**Europe**

**Gosia – Poland**

Uh … I work in Facilities Department. My … um … job … um … position is called Facilities Operator and I’m the main … uh … point of contact for all employees within this company, within this building. And I do work from the back side of⎯ of the company. It’s all … uh … connected with maintenance and facilities stuff usually.

We’ve got two people … um … from the maintenance staff working downstairs – one is Maintenance Supervisor, the other is … um … Maintenance General. So they do share … uh … jobs between each other and I’m⎯ I’m their⎯ their first point of contact as well in regards to jobs and allocating jobs, finding the best timings, arranging … um … everything between them and … employees requesting specific job … uh … for flickering lights, for air conditioning. Um … many times people are cold or hot and cold and hot so they do change their minds depending on the weather outside as well. Uh … we’ve got lots of moves … uh … within the building as well, so we have to accordinate [coordinate] that as well to make all goes smoothly. People do move … uh … offices … uh … departments … uh … like floors as well. And it’s like the whole chain connected … uh … together as … uh … within Facilities we’ve got also Switchboard so we have to communicate between each other and between … um … Facilities Switchboard and post room as well to make sure everyone is updated of new occasion of the person as well and that switchboard carers knows⎯ know where to transfer people to and that internal or external post is … uh … delivered properly as well. I do also look after … uh … subscriptions for the whole company in case someone wants to sub⎯ subscribe to something it goes directly to me. Um … the same with … uh … stationary, I am the mo⎯ first point of contact for⎯ for everyone in the building if … um … stationary products are needed, if … um … logins … uh … are needed to set up a new account via stationary company we’re dealing with. So I’m usually dealing with every single … thing.

**Cris – Spain**

In South of Spain we have really strong accents and sometimes, you know, people from the north say, ‘Oh, what did you say?’ It’s not just the accent but we cut the words so, you know, because we sometimes we talk too fast and we just cut, cut, cut all the words and, yeah, it’s funny … sometimes. And one, one of the accents that I find more difficult is the Indian accent. I mean, for Indians that English is not their first, you know, the⎯ language. Sometimes, yeah, it’s quite hard to understand. But normally for me because I’m not⎯ you know, English is not my native language, if I’m with someone who is French, German, whatever, who, you know, thei⎯ their native language is not English either, it’s easier for us to understand each other. And then you can also, it’s easier for you to pick up mistakes that people do when they talk. You know, it’s a way for you to learn, it’s not like, you know, pointing at them, ‘Ha, you made a mistake!’ but, it’s just to remember and, you know … whereas English is the global language … um … and we still⎯ we do speak Spanish in, you know, in South America which have … uh … many countries, is quite big and even in North America … uh … Spanish is, you know, it’s a lot … uh … spoken over there. Um … but I really don’t mind if, you know, if I had to go to, I don’t know, Germany or Thailand or Japan. I know there no one speaks Spanish, you⎯ you know it could be a surprise if you find someone over there speaking Spanish apart from the Japanese because they are quite attracted to Spain, flamenco, and all that. Um … but I don’t⎯ I don’t really mind, I think, you know, it’s⎯ it’s another … uh … chance for⎯ for us to practise and to improve. So I think we⎯ we just meet a lot with our body … apart from our language. So, I think that’s what people think about Spaniards, ‘Yeah, they’re, you know, loud and always shouting,’ you know. But that’s who we are, we just, you know, we don’t really care about what other people think. We try to enjoy ourselves and, you know, we do like meet other people from other countries and⎯ and get to know, you know, their culture, their customs, how they do this, how they do that.