

UNIT 3

PREPARING FOR AN INTERVIEW



PART 1 READING AND VOCABULARY

1. Work with a partner. Discuss these questions:
 - 1) What would you wear for an interview?
 - 2) How important do you think it is to look good at work?
 - 3) Do you know anyone who has been unfairly promoted or been given privileges because of how they look?
2. Read the first paragraph of the text and answer these questions:
 - 1) Why did the programmer work nights?
 - 2) Does the writer think it is right to judge people on the way they dress?
 - 3) How long does it take someone to pass a judgement on another person?

DRESS FOR SUCCESS

You may have heard about the Silicon Valley programmer who worked nights so he could be naked. Even so, I bet that he turned up to his job interview in more than his birthday suit! And how we look when we go for that job interview is very important. There are those who say, 'It shouldn't matter what I look like, and what I wear as long as I do my job well.' They're right, of course, but this isn't borne out by what happens in real life. People make their minds up about us in the first few seconds of meeting – from seven to fifteen seconds is all it takes. This means that before any words are exchanged, their opinion is already starting to form.

But is it really the case that jobs are won or lost on the basis of how we look? It seems so. The link between appearance and success has been the subject of some serious research. An attractive person is more likely to be offered a job over an unattractive person with similar qualifications and experience. The same rule applies for job promotions. People who are judged attractive make between 7.5% and 15% more than the rest of their ordinary looking peers. People who are better looking benefit from the 'halo effect', are more popular, and receive more chances than the others. The news is bad for unattractive people. They earn on average 10% an hour less than an average looking person. So ugliness can be bad for your wealth.

Height is also a key factor for men. Cynics said that George Washington only became US President because he was the tallest guy in the room. Men over 1m75 get a lot of breaks. They earn more, receive better appraisals, and get promoted more easily. Research has shown that a man who is 1m82 earns almost \$800 a year more than a man who measures 1m65 with the same qualifications. So the man who is tall and handsome has got it made! For women, being attractive never did any harm – or can it? Being too pretty can work against women who want to get on in a masculine world, as they might well be considered to lack the necessary toughness. Good-looking women who get to the top are said to do so through luck; their less attractive sisters are perceived to

have arrived there through ability.

It seems that no matter how hard we try to be fair and impartial, when it comes to recruiting and promoting, we find it hard to shake off our prejudices about appearance. Our appearance and clothes send a message, and for many people they are the outward and visible sign of the purpose and character of the person who wears them. Appearance is often perceived (perhaps sub-consciously) as just another asset like communication skills or a good education.

So remember that old adage that first impressions count. If you are blessed with good looks, you have an advantage. For the rest of us, we need to make the most of ourselves as much as we can with the right clothing and a positive attitude. Self-confidence helps too, and comes through in the way we carry ourselves and look. The message seems to be that positive body language can make you better looking. There is never a second chance to make a good first impression, and it can take twenty positive meetings to undo the damage of a poor first encounter. Like that naked programmer in Silicon Valley, we may want to be free to look and dress as we please, but the reality is that appearance matters and if we want to succeed we will need to make sure we don't stick out like a sore thumb – at least at the beginning.

3. Read paragraphs 2 and 3 and choose the correct answer from a, b or c:
 - 1) Attractive people earn up to ... % more than others:
 - a) 7,5;
 - b) 10;
 - c) 15.
 - 2) Unattractive people may earn on average ... % less than their attractive colleagues:
 - a) 10;
 - b) 17,5;
 - c) 25.
 - 3) To start receiving an advantage from his height, a man needs to be ...
 - a) 1m65;
 - b) 1m75;
 - c) 1m82.
 - 4) Men who are 1m82 earn about \$... more a year for each extra cm than a man who is 1m65:
 - a) 30;
 - b) 40;
 - c) 50.
 - 5) Women who are pretty ...
 - a) always have an advantage;
 - b) aren't tough enough;
 - c) can be unfairly judged.
4. Read paragraphs 4 and 5 and answer these questions:
 - 1) What do some people believe that clothes tell us?
 - 2) How can self-confidence affect the way we come across?
5. What kind of being usually has a 'halo'? What do you think it means if someone benefits from the 'halo effect'?
6. Match 1–6 to a–f:
 - 1) If you can't *make up your mind*, you;
 - 2) If someone *sticks out like a sore thumb*;
 - 3) If a person *has got it made*;
 - 4) If someone *gets a break*;
 - 5) If you go out in your *birthday suit*;
 - 6) If you *make the most of yourself*;

- a) they are given a great opportunity;
 - b) you maximize the way you look;
 - c) you have forgotten to get dressed;
 - d) can't decide what to do;
 - e) they look completely out of place;
 - f) they have everything they need to be successful.
7. Work with a partner. Talk about an occasion when you, or someone you know ...
- 1) couldn't make up his mind;
 - 2) stuck out like a sore thumb;
 - 3) had it made;
 - 4) got a break;
 - 5) went out in his birthday suit;
 - 6) made the most of himself.
8. How important do you think it is to make the most of yourself at work?
9. Do you agree that appearance matters and if you want to succeed it is best to conform?
Can you think of any instances where this isn't the case?

PART 2

SPEAKING

1. Work with a partner. Decide whether you agree or disagree with these statements:
- 1) It's a good idea to supply applicants with a job description and person specification before the interview;
 - 2) Applicants should never wear jeans to an interview;
 - 3) At an interview it is appropriate to ask female applicants about their plans for starting a family.
2. Match interview questions 1 to 8 with answers A to H.

Tough interview questions

- 1. Tell me something you're proud of.
- 2. What makes you think you could do this job?
- 3. What kind of leadership qualities do you have?
- 4. Why did you leave your last job?
- 5. Do you have any skills or hobbies you think might be useful for this job?
- 6. What do you think is your greatest fault?
- 7. How do you feel about spending time away from home?
- 8. What do you see yourself doing in five years' time?

- A** Well, when I was a student I was in charge of a group of young people at a summer camp and, as you know, adolescents can be very difficult to lead.
- B** I speak French and German, I think that could be extremely useful and I love anything to do with history.

- C** That's a difficult question. Sometimes I can get impatient with colleagues who work too slowly.
- D** Nobody likes to do it but if it's a part of the job I suppose you just have to make the most of it.
- E** I was replacing someone who was on maternity leave so my contract ended when she came back.
- F** I think I've got the right background and personal qualities to do the job.
- G** Winning the "EMPLOYEE of the month" competition three times in one year.
- H** I'm not really sure ... maybe I'd like to have my own business.

3. What questions do you think can also be asked at job interviews?

4. Work in pairs. You are interviewer and your partner is interviewee. Ask and answer the interview questions.

PART 3 WRITING

WRITING A CV

1. Work with a partner. Decide whether you agree or disagree with these statements:
 - 1) A curriculum vitae should be no longer than two A4 pages.
 - 2) It is good practice to include a photograph on a curriculum vitae.

DID YOU KNOW?

A curriculum vitae or *CV* in the UK is called *a résumé* in the USA.

A reference is a letter written by someone who knows the applicant (usually the current or a former employer) and can give information about the applicant's abilities. The person who applies a reference is called *a referee* (U.K.)

2. Work with a partner and discuss the following questions:
 - 1) Have you ever written a CV in English?
 - 2) What information should be included in a CV?
 - 3) How long should a CV be?

3. Read the CV quickly. Is there enough information in it?

1 _____

Experienced and ambitious business professional seeking a challenging new project management role.

2 _____

First name: Tyler Surname: Jones

Address: 4 Impasse Guéménée Ile de France, Paris

Phone number: +33 1 53 09 20 21

Mobile: +33 735 68 00

3 _____

September 1999 – June 2000

Executive MBA, Graduate School of Business, Prague

Principle studies included: Financial Accounting, Business Ethics and Public Policy, Risk Management, Economic Analysis for Managerial Decisions, Global Human Resource Management, IT and Business, Cost Management Strategies, Negotiating

September 1996 – June 2000

BA Economics and Law, University of Leicester, UK

Modules studied: Economics of Law, Constitutional and Administrative Law, Company Law, Macroeconomics, International Finance and Trade, Economics of Human Resources.

4 _____

October 2006 – present

Project Director, GAS Holdings, Rue d'Alembert, Paris

Responsible for designing and implementing projects for company development within central-Europe.

July 2001 – October 2006

Assistant Management Consultant, CM Training LTD, London

Responsible for selection of new marketing suppliers.

August 2000 – July 2001

Entry Level Consultant, CM Training LTD, London

Responsible for the development of all competency-based performance tools and responsible for the recruitment of internal candidates.

5 _____

Languages spoken: French (C1 level, both speaking and writing), Czech (B2 for speaking, A2 for writing).

Advanced proficiency with the Microsoft Office Suite (Word, Excel, Outlook Express, PowerPoint, and Access). European Driving licence – clean.

6 _____

Available upon request.

4. Read the CV again. Match section headings a–f to sections 1–6 in the CV.

- a Education;*
- b Additional personal skills;*
- c Personal information;*
- d Objective;*
- e References;*
- f Work experience.*

5. Work with a partner and discuss these questions:

- a. Do you think the sections are in the correct order? Why? / Why not?
- b. What else might you include?

6. Look at this advice about writing a CV. Which statements do you agree with?

- a. Include all of your employment history, even summer jobs or part-time jobs.
- b. List all of your qualifications.
- c. Don't be afraid to exaggerate your achievements.

- d. Keep it short, easy to read, and attractive.
- e. Keep everything in chronological order.
- f. Try to keep it all on one sheet of paper.
- g. Make sure you put the heading *CV* or *Curriculum Vitae* at the top.
- h. Have different CVs for different types of jobs.
- i. Include a photograph.

7. Write down the headings in 3 and make notes about yourself under each heading. Exchange notes with a partner and give each other feedback on what information to keep and what to leave out of the CV.

8. Write your CV. Exchange CVs with a partner. Read each other's CV and give feedback.

CHECK YOUR KNOWLEDGE OF VOCABULARY

- 1) a curriculum vitae (a CV);
- 2) a fault;
- 3) a former employer;
- 4) a job description;
- 5) a referee;
- 6) a reference;
- 7) a research;
- 8) a résumé;
- 9) an applicant;
- 10) an appraisal;
- 11) an interviewee;
- 12) an interviewer;
- 13) an objective;
- 14) attractive person;
- 15) be in charge of;
- 16) be on maternity leave;
- 17) be proud of;
- 18) benefit;
- 19) communication skills;
- 20) employment history;
- 21) exaggerate achievements;
- 22) first impressions count;
- 23) job interviews;
- 24) job promotions;
- 25) leadership qualities;
- 26) make a good first impression;
- 27) make one's mind up about smth./smb.;
- 28) on average;
- 29) person specification;
- 30) personal skills;
- 31) positive body language;
- 32) qualification;

- 33) receive a chance;
- 34) self-confidence;
- 35) send a message;
- 36) sub-consciously;
- 37) succeed;
- 38) tough interview questions;
- 39) unattractive person;
- 40) wealth.

UNIT 5

WORKING AS AN HR-MANAGER



PART 1 READING AND VOCABULARY

1. Read the job description through quickly. Decide if these statements about the job are true or false:

- 1) you don't need to have any special qualifications to work as an HR-manager;
- 2) an HR-manager is concerned with.

THE POSITION OF AN HR MANAGER

All large companies – and many small ones – have a *human resources department*. HR managers can *perform a variety of tasks* in fulfilling their main *responsibility*.

General responsibilities of an HR manager are to see that *employees* are paid, to *set up benefit programs*, such as health care, *retirement*, vacation policies, and so on, to coordinate company celebrations and parties and to assist top management with organizational development.

Typically, HR managers can use *recruitment* and interviewing *skills* to identify staff vacancies and select candidates for open positions. They are *responsible for* collecting and analyzing all applications and resumes. An HR-manager develops a process for *attracting good employees* through such methods as *advertising*, use of headhunters, temporary placement agencies, *job fairs* and websites.

Expert HR managers are typically *skilled in promoting* healthy relationships between staff and management through mediation and handling labor disputes.

Depending on the size and industry of the organization, HR managers may conduct employee training and orientation, administer a benefit program, analyze compensation and other competitive data and prepare budgets.

HR managers are often *valued for* their role in mitigating risk by keeping organizations compliant with federal, state and local labor laws and regulations. The main legal responsibility of an HR-manager is to advise management on legal issues related to such things as *hiring, firing, layoffs*, bonus plans and *harassment*.

The typical entry path for HR management positions requires at least a *bachelor's degree*. Some employers may *show preference to* candidates with a combination of business knowledge and HR experience.

The human resources field can be *fast-paced, challenging* and *rewarding*. Generally, HR managers have attributes such as outstanding speaking and writing skills, the ability to work under pressure and *leadership qualities* such as strong work ethic, *trustworthiness, self-confidence* and the ability to delegate responsibilities.

Professionals who are *seeking a career as* an HR management professional should also demonstrate good judgment, creativity and a positive attitude.

2. Find and translate words in italics in the text. Use these words in the sentences of your own.

3. Answer the questions:

- 1) What are general responsibilities of an HR-manager?
- 2) What are usually HR-managers valued for?
- 3) What important qualities should a person have to work as an HR-manager?
- 4) What qualification is necessary to work as an HR-manager?
- 5) What do you need to do to get a job in a human resources department?

4. Fill in the gaps using the words in italics:

- 1) Mr. Sinatra, however, appears whatever age he wishes to be, _____ his mood.
- 2) The workers often live in overcrowded dormitories and work in dangerous conditions under constant threat of _____.
- 3) He earned his _____ in computer science at Northeastern University in Boston, Massachusetts.
- 4) She is only 23 but she is already in charge of 30 _____.
- 5) Businesses have to spend much money on _____ to attract clients.
- 6) The Secretary shall be _____ the preparation of minutes and a summary record of the proceedings of the meetings of the Board.
- 7) The selection and _____ of interns is delegated to the respective chief of a human resources department.

5. Translate into English:

- 1) Многие работодатели отдают предпочтение кандидатам мужского пола.
- 2) Его самоуверенность иногда раздражает меня.
- 3) За какие качества ценится хороший менеджер?
- 4) Я не имею ни малейшего понятия, чем я буду заниматься после выхода на пенсию.
- 5) Привлечение талантливых сотрудников – важная задача отдела кадров.
- 6) После четырех лет обучения в Академии я получу степень бакалавра и смогу найти работу в сфере управления человеческими ресурсами.

6. Give a 2–2,5 minute talk on the position of an HR manager

Remember to say:

- 1) age, education, experience;
- 2) main responsibilities;
- 3) important professional and technical skills.

PART 2 SPEAKING

1. Read the dialogue between Anton and Sandra, HR-managers of the IT-company. They are discussing candidates for the jobs. Fill in the gaps with the most suitable phrases:

- 1) good at working on his own;
- 2) of experience in book editing;
- 3) any experience in editing;
- 4) qualification in it;
- 5) at editing websites.

Anton	Ok. So, we have a student for the summer job. Let's discuss the web editor position next. Who do we have?
Sandra	There were lots of emails for this one, but there are only two people really. First of all, there's Monica. I spoke to her on the phone and she is very friendly. At the moment she works in publishing.
Anton	Is she an editor?
Sandra	Yes. She has a lot (1) _____, but she says she's good at (2) _____ because she does some in her free time for friends and small businesses.
Anton	Ok. That sounds like a possibility. What about the other person?
Sandra	Here's his picture. Do you recognize him?
Anton	Yes, who is he?
Sandra	It's Roberto. He was the student on our summer placement last year.
Anton	That's right. Roberto! I remember him. Very energetic! Really nice young man.
Sandra	Exactly. Anyway, now he has a (3) _____.
Anton	But why is he applying for the web editor job? He doesn't have (4) _____ and he isn't very (5) _____.
Sandra	I know, but he liked it here so much last summer he wants a job. I think he's perfect for the position of web production assistant.
Anton	Exactly. Let's offer him that and then invite Monica for an interview. I'd like to see the websites she worked on as well.
Sandra	Sure. I'll send you the links.

2. Make notes about Monica and Roberto in the table.

	Monica	Roberto
Personal qualities		
Current situation		
Skills and experience		
Qualifications		

3. Write sentences about yourself using the following expressions:
- Have a lot of experience in.../ don't have any experience in...
 - Good at.../not very good at...
 - Have a qualification in...

4. Work in pairs. Interview each other using the phrases from 3.

Example *What qualification do you have/ would you like to get/ are you getting?*

Introduce your partner to the whole class.

PART 3 WRITING

RESPONDING TO AN ENQUIRY

1. Look at this response to a letter of enquiry:
- 1) How well do Tony and Claude know each other? How do you know?
 - 2) What information does the letter not include?
- a Information about availability of the product.
 - b Prices and delivery details.
 - c Details of a special offer.
 - d Details of a promotional event.
 - e A general description of the product.

6 February

Re: Enquiry about the new operating system.

Dear Mr Fuchs

Thank you for your letter dated 29.01 asking about our new operating systems. As you know from our previous communications, the new system will be launched in May this year.

The purpose of the system is to make day-to-day use quicker and more intuitive. In other words, we want the user to be able to find everything at their fingertips. The new system is significantly different from the one that is currently in use.

As you point out, one downside is the need for initial training. The good news is that as part of an introductory offer, all purchasers of the new operating system will be offered a free on-site training day with one of our developers.

You might be interested to know that there will be a preview of the system at an open day at our offices in April.

Please find enclosed the latest information leaflets as you requested and an invitation to the open day mentioned above. If you have any further questions please do not hesitate to contact me.

Yours sincerely

Claude Fischer

Sales and Marketing Manager

2. From the information contained in the reply, what do you think the original letter of enquiry said? Do you think this is a positive response? Why / Why not?

3. Match these words and expressions from the text with a definition 1–5.

intuitive *at their fingertips* *significantly downsides* *hesitate*

- 1) Ready and easy to use: ...
- 2) The disadvantages or negative aspects:
- 3) To pause before you do something:
- 4) Ability to know something by using feelings not facts:
- 5) In a way that is large enough to be important:

4. What is the purpose of each of the five paragraphs in the letter?

5. Underline words or phrases in the letter that help the writer to do these things:

- 1) Welcome the enquiry.
- 2) Acknowledge points in the original enquiry.
- 3) Try to avoid using the first person: *I* or *me*.
- 4) Refer to something that has already been talked about.
- 5) Introduce solutions.
- 6) Introduce a special offer / invitation.
- 7) Mention enclosures / attachments.
- 8) Invite further contact.

6. Read the short letter of enquiry below and highlight the areas that you would need to address when you are replying to it.

Dear Sir / Madam

I am writing to you because I would like to explore opportunities at your company in marketing and public relations.

My current position is a marketing manager for ZYC Corporation, where I provide overall marketing support. I have strong knowledge and understanding of marketing, research and development of sales materials. I am an energetic, experienced professional and want to work with your talented and passionate team.

I would like to visit your organization and have the opportunity to meet you. I will provide additional references or other information upon request. I look forward to hearing from you soon.

Thank you for your prompt response.

Yours

Candace Park

7. You are an HR-manager of the company that Candace Park is writing to. Reply to the letter above. Make sure you answer the questions and give reasons.

CHECK YOUR KNOWLEDGE OF VOCABULARY

- 1) a bachelor's degree;
- 2) advertising;
- 3) an attachment;
- 4) an enquiry;
- 5) attract good employees;
- 6) be good at smth.;
- 7) be typically skilled in promoting;
- 8) be valued for;
- 9) benefit programs;
- 10) challenging;
- 11) current situation;
- 12) depending on;
- 13) enclosure;
- 14) experience in smth.;
- 15) fast-paced;
- 16) firing;
- 17) harassment;
- 18) hesitate;
- 19) hiring;
- 20) human resources department;
- 21) invite smb. for an interview;
- 22) job fairs;
- 23) layoffs;
- 24) leadership qualities;
- 25) perform a variety of tasks;
- 26) personal qualities;
- 27) promotional event;
- 28) qualification in smth.;
- 29) recognize smb.;
- 30) retirement;

- 31) rewarding;
- 32) seek a career as ...;
- 33) self-confidence
- 34) show preference to smb.;
- 35) skills;
- 36) speak on the phone;
- 37) thank you for your prompt response;
- 38) that sounds like ... (a possibility);
- 39) trustworthiness;
- 40) work on one`s own.

UNIT 7

WORKING HOURS



PART 1 READING

1. What do you think is a reasonable number of hours per week to work, if you are in a full time job?
2. What pressures might force people to work very long hours?
3. What job would you like to have?
 - 1) a full-time job/ a part-time job;
 - 2) a nine-to-five job/ to work nine-to-five;
 - 3) to do shift work/to work in shifts;
 - 4) to work flexi-time/ to be on flexi-time;
 - 5) to work overtime/ to do overtime/ to work extra hours.
4. Quickly read the text through, ignoring the gaps. According to the writer, why are so many people suffering from overwork? What types of problems are caused by heavy workloads?

MANAGERS UNDER FIRE

James Sullivan leaves home at 7 a.m. for his office in the City of London and returns every night just after 9 p.m. He is in his early forties (1)_____. He fears that if he does not work so hard he will lose his £90,000 a year job. But if he continues to put these hours in, he may lose his wife and children. He is an unhappy and unwilling workaholic and knows that these long hours threaten a happy family life.

Experts have warned that heavy workloads are pushing marriages towards divorce (2)_____. Research has shown that British managers work an average of 55 hours a week, in blatant disregard of their contracts, which specify between 35 and 40 hours. A survey of two hundred directors last year showed that nearly half started work before 8 a.m. (3)_____. About two-thirds work at least one weekend in four, (4)_____.

Most middle managers have taken on new tasks because layers of management have disappeared (5)_____. In many companies there are half the number of managers as before, paid twice as much (6)_____. It leads to stress. When a man gets home, he feels very stressed and has little left to give. He is often too tired to talk to his wife. What makes matters worse is that more than two-thirds of managers have wives who work. (7)_____.

5. Read again and fill in the gaps:

- A and there are fewer people to do the work;
B and has led to much higher profits for companies;
C and the day may have been equally stressful for them;
D and turning the offspring of wealthy parents into deprived children;
E and a quarter were still working after 6.30 p.m.;

F and more than half found that they could not take their full holidays;
G and expected to be three times as productive;
H and discriminates against female managers;
I and there will then be more women in management;
J and has three children aged eight, six and two.

6. Discuss these questions:

- 1) How does the situation in the text compare with your country?
- 2) Can you suggest any solutions?

PART 2 SPEAKING

1. How much does the idea of working in a “virtual office” appeal to you?

2. Can you think of any advantages for employees? Are there any disadvantages?

3. Would you prefer a nine-to-five job or a more flexible career? Discuss this question with your partner. You can use the following points in your dialogue:

What's Better?
Work in offices or work at home? Work 9 to 5 or flexible hours? Face-to-face meetings or contact via the Internet?
Benefits
More flexible hours Less pollution as fewer commuters Working mothers/fathers can stay at home ... (your own ideas)
Drawbacks
Lack of communication – people feel isolated Less sense of working in a team Less commitment ... (your own ideas)

PART 3 WRITING

WRITING INSTRUCTIONS

1. Work with a partner and discuss the following questions:
 - 1) What activities might you give or receive instructions for at work (e.g. how to use the printer)?
 - 2) Do you ever receive instructions in writing (e.g. in an email)?
 - 3) Are instructions always easy to write or follow? Why? / Why not?
2. Read these instructions quickly. What are the instructions for? Put the instructions in the correct order (1–9):
 - a) When the display says 'success', hang up the phone. ____
 - b) Place the document you want to send into the tray on top of the machine. ____
 - c) Dial the phone number of the person who you are sending the fax to. ____
 - d) Have the number of the person the fax will be sent to ready. ____
 - e) Wait for the other machine to answer. ____
 - f) Once the whole paper has gone through, check the fax display. ____
 - g) Press 'start' on your machine and the fax should start to move from the tray. ____
 - h) Check the fax machine is switched on. ____
 - i) Fax machines usually require the document to be face down so check your machine requires this method. ____
3. Compare the language you used to rewrite the instructions with the language in the original email? What are the differences?
4. Think of an activity you might need to describe at work, or choose an activity from 1–3. Write simple instructions, but don't say what the activity is.
 - 1) making a mobile phone call;
 - 2) using an instant messenger service (What's App/Viber);
 - 3) using an ATM / cash machine.
5. Exchange instructions with a partner. Read your partner's instructions and try to guess the activity.

CHECK YOUR KNOWLEDGE OF VOCABULARY

- 1) a full-time job;
- 2) a nine-to-five job;
- 3) a part-time job;
- 4) are caused by;
- 5) average;
- 6) be in one's early forties;
- 7) be switched on;
- 8) commuters;
- 9) contact via the internet;
- 10) deprived;
- 11) dial the phone number;

- 12) discriminates against female managers;
- 13) divorce;
- 14) equally;
- 15) face-to-face meetings;
- 16) fax machine;
- 17) feel isolated;
- 18) feel very stressed;
- 19) hang up the phone;
- 20) heavy workloads;
- 21) in blatant disregard of;
- 22) lead to smth.;
- 23) lose;
- 24) profits;
- 25) push smth./smb. towards smth.;
- 26) reasonable;
- 27) send a fax;
- 28) stressful;
- 29) suffer from overwork;
- 30) suggest a solution;
- 31) threaten a happy family life;
- 32) to be on flexi-time;
- 33) to do shift work;
- 34) to work extra hours;
- 35) to work flexi-time;
- 36) to work in shifts;
- 37) to work nine-to-five;
- 38) to work overtime;
- 39) wealthy;
- 40) workaholic.