

1 JOB ADVERTISEMENT

Read the job advertisement.
What is the company looking for?



CUSTOMER SERVICE REPRESENTATIVE

RESPONSIBILITIES

- Answer customer calls and emails
- Help customers with their questions
- Solve problems and give information
- Follow up with customers
- Keep records updated



WE ARE LOOKING FOR SOMEONE WHO IS...

- | | |
|--|--|
| ☐ Friendly | ☐ Responsible |
| ☐ Patient | ☐ Calm under pressure |
| ☐ Organized | ☐ Good English (B2 or higher) |
| ☐ Good communicator | ☐ Computer skills |

REQUIRED SKILLS

- Computer skills (Microsoft Office)
 Good English (B2 or higher)
 Experience with customers (a plus)

APPEARANCE

- ☐ Neat
 ☐ Well-dressed
 ☐ Professional
 ☐ Clean and tidy

Use the information above to choose the best candidate.

2 CANDIDATES' CURRICULUM VITAE

Read the CVs and look at the photos.

CANDIDATE A – Laura Perez



Experience

Customer Service Representative (2 years)

Education

Associate Degree in Business Administration

Skills

- Microsoft Office
- English – B2
- Email and chat support
- Data entry

Personality

- Friendly
- Patient
- Organized
- Responsible

Appearance (look at the photo)

- ☐ Neat
 ☐ Well-dressed
 ☐ Professional
☐ Clean and tidy
 ☐ Wears glasses

CANDIDATE B – David Ramirez



Experience

Sales Assistant (1 year)
Customer Service (6 months)

Education

High School Graduate

Skills

- Microsoft Office
- English – B1
- Social media

Personality

- Outgoing
- Creative
- Confident
- Impatient

Appearance (look at the photo)

- ☐ Neat
 ☐ Well-dressed
 ☐ Professional
☐ Clean and tidy
 ☐ Wears glasses

CANDIDATE C – Sophia Martin



Experience

Office Assistant (6 months)

Education

Business Administration

Skills

- Microsoft Office
- English – B2
- Data entry

Personality

- Calm
- Helpful
- Professional
- Responsible

Appearance (look at the photo)

- ☐ Neat
 ☐ Well-dressed
 ☐ Professional
☐ Clean and tidy
 ☐ Wears glasses

3 EVALUATION FORM

Complete the table for each candidate.

Criteria	Candidate A		Candidate B		Candidate C	
	Yes	No	Yes	No	Yes	No
Friendly	☐	☐	☐	☐	☐	☐
Patient	☐	☐	☐	☐	☐	☐
Organized	☐	☐	☐	☐	☐	☐
Good communicator	☐	☐	☐	☐	☐	☐
Good English (B2 or higher)	☐	☐	☐	☐	☐	☐
Computer skills	☐	☐	☐	☐	☐	☐
Calm under pressure	☐	☐	☐	☐	☐	☐
Neat appearance	☐	☐	☐	☐	☐	☐
Well-dressed	☐	☐	☐	☐	☐	☐
Professional	☐	☐	☐	☐	☐	☐

4 COMPARE THE CANDIDATES

Complete the sentences. Use comparative or superlative forms.

- Laura is _____ (organized) than David.
- Sophia is _____ (calm) than Laura.
- David is _____ (outgoing) than Laura.
- Laura has _____ (more) experience than Sophia.
- Laura is _____ (friendly) candidate.
- David has _____ (less) experience than Laura.
- Laura's English is _____ (better) than David's.
- Sophia is _____ (professional) candidate.
- David is _____ (creative) than the others.
- Laura is _____ (organized) candidate.

5 FINAL RECOMMENDATION

Choose the best candidate and explain using comparatives or superlatives.

We recommend hiring:

- ☐ Candidate A
 ☐ Candidate B
 ☐ Candidate C

OUR DECISION (Use comparative or superlative forms.)

We recommend _____
because _____



USE THESE STARTERS

- We think Candidate _____ is more _____ than _____.
- Candidate _____ is the most _____ because _____.
- Candidate _____ is better than _____.
- _____ is the best candidate.

LIVEWORKSHEETS