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# Business English Listening: A Controversial Policy



Listen and complete the gaps.

## Amazon's Five-Day Office Policy

In September 2024, Amazon CEO Andy Jassy announced that most employees would soon have to work in the office (1)_____ days a week instead of (2)_____. He believed that working in person made it easier to share ideas and learn from colleagues.

A month later, Matt Garman, the CEO of Amazon Web Services, said that (3)_____ out of ten employees he'd spoken with supported the change. He also suggested that anyone who didn't want to work in the office five days a week could find a job elsewhere.

His comments didn't go down well with some employees.

More than 500 signed a letter asking Amazon to (4)_____ the decision. They questioned Garman's claim, saying it didn't match their experiences.

The letter also described what the new policy would mean for some people. One employee lived four hours from the nearest Amazon office. Another said that moving across the country would force their spouse to (5)_____ her job.

Despite the objections, Amazon stuck to its decision. The five-day office requirement (6)_____ _____ on January 2, 2025, as originally planned.

### What do you think?

- Do you think employees should be required to work in the office five days a week?
- If your manager said that most employees supported a decision you disagreed with, how would you respond?

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# Answer Key

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1. five
2. three
3. nine
4. reverse
5. quit
6. took effect

**Sources:**


1. Message from CEO Andy Jassy: Strengthening Our Culture and Teams — Andy Jassy, Amazon, September 16, 2024.
2. Amazon AWS CEO: Quit If You Don't Want to Return to Office — Greg Bensinger, Reuters, October 18, 2024.
3. Amazon Workers 'Appalled' by AWS CEO's Return-to-Office Remarks, Urge Policy Reversal — Greg Bensinger, Reuters, October 31, 2024.
4. Seattle Amazon Workers Begin Return to Office Full Time Starting Thursday — KIRO 7 News Staff, KIRO 7 News, January 1, 2025.


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