



# UNIT 1

## NEW ROLES

### In This Unit You Will:

Learn and practise using vocabulary related to working patterns.

Learn and practise using the STAR system to describe how you overcame problems in the past.

Learn how to talk about hypothetical past situations and their past consequences with third conditional structures.

Learn about and practise using mixed conditionals to describe how an imaginary past would affect the present.



# LESSON 1

## *The New Role*

### Vocabulary

#### Role Play (British Accent):

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I'm Matt. I'm the sales manager at a software company. We make software systems for clients to manage their employees, stock, projects or customers. Our software is becoming very popular and we are expanding aggressively.

I started at the company 6 months ago as a retail assistant but took on a lot of new responsibilities and applied for the sales manager position when my manager recently retired. I love working here. I enjoy dealing with clients and mentoring and motivating my team. The company has a good culture and working environment. Staff here feel supported and confident that they can talk to management about any problems they have. It's a nice company to work for. As a Sales Manager, I now oversee a team that includes both Full-time and Part-time employees. I have to organise my team's rota, but we allow employees a lot of autonomy. The flexible working hours that we offer allow them to manage their own schedules and achieve a workload that suits their lifestyles. Some of our team members even take advantage of remote work opportunities, and we've found that contracting some work out to the gig economy has been really efficient for us.

But being a Sales Manager isn't just about timetables. It's about mentoring, about fostering a collaborative environment. I've seen the power of job sharing in action, where two team members bring their unique strengths to the table, creating a harmonious balance that drives results.

My journey from a Sales Assistant to a Sales Manager has been a whirlwind of experiences. The transition from working shifts to working 9 to 5 has been nice, but now that I'm a manager I have to stay until the job is done. I don't get to clock off when the rota says so. I don't get paid overtime either, it's all part of my responsibility as a manager. I'm also responsible for hiring and firing. That is recruiting and terminating employees. This afternoon I have to interview a candidate for a position in our sales team. I'm sure that she will be a strong candidate, she has been our receptionist for years so knows the company, products and clients really well and has shown that she works really well with the team.





# LESSON 1

## *The New Role*

### Vocabulary

#### Questions:

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1. What type of company does Matt work for?
2. Does Matt enjoy his job?
3. Who organises when the team members have to work?
4. What has changed about the way Matt works?
5. What does Matt have to do that afternoon?

#### New Item:

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<b>Clock off</b>	Finish work according to schedule.
<b>Flexible working hours</b>	Variable daily work start/end times.
<b>Full-time</b>	Working the complete standard workweek.
<b>Gig economy</b>	Work-based on short-term or freelance engagements.
<b>Job sharing</b>	A collaborative arrangement where two share one job.
<b>Overtime</b>	Extra work hours beyond regular schedule.
<b>Part-time</b>	Working fewer hours than a full-time position.
<b>Remote work</b>	Working from a location outside the office.
<b>Rota</b>	A schedule outlining work shifts for employees.
<b>Shifts</b>	Scheduled work periods, often covering various hours.
<b>Workload</b>	Amount of work assigned or expected.



# LESSON 1

## The New Role

### Vocabulary

#### Exercise:

Complete the text with the vocabulary items from the box below.

**ROTA**    **Workload**    **Gig economy**    **Job sharing**    **Schedule**  
**Shift**    **Remote work**    **Timetable**    **Flexible hours**

### Navigating Diverse Work Styles in Modern Workplaces

In today's dynamic workplaces, a range of work styles has become the norm. Let's explore how professionals are adapting their routines to fit their roles.

#### Flexibility Matters: From Fixed to Flexible Hours

The traditional 9-to-5 routine is evolving. Many now opt for \_\_\_\_\_, that is to say, that they can work whenever is most convenient for them. This helps to balance work and personal life. Some companies prefer to have fixed \_\_\_\_\_, specific hours that people work, such as in the morning, in the evening or at night. In these companies, managers have to create a \_\_\_\_\_, or \_\_\_\_\_ (a document that says who is working when) that employees will have to consult to see what their \_\_\_\_\_ (times that they have to work) is.

#### Gig Economy and Remote Work: Redefining Work Norms

The \_\_\_\_\_, (where people independently do small contracted tasks, like delivering food or providing labour when necessary) and \_\_\_\_\_ (where people work from outside the office, usually from home) have reshaped work structures. Businesses are tapping into freelancers for specialised tasks. Some teams embrace \_\_\_\_\_, where people share a role with another employee, to enhance collaboration.

#### Balancing Act: Workload and Work-Life Harmony

Managing the work you have to do, or your \_\_\_\_\_, while keeping a healthy work-life balance is crucial.

Today's work landscape thrives on diverse styles. By merging flexible hours, remote work, and skilful workload management, professionals embrace the power of these varied approaches.



# LESSON 1

## *The New Role*

### Vocabulary

#### Questions:

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1. Do you work regular hours?
2. Do you work 9 to 5 or do you work shifts?
3. What would your ideal schedule be?
4. Who decides when you work?
5. Are you happy with your timetable?
6. Would you prefer to work in the morning, in the evening or at night?
7. What inconveniences do shift workers face?