



2.6 Case study: Meteor Bank

Discussion (page 33, Exercise 6)

Student A

You represent the HR department at the meeting. You feel Saul Finlay is the right man for the job and should be trusted to complete the work he has started. You believe high staff turnover is a good thing, because salary costs are falling and Saul is replacing older staff with new young technicians with more up-to-date skills. As the bank's IT expert, you think Saul should decide its IT policy. You recognize there are problems in the department, but you feel Saul is capable of dealing with them.

7.4 Speaking: Communicating in meetings

Roleplay (page 95, Exercise 8)

Alice

Introduce the subject of the meeting: the change from yearly to monthly reporting, which will enable management to run the business better.

- You would like to see the new system in place in three months if possible, but you are willing to compromise if Serge and David produce valid arguments.
- Mahler can provide training in US accounting procedures and on the new software that will have to be installed.
- Other extra costs will have to be paid for by Polystok.

3.3 Grammar: Passive structures and *have something done*

Roleplay (page 41, Exercise 7)

Student A

Internal quality auditor

To comply with your company's ISO 9001 certification, the procedures below should be followed. Check that they are and ask any other questions you need to.

Quality audit - points to raise

Compliance with ISO 9001:

- * bottling lines to be checked before and during each shift
- * any problems to be noted in the shift log
- * at the end of each shift, the line supervisor should check if any problems have been reported and take any necessary action, e.g. ask the maintenance team to make repairs, change worn parts, etc.
- * all operators to receive quality training when they join the company

Other issues:

Quality tracking statistics show that the contaminated bottles were filled during the night shift on bottling line 3.