

## Before you start

1 Look at the photos. Which departments of a company do they represent?



## Reading

2 Someone is giving a visitor a tour of a company. Read about the nine departments and match the pictures with four of the paragraphs. Then underline the names of all the departments.

OK, let's start here, in research and development, or R & D. This department is responsible for thinking of ideas for new products and finding ways to improve our existing products ...

This department looks after our computer equipment. They deal with any problems. This is information technology, or IT ...

Purchasing buys all the things we need to make our products. They talk to our suppliers and try to get the best price ...

This is the main factory area, the production department. Here we make our products. It's the biggest part of the company ...

Here in the finance department, they check how much the company is making and decide how much to spend. They also pay employees' salaries ...

This department looks after the people who work here. Human resources is responsible for recruiting new employees, organizing training and helping with any problems ...

Sales and marketing is very important. The marketing people think up the ideas for selling our products. The sales people go out and sell our products to our customers ...

Customer services processes orders from customers. It organizes transportation, checks that customers have received their orders and deals with complaints ...

Finally, distribution is responsible for transporting our products. They receive orders from customer services, and plan how and when to transport the products so the customers receive them at the right time ...

## Vocabulary

3 Match the names of the departments (1–9) with the phrases (a–i) to make a short description of each department.

- |                          |                                     |
|--------------------------|-------------------------------------|
| 1 Sales and marketing    | a transports the products.          |
| 2 Information technology | b pays the salaries.                |
| 3 Customer services      | c sells the products.               |
| 4 Human resources        | d makes the products.               |
| 5 Purchasing             | e looks after the computers.        |
| 6 Production             | f thinks of ideas for new products. |
| 7 R & D                  | g recruits new staff.               |
| 8 Finance                | h processes orders from customers.  |
| 9 Distribution           | i buys parts from suppliers.        |

## Speaking

4 Work in pairs to test each other. Take turns to ask questions about the different departments.

*Which department pays the salaries?*

5 Imagine you work in the human resources department of a manufacturing company. Give a short talk to some new employees.

- Decide what the company makes, e.g. bicycles, computers.
- Prepare the talk for some new employees. Explain what each department does. Don't write every word – just make notes.
- Give your talk to some other students.

### Get real

Use the Internet to find out about a large company, or visit a factory in your home town. Find out what the company makes, what departments it has and what they are called.