

Unit 7 Corporate spying

Terms for departments within a company

Learn the expressions

1 In this unit, we talked about the "security department" in some companies. Let's look at the names of some other common divisions, or departments, within a company. Answer the questions with the departments' names in the box.

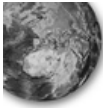
accounting	customer service	manufacturing
marketing	information technology	training and development
administrative support	legal	warehouse and inventory
human resources		

Which department is in charge of . . .

- employment and helping people? _____
- the use of computers for gathering information, storing it, and making it available? _____
- deciding how to advertise a product or what price to charge for it? _____
- making sure the product is available and arranging for it to go to the customer? _____
- helping customers when there are problems with a product? _____
- keeping detailed records of the money that the company spends and receives? _____
- issues relating to the law? _____
- the process of making the product? _____
- providing assistance, usually related to office work, to management? _____
- teaching skills for a particular job? _____

Answer Key

- | | |
|----------------------------|------------------------------|
| 1. human resources | 6. accounting |
| 2. information technology | 7. legal |
| 3. marketing | 8. manufacturing |
| 4. warehouse and inventory | 9. administrative support |
| 5. customer service | 10. training and development |



Use the expressions

2 Complete the conversations with the words and phrases in the box.

accounting	customer service	manufacturing
marketing	information technology	training and development
administrative support	legal	warehouse and inventory
human resources		

- A: Julio's assistant is out sick, and he has several reports that need to be typed up by tomorrow.
 B: Tell Julio to call _____. They'll send someone up right away.
- A: This computer is driving me crazy! This is the third time today that it's crashed.
 B: Speak to Aaron in _____. He'll figure out what's wrong with it.
- A: Have you heard about the new ad campaign the company is planning for the new children's magazine?
 B: Yes, it sounds awesome. The people in _____ are really proud of it.
- A: Someone has brought a lawsuit against the company.
 B: Oh, I know—and it's horrible. The people in the _____ department have been working non-stop. They're going to court next week, I think.
- A: I have a new job. Did you hear? The company transferred me to _____ because I'm good with people and I have great telephone manners.
 B: Congratulations! How long do you have to spend in _____ to learn how to deal with customers' problems?
 A: Not long—a couple of weeks, I think.
- A: Do you know if your company is hiring any new employees?
 B: Hmm. Actually, I think _____ is looking for a few people to work the night shift at the factory.
 A: That sounds good. I love to work with my hands, and I don't mind working at night.
 B: Well, let me stop by the _____ department and see if anyone else at the company is trying to fill positions.
- A: I have an order here from Hazy's Department Store for 500 backpacks, but the computer is telling me there aren't any.
 B: That's because someone in _____ forgot to tell manufacturing they were out of stock. Find out if Hazy's can wait a few weeks.
- A: Hello. This is Carol's Carpet Cleaning Company. I sent you a bill for some work we did in your offices almost two months ago. Who can I talk to about getting our money?
 B: Thank you, ma'am. I'll put you through to someone in _____.

Make the expressions your own

3 Answer these questions about yourself. Explain your answers.

- Which three departments do you think would be the best fit for your qualifications and personality?
- In which department would you prefer NOT to work? Why?