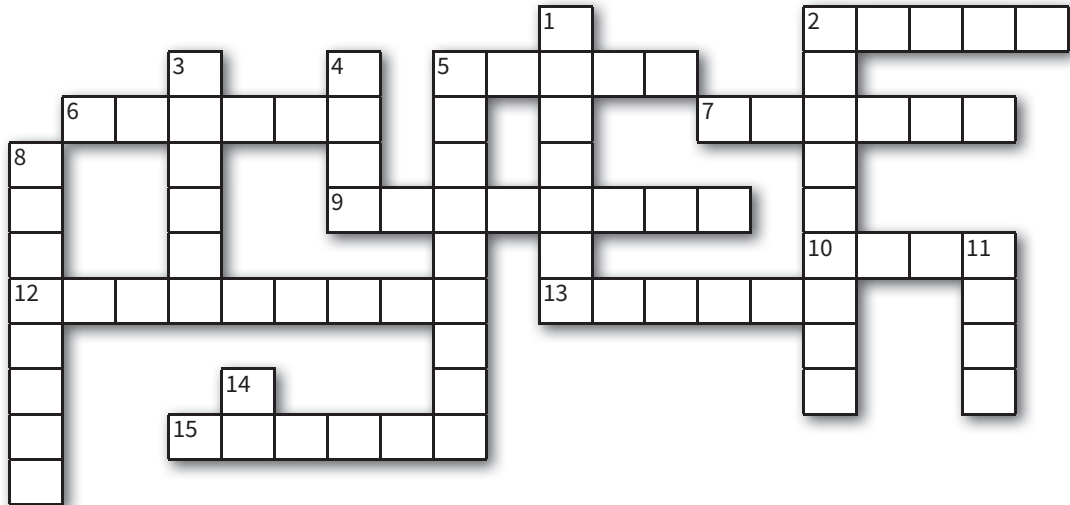
- a **strike, stoppage** or **walk-out** – workers stop working for a time
- a **go-slow** – workers continue to work, but more slowly than usual
- an **overtime ban** – workers refuse to work more than the normal number of hours

D Personnel and HRM

In larger organizations there is a **human resources department (HRD)** that deals with pay, recruitment, etc. This area is called **human resources (HR)** or **human resource management (HRM)**. Another, older, name for this department is the **personnel department**.

Exercises

6.1 Complete the crossword with the correct form of words from A, B, C and D opposite.



Across

- 2 and 15 Office workers may be described this way. (5, 6)
 5 all of the people working for a company (5)
 6 workers who use their hands are of this type (6)
 7 when people stop working to protest (6)
 9 one of the people working for an organization (8)
 10 occasions when workers stop working in order to protest: walk-..... (4)
 12 another name for the human resources department (9)
 13 workers seen as a group (6)

Down

- 1 Everyone working for a company is on this. (7)
 2 everyone, or everyone except top managers (9)
 3 These are *trade* in the UK and *labor* in the US. (6)
 4 and 15 across Manual workers are this, even if they don't wear this. (4, 6)
 5 A place in a factory where the production lines are. (9)
 8 when people stop work to complain about something (8)
 14 and 11 Workers do this when they intentionally produce less. (2, 4)

6.2 Manuel Ortiz is the founder of a Spanish computer sales company. Use the words in B and D opposite to complete what he says about it.

'I founded Computadoras Creativas 20 years ago. We started with a small **(1)** _____ in Madrid. Our **(2)** _____, our **(3)** _____ is still here, but now we have sites all over Spain, with about 500 employees. Many of the offices are **(4)** _____ - everyone works together. This includes managers to **(5)** _____ - secretaries and people who support the company's activities, and people in technical **(6)** _____ giving help to customers over the phone.

Recruitment is taken care of in Madrid, by the **(7)** _____ or **(8)** _____?

Over to you

Answer these questions about the company you work for or would like to work for. Look at the company website to help you.

- Where is its head office? How many sites does the company have? How many employees?
- Do people have their own offices or are there open-plan offices? Which do you or would you prefer to work in?

A

CV tips

A **CV** or **curriculum vitae** is a document about your education, career and objectives. Look at the tips:

- Put your **name** and **contact details** at the top.
- Talk about your **career goal** – professional objective.
- Mention your **skills** (see Unit 4).
- Include your **qualifications** (see Unit 4).
- Write about your **experience** and your **achievements**.
- You can mention relevant **interests**.
- Use **keywords** relevant to the employer, ones that will be picked out by automated systems.
- Avoid **exaggerations** – saying something is better or more important than it really is.
- Be **concise** – not more than two pages, preferably one.

Note

BrE: **CV** or **curriculum vitae**AmE: **résumé** or **resume**.

Experience is uncountable in this context: 'I have a lot of experience in this area', not **experiences**.

B

Parts of a CV

Layout is the way that information is arranged on the page. Clear layout is very important for CVs.

MARIA SOARES

34 Avenida da Liberdade, 1250 Lisbon, Portugal
email: maria.soares88@gmail.com

mobile: +351 93 472 3792

Career goal: Looking for a **stimulating**¹ career in web design in an **established**² design company

Skills:

Visual **creativity**³; good **leadership skills**⁴; Understanding of all technical and design issues in website construction and maintenance; **Bilingual**⁵ in Portuguese and English

Qualifications:

2016–2017 London Business School – MBA

2011–2012 University of Berlin – Master's degree in Advanced Web Design (course taught in English)

2002–2007 Porto School of Architecture and Design – Architecture degree

Experience:

2012–2016 **Freelance**⁶ Web Designer, based in Berlin. Worked with a number of German internationals, contributing design and technical expertise.

2009–2011 Internet Advertising Manager, Publicidades Inovativas, Lisbon. Worked on key client website advertising campaigns.

2007–2009 Architectural Assistant, Projetos do Norte, Porto. Provided support to senior members of the firm, working on commercial building projects.

¹ interesting and exciting

² one that has existed for some time

³ producing new ideas

⁴ ability to manage people and lead them in new directions

⁵ able to speak two languages

⁶ working independently, not as a company employee

C

Cover letters and emails

Find out if you should send your application by post or email. If by email, you can copy your **cover letter** into the email, or send it as an attachment. Look at Maria's **cover email**.

To: recruitment@lisbonwebdesign.pt

Subject: Application for **position** of Department Manager

Dear Ms Santos

I am writing with reference to your online advertisement for a department manager. **As you will see** from the **attached CV**, my background is in this area. I have long experience of web design, and I recently completed an MBA in London, where I developed my management and leadership skills.

I would now like to relocate back to Portugal.

I am available for interview on the date that you mention.

I look forward to hearing from you.

Best regards

Maria Soares

Note

Position is a formal word for 'job', used especially in the context of job applications.

If writing a letter, start **Dear Sir or Madam**, or **Dear**, with the name of the person if you know it, and end **Yours sincerely**. Cover emails and letters should also be concise – less than one page.

Exercises

53.1 A recruiter is making comments about various candidates' CVs. Which point in A opposite does each comment refer to?

- 1 She's certainly not short and to the point – it's four pages long!
- 2 He speaks Japanese and Chinese, having lived in each country for 10 years.
- 3 She hopes to get into senior management one day.
- 4 He says he has a degree, but we checked with his university – he dropped out and didn't finish the course.
- 5 She puts her address, mobile number and email address at the top – that's good.
- 6 He has a degree in marketing and is a member of the Chartered Institute of Marketing – he passed all the exams.
- 7 She plays hockey, so she must be a good team player.
- 8 He mentions all the right words – that's why the computer picked out his CV.
- 9 She talks about her 15-year career with Google and the number of people she managed there.

53.2 Complete this CV with headings from A and B opposite.

Alexandre Duchamp

(1)
1999–2002 Mechanical engineering degree, University of Toronto
2002–2003 Master's in electric car engineering, University of Vancouver

(2)
 To work in the most advanced areas of electric car design and engineering

(3)
 Good at working independently
 Bilingual in French and English

(4)
2003–2009 Production engineer at General Motors, Peoria, Illinois
2009–2017 Development engineer, driverless cars, at Tesla Design Center, Hawthorne, California

(5)
 14350 Manor Drive, Hawthorne, CA 90250
 Email: aduchamp1980@hotmail.com Tel: +1 424 825 3910

53.3 Complete this cover email by choosing the correct expressions from C opposite.

To: jobs@canadelec.com
From: aduchamp1980@hotmail.com
Subject: Application for position of driverless car engineer

Dear Mr Wright

(1) from the (2), my background is in electric car engineering, and (3) to your online advertisement for driverless car engineers. I have been working in the US for nearly 15 years and (4) back to Canada.

(5) (6) for interview on the date that you mention in the advertisement.

Best wishes
 Alexandre Duchamp

Over to you

Write your own CV. If you already have one, look at it again and use the ideas and vocabulary in this unit to update it.