

Daily Routines

Before you watch

A

Work in pairs. Discuss the questions about daily routine.

1. What do you do? (i.e. what is your job?) / What job would you like to do when you complete your studies?
2. Can you describe your typical day at work? / What might you do on a typical work day?
3. Look at these areas of work. What might people working in these areas do on a typical day?

Client Strategy

Customer Success

Sales and Marketing

Solutions Consultancy

Video

A

Watch the first part of the video as people explain their jobs. Complete the information in the table for three of the people being interviewed. Then, discuss the questions.

Name	Role / Department	Company	Responsibilities
Vivek		Harness	<ul style="list-style-type: none"> • meeting clients • helping them solution • building strategy documents with them
Anne		Invoke	
Kristina			

1. Whose job sounds the most interesting / challenging / stressful?
2. Do you know anyone who has a similar job to these people?
3. In your opinion, which speaker explained their job and responsibilities most clearly? Why?

B

Watch the second part of the video as people describe their typical day at work. Answer the questions about each speaker.

1. How does Chris describe his work?
2. In which different locations does Chris work?
3. What does Prad produce for potential clients?
4. What does Prad mean when he talks about “playing” with technology?
5. How much of the week is Jason in the office?
6. What does Jason mean when he talks about where his company is “in the quarter”?
7. How long has Kieran been with the company?
8. What does Baiba mean when she describes her role as “reactive”?

C

In pairs, discuss which of the employees from the second part of the video you would associate with the following work-related skills, responsibilities or departments?

- creativity
- problem-solving
- clerical tasks/admin
- presentations
- Human Resources
- working with numbers or stats
- supervision
- dealing with clients face-to-face
- Marketing
- expanding a customer or client base

D

Discuss this question with a partner.

- Which of the employees from the video would you like to do a one-week ‘job swap’ with? Why?

Language focus

A

Read this extract from the video, in which Vivek explains his job role. Then answer the questions. Share your ideas with a partner.

Vivek: So, I am the Global Head of Client Strategy for a company called Harness. We deal with data and insight across the world, but we try and make data fun **predominantly**. So, we ... what we try to do is help companies understand what their data can do and my role is going out and meeting clients, helping them solution and building strategy documents together. And then, **effectively**, bringing our staff into actually doing some work with them.

1. How does Vivek structure his response to the question 'What do you do?'

- _____
- _____
- _____

2. Do you feel Vivek's response is general or specific? Does he give lots of technical details about his role? Give examples to support your answer.

3. Would you say Vivek's response seems formal?

4. a. Look at the words in **bold**. Which word means...

... mainly, primarily? _____

... actually, but not officially? _____

b. What is the purpose of these two words in Vivek's explanation?

B

Plan how you would introduce your own company and role. Use a similar structure to Vivek, include similar language if relevant.

Notes

C

Complete each phrase using words in the box to form different responsibilities.

a role / roles	a team	data	deals	emails	in the office
our business	prospective clients	strategy documents	technical documents		

1. meet	6. manage
2. close	7. backfill
3. complete	8. check
4. promote	9. build
5. analyse	10. spend time

D

List any other duties that people might perform at work. Try to include phrases rather than individual words.

<p>Notes</p> <p><i>Negotiate contracts, process payroll, attend meetings ...</i></p>

Communication focus

A

Work with a partner. Ask and answer these two questions from the start of the lesson

- What do you do?
- Can you describe your typical day at work?

B

Assess your partner's responses in the table. Include strengths and areas for improvement.

Partner's name:	
Question 1: What do you do?	<i>How well does your partner follow the structure from Language focus A and B?</i>
Question 2: Can you describe your typical day at work?	<i>What level of detail does your partner give? Is the information clear? Could it be understood by someone working in a different field?</i>

C

Based on the information your partner shared, write a brief job description for their role.