Dealing with problems at work

① "We pay a lot of rent for an office in the city center. There isn't enough room for all our staff. Everyone is crowded into small offices. We really need a spacious office. We want to move outside the city center as soon as possible."

② "There are a lot of changes in our company at the moment, and staff are worried about losing their jobs. They aren't happy. They don't come to work on time and often leave early."

③ "One of our sales team is not a team plyer. He doesn't work well with colleagues. He doesn't go to meetings. He never helps anyone, and he doesn't send reports on time. He isn't very popular.

④ "Our biggest problem is that we spend too much. We need to cut costs because we are having problems paying our bills. We have a problem with our cash flow at the moment."

Match the four comments to the appropriate headings below:

a) Changes at work _____
b) Space problems _____
c) Money problems_____
d) Difficult people _____

Find words in the replies which mean:

1. the money you pay regularly to use a building
2. when a place is too full of people
3. large, with lots of space
4. unhappy about something
5. someone who works well with other members of a group
6. people you work with
7. a piece of paper showing how much you have to pay for something
8. amount of money coming into and going out of a company

Which of these are a problem where you live or where you work? Comment as a group.

transport	prices	crime	noise	missing instructions
delayed transport	cash flow	an incorrect invoice	a crowded office	high rent
a lost document	a broken machine	no car parks	dangerous areas	not enough money

Match the sentences about problems: (Example: 1-c.)

1. There isn't an invoice in the package.
2. We can't find the documents.
3. The coffee machine doesn't work.
4. The train isn't on time.
5. I'm not ready for the meeting

a. It's broken.
b. I'll be 10 minutes late.
c. It's missing.
d. I think they're lost.
e. It's delayed by 15 minutes.

Listen to five telephone calls.
Identify the product and the problem.

	Product	**Problem**
1.	*TV*	*instructions missing*
2.		
3.		
4.		
5.		