

Company Departments

1. Human Resources (HR)
2. Customer Services
3. Quality Control
4. Research and Development (R&D)
5. Public Relations (PR)
6. Administration
7. Production
8. Legal
9. Shipping/Shipment/Transport and Logistics
10. Operations
11. Finance and Accounting
12. Marketing
13. Purchasing (BrE)/Procurement (AmE)/Buying
14. Information Technology (IT)
15. Sales

Match the activities to the correct department.

<i>dealing with complaints</i>	<i>drawing up contracts</i>	<i>building prototypes</i>
<i>training staff</i>	<i>running advertising campaigns</i>	<i>issuing press releases</i>
<i>operating assembly lines</i>	<i>preparing budgets</i>	<i>keeping records/the books</i>
<i>transporting goods</i>	<i>installing and maintaining IT system equipment</i>	<i>upgrading/updating existing products</i>
<i>preparing payrolls</i>	<i>recruitment and selection</i>	<i>conducting internal audits</i>
<i>promoting new products</i>	<i>working on innovative ideas</i>	<i>health, safety and welfare issues</i>
<i>drawing terms & conditions of employment</i>	<i>conducting market research</i>	<i>securing the smooth flow of information</i>
<i>buying materials necessary for production and operations</i>	<i>organising travel and accommodation for staff and customers</i>	<i>providing administration support to e.g. Sales Reps, Property Managers and Senior Management</i>
<i>diary management and arranging appointments, booking meeting rooms and conference facilities</i>	<i>preparing financial documents</i>	<i>invoicing</i>

Complete the text about operations with the words and phrases below.

back-office functions *behind the scenes* *day-to-day basis* *liaise closely*
makes a profit *meet their needs* *recruit* *step on anyone's toes*

Everyone knows the functions of company departments such as Marketing or Finance. Marketing is about promoting the company and making sure that customers can find products that (1) Finance is about controlling the resources of the company to make sure that the business (2)

But what about Operations? The department name is less well-known, yet many large companies are run on a (3) by Operations Managers. Operations is about the internal processes of a company. In a manufacturing company an Operations Manager will make sure the production process is running smoothly. In a hotel they are responsible for bookings, front desk, maintenance, etc. In a bank they look after the administration of accounts and other (4)

Operation managers have to (5) with people from other departments. In the factory, it is with Purchasing Managers who buy the raw materials. In the hotel, it is with Human Resources Managers who (6) new staff. In the bank, it is with IT Managers who work (7) to keep everything running. So the Operations Manager has to be careful not to (8)

Match the words and phrases to their definitions.

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|------------------------|--|
| 1. subsidiary | a) an office where people answer questions and make sales over the phone |
| 2. factory/plant | b) a building from which goods or supplies are sent to factories, shops or customers |
| 3. call centre | c) a place through which products are sold |
| 4. service centre | d) a place where faulty products are mended |
| 5. headquarters | e) a company which is at least half-owned by another company |
| 6. distribution centre | f) the main office or building of a company |
| 7. warehouse | g) a building for storing goods in large quantities |
| 8. outlet | h) a large building or group of buildings where goods are made (using machinery) |

Match the verbs with their definitions.

adapt *assign* *check* *control* *coordinate* *determine* *ensure*
evaluate *implement* *monitor*

1. make sure that everything is correct or the way you expect it check
2. organize people so that they work together effectively _____
3. give someone a job to do _____
4. carry out; make a plan start to work _____
5. make certain that something happens _____
6. change something to fit a new situation _____
7. have the power to make decisions; make something operate in the way that you want _____
8. watch or measure something carefully for a period of time to see how it changes _____
9. (formal) think about or test something before deciding its value, suitability or effectiveness _____
10. (formal) control what something will be; officially decide something; find out _____.

Now use the correct forms of the verbs to complete the sentences.

1. We have decided to _____ the committee's recommendations in full.
2. I've been _____ the task of looking after the new students.
3. The agencies are working together to _____ policy on food safety.
4. The company strictly _____ the quality of its products.
5. Patients who are given the new drug will be asked to _____ their progress.
6. The car has been _____ to take unleaded gas.
7. The date of the court case has not yet been _____.
8. It can be difficult to _____ the effectiveness of different treatments.
9. The hospital tries to _____ that people are seen quickly.
10. Fill in the cash book carefully and always _____ your calculations.