

ALEX:	Of course not. How are you, Martha?	
MARTHA:	Good thanks. I'm ringing because I need a bit of advice.	
ALEX:	Oh yeah. What about?	
MARTHA:	The training you did at JPNW a few years ago. I'm applying for the same thing.	
ALEX:	Oh right. Yes, I did mine in <u>2014</u> . Best thing I ever did. I'm still working there.	Example
MARTHA:	Really? What are you doing?	
ALEX:	Well, now I work in the customer services department but <u>I did my initial training in Finance</u> . I stayed there for the first two years and then moved to where I am now.	Q1
MARTHA:	That's the same department I'm applying for. Did you enjoy it?	
ALEX:	I was pretty nervous to begin with. I didn't do well in my exams at school and I was really worried because <u>I failed Maths</u> . But it didn't actually matter because I did lots of courses on the job.	Q2
MARTHA:	Did you get a diploma at the end of your trainee period? I'm hoping to do the one in business skills.	
ALEX:	Yes. That sounds good. <u>I took the one on IT skills but I wish I'd done that one instead.</u>	Q3
MARTHA:	OK, that's good to know. What about the other trainees? How did you get on with them?	
ALEX:	There were about 20 of us who started at the same time and we were all around the same age – I was 18 and <u>there was only one person younger than me, who was 17</u> . The rest were between 18 and 20. I made some good friends.	Q4
MARTHA:	I've heard lots of good things about the training at JPNW. It seems like there are a lot of opportunities there.	
ALEX:	Yeah, definitely. Because of its size you can work in loads of different areas within the organisation.	
MARTHA:	What about pay? I know you get a lower minimum wage than regular employees.	
ALEX:	That's right – which isn't great. But <u>you get the same number of days' holiday as everyone else</u> . And the pay goes up massively if they offer you a job at the end of the training period.	Q5
MARTHA:	Yeah, but I'm not doing it for the money – it's the experience I think will be really useful. Everyone says by the end of the year you gain so much confidence.	
ALEX:	You're right. That's the most useful part about it. There's a lot of variety too. You're given lots of different things to do. I enjoyed it all – I didn't even mind the studying.	
MARTHA:	Do you have to spend any time in college?	
ALEX:	Yes, <u>one day each month</u> . So you get lots of support from both your tutor and your manager.	Q6
MARTHA:	That's good. And the company is easy to get to, isn't it?	
ALEX:	Yes, it's very close to the train station so the <u>location's a real advantage</u> .	Q7
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ALEX:	Have you got a date for your interview yet?	
MARTHA:	Yes, it's on the 23rd of this month.	
ALEX:	So long as you're well prepared there's nothing to worry about. Everyone's very friendly.	
MARTHA:	I am not sure what I should wear. What do you think?	
ALEX:	<u>Nothing too casual – like jeans</u> , for example. If you've got a nice jacket, wear that with a skirt or trousers.	Q8
MARTHA:	OK. Thanks. Any other tips?	
ALEX:	Erm, well I know it's really obvious but <u>arrive in plenty of time</u> . They hate people who are late. So make sure you know exactly where you have to get to. <u>And one other useful piece of advice my manager told me before I had the interview for this job – is to smile</u> . Even if you feel terrified. It makes people respond better to you.	Q9 Q10
MARTHA:	I'll have to practise doing that in the mirror!	
ALEX:	Yeah – well, good luck. Let me know if you need any more information.	
MARTHA:	Thanks very much.	