

Answer Key

1) What is Human Resource Management (HRM)?

General vocabulary

- 1. peak 2. session 3. facilities 4. retirement 5. assessment 6. mismanagement 7. experience 8. objective 9. mediation 10. potential 11. predecessor 12. supervision 13. ceiling 14. stipulation 15. interview 16. budget 17. Forecast 18. motivation
peak, experience, interview, budget and forecast can also be verbs

- The words in the box are:

Course – dissatisfaction – escalation – expertise – feedback – friction – misconduct – performance – placement – quality – range ratification – retainer – technique – temp – weighting

The answers are:

1. quality 2. ratification (from the verb *to ratify*) 3. temp (this can also be a verb: *to temp*) 4. Performance 5. range (this can also be a verb: *to range*) 6. expertise 7. dissatisfaction 8. misconduct 9. friction 10. course 11. placement 12. Retainer 13. Weighting 14. feedback 15. escalation (from the verb *to escalate*)

2) COMPANY AND JOB

Key words

- 1. C / 2. f / 3. b / 4. d / 5. e / 6. A

Describing a company

Toyota

Headquarters: Japan Year founded: 1937

Year of expansion to US: 1957 Employees: 370,000

Subsidiaries: 608

Turnover (2018): \$270 billion Inditex

Year founded: 1975

Number of stores: over 7420

Employees: over 174,000

Profit (2018): € 3.4 billion

3) WORK WORDS

Vocabulary

- Matching:
A 1. self-employment 2. a freelancer
B 1. an agency worker 2. working remotely
C 1. working flexibly 2. a digital nomad
D 1. an apprentice 2. shift work
E 1. working on a zero-hours contract 2. a temporary employee
F 1. an intern 2. full-time work
- Questions:
1. work(ing) from home 2. part-time work 3. a permanent employee
- Sentence completion:
1. e) retired 2. f) fired 3. a) parental leave 4. d) unemployed 5. g) sick leave
6. b) made redundant 7. c) on strike
- Questions 2:
1. fired
2. Paternity leave.
3. Answers will vary according to country, but workers receive some money when they're on parental leave and on sick leave. They may also receive a pension from the company after they retire.

Listening

- Speaker 1: designer;
Speaker 2: nurse
Speaker 3: lawyer.
- 1 / 1. intern 2. Permanent 3. parental leave 4. flexibly
2 / 1. shift work 2. part-time 3. agency worker 4. sick leave
3 / 1. Remotely 2. digital nomad 3. self-employment 4. retired

Optional extension

- Matching:
1 → d. 2. → c. 3. → f. 4. → g. 5. → h. 6. → b. 7. → e. 8. → a.
- Questions: phrasal verbs
work towards something / work around something / work up to something / work something out

4) health and safety in the workplace

- Matching:

emergency exit • emergency access (on a door which must be kept clear in case somebody needs to get into the building in an emergency) • fire alarm • fire blanket • fire bucket • fire door (on a door which must be kept closed at all times to stop a fire spreading through a building) fire escape • fire extinguisher • fire hose • first aid kit • fire officer • first aid officer • first aid post • assembly point (an area outside a building where people must go when there is a fire or other emergency in a building) • smoke detector

- suggested answers:

10 / interpersonal relationships at work (problems with co-workers)

9 / tight deadlines (pressure to get work done in time)

6 / intimidation from supervisors

3 / work environment/equipment (unsatisfactory working conditions)

7 / workload

1 / job security (fear of losing one's job)

5 / working hours

2 / low autonomy (working under constant supervision)

8 / repetitive work

4 / work/life balance (finding time for responsibilities at home)

- 1. Offence 2. precautions (or measures) 3. officer (or inspector) 4. Audit
5. Committee 6. Irregularities 7. Regulations 8. Representative 9. legislation 10.
feature

- 1 C / 9C / 2 b / 10 a / 3 a / 4 b / 5c / 6c / 7a / 8 a