



UNIT 3: JOB HUNT

Vocabulary list

- employer
- employee
- staff, personnel
- to fill in the form
- to appoint
- to recruit, to hire, to employ
- to shortlist
- to apply for a job
- to offer someone a job
- to accept (a job)
- to turn down (a job)
- to interview
- to resign, to quit
- job interview
- job satisfaction
- applicant
- HR (human resources)
- employment agency
- to do a job
- CV (curriculum vitae), resume, résumé
- cover letter
- qualifications
- professional skills
- work experience, work record
- expertise
- references
- referee
- part-time job
- full-time job
- current job
- previous job
- permanent work
- temporary work
- to recruit
- headhunter
- psychometric test
- vacancy
- position
- unemployment, redundancy
- career ladder
- promotion
- competitive salary
- well-paid job
- paid leave
- perk
- bonus
- benefits, fringe benefits
- work permit
- extra pay
- extra hours
- to meet requirements
- flexitime
- challenging goals
- responsibilities
- to be responsible for, to be in charge of
- executive
- CEO (Chief Executive Officer)
- CFO (Chief Financial Officer)

Task 03-01

First, read the texts below paying attention to the words and phrases in bold print.

Recruitment

The process of finding people for particular jobs is **recruitment** or, especially in American English, **hiring**. Someone who has been recruited is a **recruit** or, in American English, a **hire**. The company **employs** or **hires** them; they join the company. A company may recruit employees directly or use outside **recruiters**, **recruitment agencies** or **employment agencies**. Outside specialists called **headhunters** may be called on to **headhunt** people for very important jobs, persuading them to leave the organizations they already work for. This process is called **headhunting**.

Applying for a job

Fred is a van driver, but he was fed up with long trips. He looked in the **job vacancies** pages of his local newspaper, where a local supermarket was advertising for van drivers for a new delivery service. He **applied for** the job by completing an **application form** and sending it in.

Harry is a building engineer. He used an online job search service. Having found an appropriate position, he made an application, sending in his **CV (curriculum vitae, i.e. the ‘story’ of his working life; American English: resume or résumé)** and a **covering letter (American English: cover letter)** explaining why he wanted the job and why he was the right person for it.

Selection procedures

Dagmar Schmidt is the head of recruitment at a German telecommunications company. She talks about the **selection process**, the methods that the company uses to recruit people:

‘We advertise in national newspapers. We look at the **backgrounds of applicants**; their **experience** of different jobs and their educational **qualifications**. We don’t ask for handwritten **letters of application** as people usually apply by email.

We invite the most interesting **candidates** to a **group discussion**. Then we have individual **interviews** with each candidate. We also ask the candidates to do written **psychometric tests** to assess their intelligence and personality.

After this, we **shortlist** three of four candidates. We check their **references** by writing to their **referees**: previous employers or teachers that candidates have named in their applications. If the references are OK, we ask the candidates to come back for more **interviews**. Finally, we **offer** the job to someone, and if they **turn it down** we have to think again. If they **accept** it, we **hire** them. We only **appoint** someone if we find the right person.’

Now, use the above terminology to replace the underlined words or phrases:

Fred had already (1) refused two job offers when he went for (2) a discussion to see if he was suitable for the job. They looked at his driving licence and contacted (3) previous employers Fred had mentioned in his application. A few days later, the supermarket (4) asked him if he would like the job and Fred (5) said yes.

Harry didn’t hear anything for six weeks, so he phoned the company. They told him that they had received a lot of (6) requests for the job. After looking at the (7) life stories of the (8) people

asking for the job and looking at (9) what exams they had passed during their education, the company had (10) chosen six people to interview and then given them (11) tests on their personality and intelligence. They had then given someone the job.

Questions

- Are there any people or companies which help businesses to find employees and people to find jobs? How do you think they work?
- What are the ways to look for a job (both mentioned and not mentioned in the texts)?
- If you have come across an interesting job application, what is the application process?
- How do recruitment companies or HR departments select prospective employees?

BEC materials

Task 03-02

Look at the pictures which show people with careers that are considered exciting or glamorous. Compare and contrast two of the pictures and say what you think each person's life might be like, and what each person's personality might be like.



Discussion: *Which of these people would you most or least like to be, and why?*

Task 03-03

Read the texts below and answer questions 1-6.

A

HELP – snack bar serving person

Bright, friendly, experience not essential

Energy and enthusiasm an absolute must

Sat & Sun only

Call or drop in at Kingsway Centre, Melbourn/Royston.

Tel: 05825 82503 and ask for the Manager.

B

Granta Hotel

**requires a part-time silver
service waiter/waitress.**

Only applicants with experience
and good references need apply.

Excellent wages, meals on duty.

Tel: 06012 56329 (office hours)

C

WANTED from January till July, a nanny/carer for
Toby, 2 yrs. Formal qualifications not as important
as a sensible, warm and imaginative approach.

Hours: 8.30-5.00 Mon-Fri

Car driver essential, non smoker

References required

For further details phone: 06379 55836 after 6pm.

D

**Cleaner required for 12-floor modern office
block in the Station Road area, St Ives.**

2 hours per day. Mondays to Fridays –
to finish work before the offices open

Wages £80 per week.

Tel: 03726 570742

E

**Mature, experienced
Administrator/Secretary**

for soft furnishing company, working
within the hotel industry

Hours 1pm – 5pm, Mon – Fri

Phone: Mr S Quinn 03826 84285

F

FULL-TIME COOK for a new and exciting café venture.

Good conditions. Pay and hours can be negotiated.

Apply Red Cafe (03926) 49361

G

50-Seater Restaurant

TO LET

Ideal for very experienced person looking to
start up on their own.

Located on busy A10 road.

Reply Box No. P653, Newmarket Newspapers Ltd.,
51 Cambridge Road, Newmarket CB8 3BN

Questions 1–6

Look at the seven job advertisements, A–G, and read the descriptions of people below. Which is the most suitable job for each person?

- 1** a person with two small children who wants a few hours a week of unskilled work in the early mornings
- 2** a person with no experience or qualifications who is looking for a short term fulltime job, Monday to Friday
- 3** a lively student with no experience, who cannot work on weekdays
- 4** a person with more than 20 years' experience in catering who would like to run a business.
- 5** a catering college graduate who is now looking for his first full-time job
- 6** a person with many years' experience working in hotels who is now looking for well-paid part-time employment in a hotel

IELTS materials

Task 03-04

Choose the best word to fit the gap.

- 1 Nearly 300 people ___ for the job that was advertised in the local newspaper.
A applied B hired C accepted D employed
- 2 Before you ___ the contract make sure you have read it through carefully.
A offered B refuse C sign D receive
- 3 For many people job ___ is more important than a high salary.
A satisfaction B expectation C achievement D acceptance
- 4 You should always ___ in the application form as honestly as possible.
A sign B send C treat D fill
- 5 The company needed to make job cuts so they asked staff to ___ for redundancy.
A offer B choose C volunteer D select
- 6 Do you know that I applied for a job? Well, I've been ___ for an interview.
A attended B offered C applied D called
- 7 I've ___ five interviews so far and still haven't been offered a job.
A attended B offered C applied D called
- 8 Employees are allowed up to three weeks unpaid ___ a year.
A absence B vacation C time D leave
- 9 In the end I decided to ___ the job and started last week.
A accept B quit C offer D attend
- 10 Carol's reliability and confidence make her an ___ employee.
A idealized B ideal C idyllic D idealistic
- 11 This job looks interesting. I think I'll ___ off for more information.
A ask B apply C send D call
- 12 The interview panel's ___ impression was that Sam was the most suitable candidate.
A overdone B overall C overbearing D overblown
- 13 Many people would jump ___ the chance of working for a successful travel company.
A off B in C at D over
- 14 Although I am a very junior member of staff, my ___ prospects are good.
A long-lived B long-standing C long-winded D xx
- 15 Unfortunately there is still a lot of ___ against older people in the workplace.
A distraction B discrimination C discretion D distortion

Task 03-05

Read the job advertisement below. For each question (1-10), write one word.

Employment with Kinson plc

Staff Support Advisers required

We are a newly-formed division of Kinson plc, (0) one of the UK's largest quoted companies, and provide business customers (1)___ that combine leading-edge e-commerce technology and an integrated nationwide customer support network.

The formation of this new division has created a number of exciting and challenging roles within the call centres of two (2)___ our seven sites. We have vacancies (3)___ Staff Support Advisers. Working closely with the Business Managers, your job will (4)___ to gear the business up for the challenges ahead by implementing a programme of radical change. When completed, this programme will enable the management team to use our people resources more effectively, and (5)___ so doing facilitate the implementation of our company's business plan. You will be involved in all aspects of human resources activity, including providing advice and guidance to your business partners and policy development, in (6)___ to implementing any training and development initiatives the company may launch from time to time.

We are looking for talented individuals (7)___ good generalist grounding has been gained in a customer services or customer-focused environment where your flair and ideas (8)___ currently being underused. You must be able to influence business decisions from a human resources perspective and create innovative solutions. You should also be a resilient, adaptable team player, as (9)___ as having a track record of coaching others. In return, an excellent salary and benefits package is (10)___ offer. The successful applicant will have the advantage of outstanding opportunities for personal development and advancement.

BEC materials

Task 03-06

You will hear a man phoning to enquire about a job vacancy. As you listen, for questions **1-10**, complete the notes, using up to three words or a number.

JOB ENQUIRY

- **Work at:** (0) a restaurant
- **Type of work:** (1) _____
- **Number of hour per week:** 12 hours
- **Would need work permit**
- **Work in the:** (2) _____ branch
- **Nearest bus stop:** next to (3) _____
- **Pay:** (4) £ _____ an hour
- **Extra benefits:**
 - a free dinner
 - extra pay when you work on (5) _____
 - transport home when you work (6) _____
- **Qualities required:**
 - (7) _____
 - ability to (8) _____
- **Interview arranged for:** Thursday (9) _____ at 6 p.m.
- **Bring the names of two referees**
- **Ask for:** Samira (10) _____

IELTS materials

Task 03-07

Look at the pictures which show jobs that people need special skills to do. First, talk to each other about the special skills people need to do these different jobs. Then decide which job you think should be the most well-paid.



Discussion:

1. What is the best way for people to choose a career?
2. Which is more important, to earn a good salary or enjoy the work that you do?
3. What do you think makes an ideal place to work?
4. Which is more useful for a young person, going to university or getting practical work experience?
5. Do people doing some jobs earn higher salaries than they should?

Task 03-08

Now, read about the next step in getting a job – writing a CV. Fill in each gap with one word.

CV

Your CV (or resume, as it's called in the USA) gives a potential employer their first impression (0) of you. Having seen (1) ____, they'll decide whether or not to invite (2) ____ to an interview.

There are several points to bear in mind when writing your CV. Perhaps the most important (3) ____ is that you should remember what you are trying to achieve. This is to be invited for an

interview. If your CV is disorganized and untidy, the reader might assume that you are, too. Presentation – how your CV looks – is important, as well as what you include in it.

(4)___ point is that showing you are the right for the job is not enough. You (5)___ need to stand out from the other applicants. This doesn't mean that you should write your CV on a balloon, or do any of the other strange things that people sometimes do to get attention. (6)___ does mean, though, that you should show that you have thought about the company you are applying to, and about the qualities they might be looking for in the applicants.

(7)___ might include an ability to work in a team, for instance. You can demonstrate that ability, even if you haven't had any work experience, by fact that you belong to a sports team or a club committee, or have helped to organize an event. Most people include all their selling points. (8)___, though, do not, for fear of seeming to be showing off.

BEC materials

Task 03-09

Translate the CV instructions into English.

Еще о вашем Resume, или CV покажет, стоит ли с вами встречаться

В России формируется новый этикет для ищущих работу. Один из его важных элементов — личное резюме, или CV (от латинского *curriculum vitae*, «описание жизни»). Чем лучше оформлено **резюме**, тем больше у вас возможностей, при прочих равных, привлечь внимание к себе.

Используйте крупный, красивый и достаточно жирный шрифт для распечатки на лазерном или струйном принтере. Если резюме отправляется по факсу, то лучше разместите его на одной странице. Текст красиво расположен (поля, интервалы, отступы): тот, кто читает ваше резюме, почти всегда торопится, поэтому все части CV должны быть удобны для быстрого восприятия.

В резюме важно не столько точное название должности, а ваши обязанности и результаты работы. *Ценность кандидата определяется его опытом.* Избегайте ненужных деталей: имена детей, адреса предприятий, номера дипломов. Совершенство — это когда отсечено все лишнее.

Типичной ошибкой является представление резюме на иностранном языке для вакансии, знания иностранного языка не требующей.

Если вы можете делать много разных вещей, то не торопитесь обо всем писать в резюме. Специалист обычно ценится выше, чем «мастер на все руки» (Jack of all trades).

Работодателю скорее понравится человек, который серьезно занимается именно тем делом, для которого требуется работник, и в некоторых случаях сведения о дополнительном образовании могут повредить.

Составляя резюме, мысленно представьте себе человека, которого необходимо заинтересовать. Оценив с этой точки зрения свое резюме, вы наверняка захотите что-то в нем усовершенствовать.

1. Заголовок и краткие основные сведения Это обязательный раздел. Укажите крупно свою фамилию, имя и отчество. Адрес и телефон указывают менее броским шрифтом (при первом знакомстве эта информация второстепенна). Возраст лучше указать: наши

работодатели этим обычно интересуются, несмотря на формально существующий *запрет дискриминации по возрасту*. Сведения о семейном положении и наличии детей по этой же причине лучше указывать. (Исключением являются ситуации, когда есть какие-то вещи, которые подчеркивать не хотелось бы).

Сведения о гражданстве, месте рождения и национальности обычно лучше не указывать, если на этот счет нет каких-то особых соображений.

2. Цель и квалификация Формально не обязательный, но на самом деле очень важный и желательный пункт в резюме. Если вы реагируете на какое-то конкретное объявление, скажите это прямо (цель: «Получение должности...»). Если же вы хотите, например, чтобы вами заинтересовалось кадровое агентство, охарактеризуйте свою квалификацию («Квалификация: финансовый директор с опытом работы в промышленности, знанием английского языка, отечественного и западного бухучета»).

3. Опыт работы Обязательный и важнейший раздел резюме. Работодатель обычно ищет человека, имеющего соответствующие знания, опыт, навыки и связи. Записи в этом разделе лучше располагать в обратном хронологическом порядке, начиная с последнего места работы: **чем свежее опыт, тем интереснее для работодателя.**

Указывая места работы, старайтесь кратко охарактеризовать вид деятельности предприятия, ваши конкретные обязанности, объем работы и, если можно, результаты. Можно включить работу, которая не отражена в вашей трудовой книжке, но может быть подтверждена отзывом реального руководителя.

Нежелательно, чтобы в резюме какие-то периоды времени оказались неотраженными. Службу в армии укажите в разделе «Опыт работы».

4. Образование Также обязательный раздел. Но сведения и порядок их расположения должны определяться целью резюме. На первое место поместите данные о «главном образовании», определяющем вашу сегодняшнюю квалификацию.

5. Дополнительная информация Определенные дополнительные сведения могут повысить вашу потенциальную ценность: о знании иностранных языков, навыках работы с компьютером, водительских правах и навыках вождения автомобиля, поездках за рубеж (есть должности, для которых это — положительный фактор). Иногда целесообразно обратить внимание работодателя на специфические качества (например, готовность к ненормированному рабочему дню и командировкам).

Информация здесь может быть дана либо единым блоком, либо в виде более мелких фрагментов с отдельными заголовками.

Task 03-10

Study the sample and write your own CV for the job you would like to apply for.

JOHN H. DOE

19 Spring of Freedom St. Apt. #73
8700 Budapest, Hungary
Phone: 36-1-555-1234
Fax: 36-1-555-4321

EDUCATION

- 2000-Present **Central European University**, Budapest, Hungary.
MA in Economics. Thesis on IMF policy in South Eastern Europe.
- 1995-1999 **American University in Bulgaria**, BA in European Studies.
Graduated *magnum cum laude* with a GPA of 3.5. Minor in Law.

EXPERIENCE

- 1998-2000 **Reporter, Channel 1 Television**. Warsaw, Poland.
Responsibilities included writing and reporting on Eastern European political and economic transition.
- 1997-1999 1997-1999 **Country Manager, Acme Inc.**
Bucharest, Romania.
Duties included market analysis for Romania and Moldova, business and government affairs, and supervision of employees
- 1995-1996 1995-1996 **Intern, Parliament of Slovenia.**
Ljubljana, Slovenia.
International liaison with the International Affairs Committee.

RELATED INTERESTS AND ACTIVITIES

- 1996-1999 1996-1999 **Class President, AUBG.** Managed academic and social activities.
- 1998 **Model United Nations.** Cairo, Egypt. Represented Somalia as a delegate in a parliamentary simulation.
- 1997 **Member, Youth for New Political Parties.** Coordinated conferences, fund raising and campaigning.

HONORS AND ACHIEVEMENTS

- 2000 Awarded Best Speaker by the International Debate Club
- 1999 Member of International Exchange delegation which toured the United States and Canada.

OTHER INFORMATION

Languages: Czech (Native), Romanian, Russian, French, English

Interests include sports, politics, reading and movies. Traveled throughout Europe, North America and Africa.

Task 03-11

Study the instructions how to write a cover letter:

Introducing Yourself Through a Cover Letter

It's the first way you introduce yourself to a potential employer — and it can affect whether or not he or she bothers to turn the page and even look at your resume. It's called a **cover letter**, and sending a resume without it usually means your CV will end up in the trash.

Consider the strategy of sending a resume from the point of view of the boss. If you were hiring someone for a position, what kind of introduction would you require from candidates? Would it suffice to send a general resume that doesn't even mention the position you are seeking? Or would you like to see someone that has basic knowledge about your company, the position and can assess his or her strengths and skills concisely and directly in the package of a professionally prepared letter of introduction?

Think of a cover letter as a marketing tool to highlight your most attractive features and make them known to the ones doing the hiring.

Be brief. Don't go over your entire work history. Highlight one or two top accomplishments or skills. The rest you can save for the interview.

Explain how your experience makes you qualified for the position. Even if your background may not perfectly match the job, explain how your experience is relevant and has prepared you for future work.

Quality over quantity. A cover letter should be used to target a specific job at a specific company, meaning you should tailor each letter that you send.

Know to whom you should send your letter. The more influential, the better. You need to know the department head or person who will be screening resumes and address the letter directly.

Always send a resume with a cover letter. Sometimes you could send only a cover letter as a follow up to a conversation with a contact in a company.

What you need for a successful cover letter.

1. Your return address, phone number, should appear on the top right hand corner of the letter.
2. Include the date just above the beginning of the letter.
3. Begin with salutation: «Dear Mr./Ms./ or Mrs.» followed by the individual's last name, then a colon (:). If you are applying to a blind ad and don't know the name of the person, it is acceptable to write «Dear Hiring Manager».
4. **The first paragraph** should state immediately which position you are applying for. Also, you may want to include that you are responding to an advertisement, with the date of its publication.
5. **The second** should provide information about why you would be beneficial for the company.
6. **The third** should mention your knowledge of the company or the industry in which it operates, and why it would be interesting for you to work there.
7. **The final** is your closing, and can specifically request an interview — but don't forget to include the time of day when you are most easily reached. *Follow up with a phone call after a few days.*
8. **The closing** should be simple — “Best regards”, or “Sincerely” are always appropriate.

While these are simple guidelines, they cover only basics and can be varied. (You can also see many sites on the topic on the Internet.)

Task 03-12

Study the sample cover letter and make up your own cover letter to the company you would like to work for.

Mark Diamond 4701 Pine Street, #K-13 Philadelphia, PA 19143 Tel. 1-(215)-748-3037

April 2, 1992

Dear Mr. Marinichenko:

I am a first-year student in the M.B.A. program at the Wharton Business School in Philadelphia.

I understand that you are heading the independent Ukrainian airline. I have heard from my friend Mr. Bill Eastmann, a student at Duke University's Fuqua School of Business, that you might wish to have an American M.B.A. student work with your airline this summer as an intern. I am very interested in the possibility of such an internship during the summer of 1992.

My professional experience has given me an in-depth knowledge of the air transportation industry. I have, in particular, worked for Americam Airlines, the Federal Aviation Administration, and Kurth & Company, Inc., an aviation consulting firm where I was Manager of Airline Analysis. My responsibilities included the study of schedules, fares, equipment selection, and financial results. Notably, I prepared numerous feasibility studies for both jet and turboprop routes, including passenger and pure cargo service, for proposed transatlantic and transpacific services.

I wish to place this experience at the disposal of your airline. I believe strongly that my knowledge of the deregulated air transportation industry in the United States could be quite beneficial to your carrier.

I have enclosed a copy of my resume. If my background and qualifications are of interest to you, please telephone me at (215) 748-3037. I would be interested in meeting with you in mid-April in New York to discuss further the possibility of such a summer position, and your requirements.

Sincerely,

Bob Davidson

While working on the cover letter, you may use the following expressions:

— *With reference to your advertisement in "Springfield Post" of Tuesday, January 10, I would like to apply for the position of... in your company.* — Ссылаясь на объявление в «Спрингфилд-Пост» от 10 января, вторник, я хотел бы претендовать на должность... в вашей фирме.

— *I recently heard from... that there is a vacancy in your sales department.* — Я недавно услышал от ... о вакансии в вашем торговом отделе.

— *I am used to working on my own.* — Я привык работать самостоятельно.

— *I appreciate the opportunity to work on my own initiative and to take on a certain amount of responsibility.* — Я высоко ценю возможность работать с должной мерой ответственности, проявляя собственную инициативу.

— *During training for my present job I took courses in marketing.* — Во время обучения для получения должности, которую я занимаю в настоящий момент, я закончил курсы маркетинга.

— *Since my present position offers little prospect for advancement, I would prefer to be employed in an expanding organization such as yours.* — Так как моя настоящая должность не дает мне больших возможностей для продвижения, я хотел бы работать в такой перспективной организации, как Ваша.

— *I am at present earning ... per month.* — В настоящее время я получаю ... в месяц.

— *Thankyoufor offering me the post/position of...* Благодарю Вас за то, что Вы предложили мне должность...

— *I have pleasure in accepting this position.* — С удовольствием принимаю эту должность.

— *I am looking forward to commencing work on September 1.* — С нетерпением жду начала работы 1 сентября.

Task 03-13

Read the job interview below and fill the gaps from the list.

Mike has a job interview for a Saturday job.

Interviewer: So, you've applied for the Saturday **position**, right?

Mike: Yes, I have.

Interviewer: Can you tell me what made you **reply** to our advertisement?

Mike: Well, I was looking for a **part-time** job to help me through college. And I think that I'd be really good **at** this kind of work.

Interviewer: Do you know exactly what you would be **doing** as a shop assistant?

Mike: Well I imagine I would be helping **customers**, keeping a check on the supplies in the store, and **preparing** the shop for business.

Interviewer: That about covers it, you would also be responsible for **keeping** the front of the store tidy. What sort of student do you **regard** yourself as . . . did you enjoy **studying** while you were at school?

Mike: I **suppose** I'm a responsible student. I passed all my exams and I enjoy studying subjects that interest me.

Interviewer: Have you any previous work **experience**?

Mike: Yes. I worked part-time at a **take-away** in the summer holidays.

Interviewer: Now, do you have any **questions** you'd like to ask me about the position?

Mike: Yes. Could you tell me what **hours** I'd have to work?

Interviewer: We open at 9.00, but you would be **expected** to arrive at 8.30 and we **close** at 6.00 pm. You would be able to leave then. I think I have asked you everything I **wanted** to. Thank you for coming **along** to the interview.

Mike: Thank you. When will I know if I have been **successful**?

Interviewer: We'll be making our **decision** next Monday, we'll give you a **call**.

along

at

call

close

customers

decision

doing

expected

experience

hours

keeping

part-time

position

preparing

questions

regard

reply

studying

successful

suppose

take-away

wanted

See more at: <http://www.learnenglish.de/vocabulary/jobs.html#sthash.PVXtUbX7.dpuf>

Task 03-14

Choose the best word to fit the gap.

- 1 Of course, college education is important but it is essential that all our employees undergo a period of intensive ____.
 A preparation C concentration
 B training D learning
- 2 The situation in the industry is changing so fast that it is hard for our staff to ____ the latest developments.
 A hold on to C keep on to
 B hold up with D keep up with
- 3 For the first year of your employment with our firm you will be under the care of a ____.
 A minor C mender
 B monitor D mentor
- 4 Our company will have a stand at the jobs and career exhibition with a view to ____ interest among potential employees in our company.
 A generalizing C generating
 B looking D focusing
- 5 Part of the ongoing training is to ensure that a regular time and place are ____ for department heads to meet their staff.
 A set off C placed by
 B set up D put on
- 6 Although I was very tempted to accept the job the company offered, I had to ____ the offer because the salary would have been insufficient.
 A repeat C refuse
 B reject D deny
- 7 A newsletter is sent out every ten days to all the staff so that they receive a regular ____ on recent appointments.
 A update C dating
 B dates D dated
- 8 In view of the excessive workload Bill has at the moment, the department head won't expect him to keep ____ during the next few weeks.
 A on line C on road
 B on track D on path
- 9 The vice president acknowledged that the ____ of the project was largely due to high quality support staff.
 A success B business C progress D future
- 10 It is the policy of the company to ____ all interviews for new recruits with a member of the trade union present.
 A control B attend C conduct D confirm

Task 03-15

Make a summary of this text in English.

Как успешно пройти собеседование

Собеседование при приеме на работу (job interview) – важный этап на пути к получению работы. Именно после беседы с кандидатом компания решит, принять или отвергнуть его. Это своего рода «презентация» себя как профессионала, и необходимо хорошо подготовиться: человеку, идущему на собеседование, стоит побольше узнать о фирме, в которой он хочет работать. Можно пойти в библиотеку, прочитать что-нибудь о компании, стиле ее работы, ведь работодатель всегда хочет получить доказательства того, что, прежде чем прийти, вы провели небольшое исследование.

Университет штата Иллинойс, проведя опрос 320 американских агентств по найму, обнаружил, что в большинстве случаев кандидаты «проваливаются» из-за «нехватки знаний о компании и отрасли» и «бедности устной речи» в сочетании с «высокомерием». Поэтому на беседе лучше держаться без претензий и в то же время с достоинством.

Обязательно нужно подумать и об одежде. Это деловая встреча, поэтому постарайтесь, чтобы костюм был деловым и неброским: запомниться должно то, что вы говорили, а не ваш галстук.

Для женщин: одежда теплых тонов и консервативного стиля, умеренный макияж и немного духов. Для мужчин: деловой костюм темного цвета в сочетании со светлой рубашкой, консервативным галстуком и темными носками. И, конечно же, «не забудьте улыбку!»

В ходе собеседования полезно подумать о том, какие факты вашей трудовой деятельности могут особенно заинтересовать работодателя. Нужно помнить, что основная цель беседы – получение обеими сторонами информации, достаточной для принятия решения. Лучше всего заранее составить несколько вопросов и задать их на интервью:

4. Что будет входить в мои обязанности?
5. Каковы перспективы роста?
6. Каковы планы компании?

Для того, чтобы произвести впечатление, важно и то, как вы слушаете. Вслушивайтесь внимательно в то, что вам говорят, и если вы не поняли – уточните!

Не опаздывайте! Лучше прийти за 3-5 минут до назначенного времени. Захватите несколько экземпляров своего резюме: трудно предугадать, со сколькими интервьюерами вам придется встретиться.

Уверенность в себе, искренность, настойчивость и хорошие манеры – все это поможет вам. Важно даже то, как вы здороваетесь! Держитесь ровно и спокойно, сделайте шаг вперед, установите зрительный контакт, улыбнитесь, скажите «Здравствуйте» и представьтесь. Отвечайте на вопросы, глядя собеседнику в глаза – это говорит о вашей уверенности и искренности. Вместе с тем помните, что интервью – не исповедь, поэтому некоторых вещей следует избегать. Например: «Мне нужно работать у вас, потому что нигде я не могу приобрести такой опыт» или «У меня закончились деньги. Пожалуйста, поймите, мне нужно это место». Как правило, такие кандидаты работу не получают. Также настораживают негативные отзывы о предыдущем работодателе.

Говоря о предшествующей деятельности, разделяйте обязанности и достижения: любой может выполнять служебные обязанности, но только ваши успехи в работе производят впечатление.

Отвечая на вопросы, постарайтесь быть изобретательным. Если вас спрашивают «Сможете ли вы напряженно работать?», приведите пример вашего усердия: «Мне приходилось действовать в цейтноте, решая проблемы, которые могли привести к серьезным потерям фирмы».

При обсуждении зарплаты не останавливайтесь сразу на какой-то определенной сумме. Если вас спросят: «Какая минимальная зарплата вас устраивает?», стоит сказать: «Не сомневаюсь, что ваша компания может предложить мне адекватное вознаграждение. Какой оклад соответствует данной должности в вашей фирме?»

Эксперты советуют «выторговывать» для себя более высокую зарплату. Умение обсуждать такой щекотливый вопрос демонстрирует ваши деловые качества.

Покажите вашу осведомленность об уровне оплаты труда в отрасли, в конкретной компании, а также в фирмах-конкурентах. Но не вкладывайте в обсуждение зарплаты слишком много эмоций. Если вы чувствуете, что переговоры приближаются к опасной черте – попытайтесь найти компромисс: работодатель должен увидеть в вас полезное приобретение, а не человека, который переоценивает себя. Зарплата может быть невысокой, зато может быть множество льгот и привилегий (медицинское страхование, премии, стажировка, скидки на приобретение своей продукции и т.д.).

Получив предложение, попросите 2-3 дня, чтобы принять окончательное решение.

Помимо нескольких экземпляров своего резюме захватите блокнот и ручку, чтобы записывать информацию о фирме и будущих служебных обязанностях, имена людей, с которыми вы встретились, и т.д.

И главное – возьмите с собой уверенность, спокойствие и надежду. Если не повезет сейчас, то судьба обязательно улыбнется вам в следующий раз.

Task 03-16

Read the job interview below and choose the most appropriate options.

- Good morning! Have a seat. We liked your resume and we have some questions about your work ____ (*experience, results, skills*). Could you tell us a little bit more about yourself?
- I am 27 years old, I have been working for my company as a certified public accountant for 5 years and I believe my ____ (*job with a future, reappointment, professional skills*) would allow me to move to another company.
- You wrote in your (*application, complaint, statement*) that you would be interested in working here. Why?
- I hope to acquire new skills and the ____ (*background, job profile, agreement in principle*) in your advertisement sparked my interest.
- What interests you about this job?
- To be honest, in addition to ____ (*career perspectives, full-time equivalent, minimum perks*) you wrote 'attractive ____ (*penalties, paid, salary*)' and I wish to do my best ____ (*to abide by the*

terms, to appoint myself to a position, to go ahead) in your company in order to get a ____ (*holiday allowance, net annual salary, paid leave*) higher than in my current job.

- All right, but what are your expectations in terms of income?
- I wouldn't ____ (*accept, agree, refuse*) less than \$50,000 per year.
- Ok, and would you be willing to move for your job?
- Yes I'm open-minded about ____ (*career path, flexitime, geographical mobility*), I'm single with a driving licence.
- Great! With the ____ (*career interview, evaluation criterion, mobility allowance*) you may reach your target salary. Thank you for this interview. You'll get an answer within a couple of weeks. Goodbye.

Task 03-17

Listen to a job interview and answer the questions below:

30: What does the student need from the food services manager?

- A) A job for night hours
- B) A job which will pay tuition
- C) A job with regular hours
- D) A job which will be limited in commitment

31: What does the manager imply about food services?

- A) Food services does not hire students anymore
- B) Food services probably does not have a job that will fit the student's needs
- C) Food services probably may have a job that will fit the student's needs
- D) Food services probably definitely has a job that will fit the student's needs

32: What is an example the manager gives the student of the kind of work which might be available?

- A) Football concession sales
- B) Basketball concession sales
- C) Spring sports concession sales
- D) All of the above

33: How long will the student work during the football season?

- A) About 7-8 hours each game
- B) As long as the student wants to continue working
- C) All Spring
- D) All winter

34: What does the manager mean when he says this?

- A) Food services will allot who does what
- B) The student is capable of preparing food
- C) The student needs to be on time
- D) There will be other people working in the booth

Task 03-18

Read the article below offering advice to job-seekers. Choose the correct word to fill each gap.

BEING THE BEST

Each time you try for a more (0).....position, the selection process gets (1)..... Your abilities, personality traits, your lifestyle, values and aspirations will all be vigorously (2)by your prospective colleagues and also your bosses. Do you know how to (3)yourself when you are under the microscope? If you are to (4)..... your ambitions, now is the time to learn how to do (5)..... to yourself and prepare for formal selection processes.

Learn about the various methods you can employ to find your way into a different institution, gain a more sophisticated (6)..... of how headhunters work and learn to position yourself so that you can be found easily. Taking (7)of any situation to maximise your visibility is very useful. Even when you are not offered a particular job for which you have been considered, do leave an impression which will remain in the mind of the headhunter should other possibilities (8)..... .

You (9)..... it to yourself to do the best you can. Make sure you perform in such a way that you can be satisfied that the decision about you has been made with the (10).....amount of up-to-date and accurate information about your capabilities. Do you know what they are and do you have some stories prepared which will illustrate them well?

BEC materials

- | | | | |
|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| 0 A <i>responsible</i> | B <i>authoritative</i> | C <i>liable</i> | D <i>commanding</i> |
| 1 A <i>stronger</i> | B <i>tougher</i> | C <i>sharper</i> | D <i>firmer</i> |
| 2 A <i>contemplated</i> | B <i>reflected</i> | C <i>regarded</i> | D <i>scrutinised</i> |
| 3 A <i>treat</i> | B <i>deal</i> | C <i>cope</i> | D <i>handle</i> |
| 4 A <i>realise</i> | B <i>succeed</i> | C <i>obtain</i> | D <i>capture</i> |
| 5 A <i>right</i> | B <i>virtue</i> | C <i>justice</i> | D <i>fairness</i> |
| 6 A <i>intelligence</i> | B <i>information</i> | C <i>understanding</i> | D <i>comprehension</i> |
| 7 A <i>benefit</i> | B <i>advantage</i> | C <i>profit</i> | D <i>gain</i> |
| 8 A <i>arise</i> | B <i>open</i> | C <i>enter</i> | D <i>arrive</i> |
| 9 A <i>deserve</i> | B <i>require</i> | C <i>merit</i> | D <i>owe</i> |
| 10 A <i>biggest</i> | B <i>fullest</i> | C <i>greatest</i> | D <i>widest</i> |

Task 03-19

You will hear a discussion between two senior managers, John and Deborah, about an assistant manager, Colin, who has applied for a new post. For each question (1-8), mark one letter (A, B or C) for the correct answer. After you have listened once, replay the recording.

1. The new post is being created as a result of

- A plans to change corporate culture.
- B criticisms of management practice.
- C changes to overall company structure.

2. What reason has Colin given for applying?

- A to have a more challenging role
- B to make full use of his qualifications
- C to raise his profile within the company

3. John was particularly impressed by the way Colin

- A treated a dissatisfied client.
- B responded to an unreliable supplier.
- C dealt with an inefficient member of staff.

4. What current strength of Colin's does Deborah commend?

- A his analytical skills
- B his product knowledge
- C his flexible approach

5. On a recent sales trip, Colin succeeded in

- A improving the terms of a contract.
- B identifying a new method of selling.
- C making a number of new contacts.

6. In what area did Colin excel during recent training?

- A teamworking
- B report writing
- C prioritizing

7. What does Colin's reference say?

- A He expects too much of others.
- B His confidence will grow in time.
- C He sometimes lacks objectivity.

8. What support will the successful candidate receive?

- A contact with an in-house advisory body
- B performance appraisal meetings
- C coaching from a consultant

BEC materials

Task 03-20

Read the text below about successful interview strategies.

HOW TO ANSWER ANY INTERVIEW QUESTION

By Perri Capell

Don't be rattled by your next job interview. It's possible to answer any question that comes your way. How? By preparing and knowing how to direct the conversation to the topics you want to cover.

To start, take a tip from consultants who coach executives and politicians on how to handle media interviews. These trainers say you can deliver the message you want to an employer, regardless of the question you're asked.

"Most people don't realize that their purpose isn't to sit there and hope the right questions will be asked," says Aileen Pincus, president of the Pincus Group, a media interview-training firm in Silver Spring, Md. "They need to develop two or three key messages and make sure their point is delivered."

Unlike some politicians who ignore press questions and immediately introduce a different topic in response, job candidates must respect and directly answer employer's queries, says Jeff Braun, vice president and general manager of the Ammerman Experience, a Stafford, Texas, media interview-training firm. However, you can quickly make the transition from your answer to the important points you want to convey about your qualifications, he says.

He suggests when answering job-interview queries applying the formula $Q = A + 1$: Q is the question; A is the answer; + is the bridge to the message you want to deliver; and 1 is the point you want to make.

"If you take the '+ 1' off the formula, then the interviewer is controlling the session," says Mr. Braun.

Diligent preparation also is necessary to effectively answer any interview question, say senior executives. Theirs and media trainers' tips follow:

Study hard. Learn as much as you can about the job, the employer and its executives beforehand. Use this information to answer direct questions and to then segue into a discussion about your qualifications and fit.

Eric Herzog, a vice president of product line management and channel marketing at Maxtor Corp., a hard-disk drive company in Milpitas, Calif., says he always talks to current and former company employees and analysts whenever possible prior to job interviews to gain as much insight as he can into the employer's challenges and culture. If the company is publicly owned, he studies its financial condition by reading U.S. Securities and Exchange Commission documents, such as annual 10-K shareholder reports on the company's performance. He then tailors his interview answers to the company's issues.

"If the company is having a rough time financially, you can say that not only did you make good products or services, but that you produced things on time and under budget," says Mr. Herzog. "That's a little plus if the company is in trouble."

If you're working with a recruiter, ask him or her about what the company is seeking and its key challenges, says Derek Messulam, vice president of rental market development for GE-Capital Solutions, a financial-services unit of General Electric Co. in Norwalk, Conn. Mr. Messulam says he grills recruiters regarding a job's responsibilities and the attributes the company wants before job interviews. He then makes sure that his answers demonstrate his potential value to an employer.

"When questions come up, you can steer the conversation to how you can demonstrate value," says Mr. Messulam. "You answer the question, but maybe not 100% the way they were expecting it."

Have anecdotes ready. Many interviewers ask questions that require candidates to provide examples of how they handled a difficult challenge or other work situation. Such questions often start with a phrase such as, "Tell me about a time when you faced...."

These questions require a story in response, but it's unlikely you have a story that fits every conceivable query. But the task of preparing becomes easier when you realize that interviewers typically are interested in only five or six general categories, says Mr. Braun. Instead of trying to be ready for every potential question, come up with stories to fit these general issues, such as how you handled conflict or a difficult challenge.

It may help to think of each issue as a bucket and mentally place a story or two in each one, says Mr. Braun. "Be more generic in your approach," he suggests. "When asked a question along one of those lines, you can move to the story you have in one of those buckets."

From his research, Mr. Messulam says he can usually tell what types of things a company might want to know about him and thinks of corresponding anecdotes. "I have seven or eight top stories that tell someone what I am good at," he says.

This strategy also works when interviewers say, "Tell me about yourself," says Lucinda Baier, former president and chief operating officer of Whitehall Jewelers Inc., a national specialty retailer and a former senior vice president of Sears Roebuck & Co.

Ms. Baier left Chicago-based Whitehall in December after it accepted an agreement with an investor to become private. She left Sears in April 2004 when the credit and financial products division she headed was sold to Citibank.

When asked to tell interviewers about herself, she determines how much time she should use and then tries to describe her specific qualifications that fit the company's key issues.

"If you know what challenges the company is facing, you can tailor your response to what the company is dealing with and how you can help," she says.

Be positive about the negative. Count on being asked about a past mistake or blemish on your career record, and don't try to dodge the issue. Ms. Pincus advises. "If you have a vulnerability, you need to be prepared to answer the question," she says. "There should be no lying or dodging. Just answer it and move on."

When discussing a mistake, be ready to say how you learned or benefited from it. "You learn as much by dropping the ball as you do by catching it," says Mr. Herzog. When interviewing for his current job, which he started in August, Mr. Herzog says he mentioned he had been involved in successful turnarounds and one that failed. "And I said what I learned from it," he says.

<http://www.careerjournaleurope.com/jobhunting/interviewing/20060530-capell.html>

Discussion:

1. *What are the ways to answer any interview questions?*
2. *Do you agree with the author in everything?*
3. *Are there any other ideas how to be successful at interviews?*
4. *Do you really believe that an interview is an important step in selecting a prospective employee?*
5. *Are you ready to take an interview for the job you would like to apply for? What do you still need to work at?*

Task 03-21

Watch Steve Job's Commencement Address made to Stanford students on June 12, 2005. While listening, try to write down the main statements and problems raised in his speech. Discuss them in class.