

## Transcript “Outsourcing”

*Bob* Here you are.

*Simon* Thanks. Cheers.

*Bob* Cheers.

*Simon* Have you heard the latest rumours?

*Bob* No.

*Simon* They're planning to outsource the customer service centre to India.

*Bob* What!

*Simon* And Accounts is also under discussion.

*Bob* I just can't believe it. Why?

*Simon* Cost reductions. Salaries and wages are much lower in India. They speak English and are just as qualified as us.

*Bob* So they are basically outsourcing to increase the company's profits and improve shareholder value.

*Simon* That's it in a nutshell.

*Bob* I saw a programme about outsourcing just recently on T.V. Did you know that most of the big names have outsourced to India and China? And in India they actually train the personnel to sound exactly like us. And they make them use English sounding names.

*Simon* You're joking!

*Bob* I wish I was. Yeah and apparently most of the big companies outsource, but they like to keep mum about it. Because they think it could be bad for business if their customers knew that they used external companies to do the work.

*Simon* Unbelievable! But you know what really worries me is where will it all end? Outsourcing can't be the answer. If the big wigs tried thinking for a change, they'd see that they are in fact digging their own graves. It means job losses and low productivity. We'll become an economy dependent on imported goods and services.

*Bob* Yeah and when we're all out of a job, who'll be able to buy them?

*Simon* Exactly. Do you want another drink?

*Bob* Yes. But this time only a half, please.

*Simon* Shall I get you a bag of crisps, too?

*Bob* Mmh, yeah - salt and vinegar, if they've got them.

**Work sheet for “Outsourcing”****VOCABULARY**

outsourcing	Produktionsauslagerung bzw. Auslagerung von Dienstleistungen
Here you are.	Bitteschön.
the latest rumours	die neuesten Gerüchte
customer service centre	der Kundendienst, die Kundendienstabteilung
Accounts	Buchhaltungsabteilung
to be under discussion	zur Diskussion stehen, im Gespräch sein
I just can't believe it.	Das glaub ich einfach nicht!
to increase	vergrößern, steigern
to improve	verbessern, (an)heben
shareholder value	Unternehmenswert
That's it in a nutshell.	Du hast es auf den Punkt gebracht!
personnel	Belegschaft, Personal
You're joking!	Du machst Witze!
to keep mum	den Mund halten ( <i>ugs.</i> )
the big wigs	“die Großen da oben“
for a change	zur Abwechslung
to dig one's own grave	sich sein eigenes Grab schaufeln
job losses	Verlust von Arbeitsplätzen
to be dependent on	abhängig sein von
goods	Güter, Waren
services	Dienstleistung
to be out of a job	arbeitslos sein

**WORKING WITH THE VOCABULARY****1. Translate.**

a) die neuesten Nachrichten

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b) der neueste Klatsch & Tratsch (*gossip*)

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c) die neuen Farben und Muster (*patterns*) sind noch im Gespräch

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d) sein Image verbessern

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**2. Give an appropriate answer.**

a) I won the lottery!

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b) Can I have the menu, please?

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**3. Find the correct word.**

a) The people that work for a company.

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b) If you want to complain about a product you will call somebody at the

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**key:** 1a the latest news 1b the latest gossip 1c the new colours and patterns are still under discussion  
1d to improve one's image 2a You're joking! 2b Here you are. 3a the personnel 3b customer service centre