Volunteerism is a movement within some businesses to encourage staff to offer some of their time and skills for free to help a good cause.

Employees in the reading have worked on:
- community and social projects
- conservation, teaching, caring, or building
- building an extension to a school
- redecorating a community centre.

As well as benefiting the people who receive the help from volunteers, such as the local community, the volunteers themselves also benefit in the following ways:
- gain new skills
- improve teamwork
- gain new ideas and insights
- learn from the experience of others
- learn how to organize a project.

Samira has learnt how to organize a schedule and how to deal with a budget.

1 & 2  
1 objectives  3 schedule  5 budget  7 resources
2 update  4 deadline  6 skills  8 teamwork

1 & 2  
deadline - the end of the week schedule - they are behind schedule because of the holiday
resources - at first it was hard to know how to allocate these
budget - she has stayed within it
teamwork - it’s essential
update - she receives updates every two days

1 meet  4 on  7 within  10 get
2 behind  5 ahead of  8 delegate
3 up  6 allocate  9 on with
Possible advice for the colleague

- meet all the deadlines
- don’t fall behind schedule - if you do, try to catch up and even finish ahead of schedule
- find out what resources you have and allocate them to your team members
- always stay within the budget
- make sure your team members get on with their jobs
- ask for regular updates from each person in order to maintain control
- make sure everything is on track

Business communication skills

1

decorating - still painting the ceiling, needs another day or so
lighting - it’s finished
carpets - still waiting, need to call suppliers
action - meet team to allocate tasks for final stages

2

1 are things going 4 happening with 7 finished that
2 so good 5 still painting 8 to recap
3 back on track 6 are we with 9 to plan

3

a 1, 4, 6  
b 2, 3, 5, 7  
c 8, 9

5

1 Bruno  
2 Josie and Samira  
3 Josie and Samira

6

1 A  3 O  5 O  7 O  9 D  
2 A  4 O  6 D  8 A  10 S

Practically speaking

1

1 a I’m returning your call.
   c It’s (name) here.
   e What can I do for you?
   f I’m calling about / for / to …
2 b Thanks for your help.
   d Thanks for calling.
Language at work

1

Sentence 1 uses the present continuous because it describes an action at the moment of speaking.
Sentence 2 uses the present simple because it describes a repeated or regular action.

2

Both questions refer to ‘now’ or time ‘around now’, rather than ‘in general’. However, question 1 uses the present continuous because it refers to a current or temporary action taking place at, or around the time of speaking. Question 2 also refers to a moment at the time of speaking, however, the verb *need* is a state verb. State verbs are not normally used in the present continuous form. If students are having problems with this, then the rule completion in 3 will help.

3

1 simple 2 continuous 3 continuous

4

1 is he doing 2 is fixing 3 knows 4 repairs

5

1 What are you working on this week?
2 Do you like travelling?
3 How often do you work late?
4 Are you having any problems at work at the moment?
5 Who are you talking to right now?
6 How many people are in your English class today?
7 What are you thinking at the moment?
8 Do you understand the word ‘deadline’?

Case study

Discussion

3

1 unfriendly: large amounts of energy, uses a lot of water, wastes glass and plastic, new furnishings.
2 friendly: energy-generating dance floor, low-energy lighting, rain water used in toilets.