

Nice work!

Objectives	Grammar : discourse markers: linkers
	Vocabulary: work

Reading and Speaking

The Guardian run a weekly series called *What I'm Really Thinking*, where people in different jobs or situations reveal their true feelings. Look at the three jobs in the articles and say which person you think said the following and why?

1. Although it is not my place to judge, I get frustrated sometimes.
2. People assume you're an idiot.
3. Your expressions and bodies reveal far more than you know.

WHAT I'M REALLY THINKING

A THE CHECKOUT GIRL

Of course I judge you by your shopping. It's the only diversion I have. The work isn't that intellectually demanding – the till does all the maths – and it does become robotic. Having identical conversations every day quickly gets wearing.

You get to know types of customers. The stressed-out mum, feeding her kids on the way round and thrusting the empty packet at me to scan. The sweet older couple, carefully packing cat food and biscuits into a trolley. The woman in a suit who buys a bottle of drink, then puts it in her handbag. Sometimes I like to channel my inner Sherlock. Dark circles, nappies and aspirin? New baby. Rice cakes and spinach? The diet starts tomorrow.

Older women are very polite and chatty, but watching a queue build up as they count out pennies does my head in. Usually I take a deep breath and try to treat them as I would my own grandma. And I don't mind when people have to stay on their phone, but it is rude.

People assume you're an idiot. The fact is, I'm studying for a history degree. But that's irrelevant; neither I nor my colleagues are stupid, and people have no right to look down on us.

B THE UNIVERSITY LECTURER

I look at the 23 of you in the room – a small group this year – and wonder if you're even aware of me as I teach. Might it be that because you're not talking directly to me, you forget to adjust the expressions on your faces? Or is it that you imagine, in a crowd, you are somehow invisible? Your expressions and bodies reveal far more than you know – sneering, eye-rolling, yawning, you can barely stay awake sometimes. Your indifference bears no relation to my hours of preparation. The university asks you to comment,

anonymously, on the quality of my teaching. I would like the chance to comment on the quality of your listening. When you are really disengaged and disconnected, I see hands reach for phones in bags. You connect, but it's usually to someone outside this room. Sometimes you even pass notes, giggle, and whisper.

Yet I also see you when you laugh at my jokes. When you are concentrating hard, I can almost hear your minds working. Some of you take notes so intensively, fighting to **keep up** with my words, as if it's **life or death** if you miss something. I see your faces light up when you want to say something, the eagerness to comment, to take part. You are relaxed, smiling, enjoying the moment of understanding. We connect. Now I see you and you see me.

C THE 999 OPERATOR

The hardest part of my job is also the simplest –getting the address. Often when someone calls, they **go blank**. Or in the case of a road accident, they don't know exactly where they are. But the most important element is the address, because that's what brings the ambulance. I have to ask for it twice, which infuriates people.

It still surprises me to hear my voice during a call. It changes, becoming deeper, almost authoritative. I have to take control of the situation. I suppose that's why I wear a uniform.

I have a script, but I refuse to be a robot; hearing people at their most vulnerable makes me add to it. When the caller is hysterical, telling them, 'I'm going to help you' and 'I know you're frightened' calms them down. But it **breaks my heart** when they're in pain or their loved one is dying; I have to take a 'stress break' after harrowing calls.

Although it is not my place to judge, I get frustrated sometimes. The man who rang because his toothpaste was burning his mouth; the mother whose baby was afraid of a fly. Don't they realize they're taking up precious time when a life-or death situation may be needing help? But the moment I call them time-wasters is the moment I should quit my job.

Read the articles and check. Reading between the lines, do you think on the whole they like or dislike their jobs?

Read the articles again and answer A, B, or C. Who...?

1. ☐ implies that he / she sometimes finds the job boring
2. ☐ says people seem to think he / she can't see them
3. ☐ feels misjudged by the people he / she comes in contact with
4. ☐ has to ask one particular question, to which it is not always easy to get the answer
5. ☐ would like the opportunity to give feedback on the people he / she works with
6. ☐ notices a physical change in him / herself when he / she is working
7. ☐ describes a moment when he / she really loves the job
8. ☐ suggests he / she won't be doing the job for much longer
9. ☐ tries to empathize with the people he / she speaks to

Look at some extracts from other *What I'm Really Thinking* articles. Match them to the jobs in the list. What do they imply that the people (sometimes) feel about their jobs?

Beauty counter manager ☐ dentist ☐ driving instructor ☐
IT support worker ☐ pizza delivery man ☐ taxi driver ☐

1. Sometimes what I do is painful, and I'm not a sadist.
2. I don't expect to chat, but sometimes my cab becomes a mobile confessional.
3. Men are risk-takers. They go too fast and don't like being told what to do.
4. I'd like some respect – people who answer the door while they're on the phone really bug me, as do the ones who take ages to find the money.
5. It's a cliché, but 'Have you turned it on and off again?' is the first thing that comes to my mind every single time someone calls.
6. I work in an industry that convinces people to part with their cash in pursuit of a perfection that does not exist. I am betraying my sisterhood

Of all the jobs mentioned in the articles and extracts, which one(s)...

- would you never do under any circumstances
- might you consider doing if you desperately needed the money
- would you actually quite like to do

Lexis in context

Look at the highlighted phrasal verbs and idioms and guess the meaning of the ones you don't know from the context. Then match them to the definitions 1–8.

1. _____ PHR V think they are better than sb / sth
2. _____ IDM makes me very upset
3. _____ PHR V move or make progress at the same rate as sb / sth
4. _____ IDM (informal) makes me annoyed
5. _____ IDM becomes exhausting
6. _____ IDM vitally important
7. _____ PHR V get bigger
8. _____ IDM can't think what to do or say

Use the expressions from the activity above to complete the following sentences

1. I wouldn't worry about the interview – it's not a matter of _____.
2. Turn that music off! It's _____.
3. If you paid attention, you might be able to _____ the lesson.
4. My father is an intellectual snob. He _____ people who haven't been to university.
5. My mind's _____! I can't remember my own phone number!
6. The traffic begins to _____ at around 7 o'clock on weekdays.
7. It _____ when I see pictures of malnourished children on the TV.
8. I don't mind dealing with public, but it _____ answering the same questions all day.

Vocabulary

Circle the correct word.

1. My company offers considerable benefits to the *colleagues* / *co-workers* / *staff*.
2. It's so *repetitive* / *challenging* / *rewarding* when you see your students really start to improve.
3. My girlfriend's job is quite *rewarding* / *demanding* / *tedious*, so she gets very stressed.
4. I'm hoping to get a *rise* / *promoted* / *raised* to Head of Department by the end of the year.
5. He wants to *quit* / *employ* / *resign* a new assistant to deal with his mail.
6. Over 2.000 workers will be *fired* / *made redundant* / *sacked* when the car factory closes down.
7. Working on a production line can be *challenging* / *motivating* / *monotonous* because you do the same thing all day every day.
8. My husband is off *work* / *out of work* / *laid off* with a bad back at the moment.
9. I'm really jealous of my sister because she gets so many *skills* / *qualifications* / *perks* in her job.
10. We're looking to *hire* / *fire* / *lay off* somebody with a positive, can-do attitude.

Match the words in A to the words in B and complete the sentences below.

A				B			
Academic Events	Apply for Full Work	Career Job	Clocking Permanent	Contract Management	Experience Qualifications	Hunting Off Time	Ladder A position

1. The company is offering _____ to students in their final year of school.
2. Looking after small children is a _____ - _____ occupation.
3. I've spent six months _____ - _____, but I'm still out of work.
4. She never went to university so she doesn't have many _____.
5. He's very ambitious, so he's hoping to climb the _____ as quickly as possible.
6. If you're good at organizing parties, you could work in _____.
7. I'm hoping they'll give me a _____ when I finish my three-month trial period.
8. She cleared her desk and locked the drawers before _____.
9. I'm going to _____ as a sales assistant at the new shopping centre, which is opening soon.

Grammar

Discourse markers are words and phrases which we use to connect and organize our ideas. They give direction to the writer. They are also used to guide the reader through his thoughts. They make the meaning specific.

Meaning is the first and the most important criterion in choosing a linker. The second is the logical relation that needs to be made distinctly clear. For example, linkers like **because**, **so** and **therefore** express logical relations which are different from those expressed by **although**, **but** and **nevertheless**.

It is important to use linkers while describing a person, place or thing. They help us in listing facts chronologically, linking events across time, comparing and contrasting sketches, explaining graphic images and illustrating the main idea.

Let's practice

...it very quickly becomes the norm for someone who works here, all these amazing benefits we have, _____ when you talk to someone else in another company, you suddenly think 'Wow, we're so lucky'.

Look at this extract. What do you think the missing word is? What kind of clause does it introduce? Put the linkers from the list into each column.

as consequently despite due to even though in order to
so because to but so as to
therefore

A result	A reason	A purpose	A contrast

Cross out the linker that is NOT possible in the sentences.

1. We set off at dawn *owing to / in order to / so as to* avoid the rush- hour traffic.
2. Leila's mother in law was a very difficult woman. *However / Nevertheless / Consequently* Leila couldn't help liking her.
3. *In Spite Of / Even though / Despite* being the better player, Richard lost the match.
4. Sales figures have fallen drastically *due to / because / owing to* the recession.
5. The workers covered the furniture with sheets *so as not to / not to / in order not to* splash it with paint.
6. After the accident, my brother sold his car *as / since / due to* he couldn't afford the insurance.
7. We accept full responsibility for the error and *nevertheless / consequently / therefore* wish to offer you a full refund.
8. I agreed to help *although / in case / even though* I didn't feel like it.

Rewrite the sentences using the word(s) in brackets

1. We have not received payment for your last bill. Consequently, you are being sent a reminder. (since)
➤ You are being sent a reminder _____
2. She wrote down the appointment so that she wouldn't forget the time. (so as)

- She wrote down the appointment_____
3. The motorway is being resurfaced and so it will be closed until further notice. (result)
- The motorway is being resurfaced_____
4. The flight is delayed because the incoming plane arrived late. (due)
- The flight is delayed_____
5. He decided to apply for the job although he didn't meet all the requirements. (despite)
- He decided to apply for the job_____
6. They had an early night in order to be ready for the exam the next day. (So that)
- They had an early night_____
7. She was offered a job even though she wasn't able to go to the interview. (spite)
- She was offered a job_____
8. He was unable to attend the conference because he was ill. (owing)
- He was unable to attend the conference_____