Name _____ Date_____



Hard and Soft Job Skills*

Som Sarawong has been working as an automotive technician at George's Auto Repair for over 5 years. Today was a special day for Som, a 35-year-old Thai immigrant, because he received the Employee of the Year Award. **According to** Ed Overton, Som's boss, Som received the award "*because he's a great 'people person' and he has* ***superb*** *technical skills. I even have him work on my own car!*"

Som has the two kinds of skills that are necessary to be successful and move up in his career: soft skills and hard skills. Soft skills are personal and social skills. Som gets along with his co-workers. He has a strong **work ethic**; in five years, he has never been late or absent from work. Customers trust him. Hard skills, on the other hand, are the **technical** skills a person needs to do a job. Som can repair cars, trucks, and motorcycles. He learned from his father, who was also a mechanic. Then he took classes and got a certificate as an auto technician.

Soft and hard skills are equally important, but hard skills are easier to teach and assess than soft skills. People can learn how to use a machine and then take a test on their knowledge. However, it's harder to teach people how to be **cooperative** and have a good work ethic. George Griffith, the owner of George's Auto Repair, explains, "*I've been working in this business for over 30 years, and most of the time when I've needed to fire someone, it was because of weak people skill, not because they didn't have technical abilities.*" Soft skills and good technical knowledge are a winning **combination**, and today, Som Sarawong was the winner.

*Taken from "Ventures4 Classware," p. 102. Cambridge University Press 2010.

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Part A. Directions: Find the vocabulary word(s) **bolded** in the text above. Then find a similar word or phrase that matches the definition and write the word(s) in the blanks.

_____ to bring things together

_____ something you learn in school or were taught how to do for a job

_____ to believe in working hard

_____ to be excellent

_____ work well with other people

_____ this is what someone else says

Part B. Directions: Answer the questions below using whole sentences.

1. Who is Som's boss? _____

2. Where does Som work? _____

3. What is Som's job title? _____

4. What is the name of the garage where Som works?

_____

5. How did Som learn how to do his job?

_____

Part C. Directions: Now make the questions to go with the answers given.

1. Q: _____

   A: Soft skills are personal and social skills.

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2. Q: _____

A: Hard skills are the technical skills a person needs to do a job.

3. Q: _____

A: No, Som has not been late or absent for five years.

4. Q: _____

A: It is harder to teach soft skills than hard skills.

Part D. Directions: Are these soft skills or hard skills? Write 'soft' or 'hard' in the box next to the skill.

_____ being punctual

_____ boiling an egg

_____ using your cell phone to text

_____ using Zoom on a computer

_____ getting along with coworkers

_____ listening to directions

Part E. Directions: Think about the job you have right now. Are you a homemaker or parent? Or do you work outside the home? Write a short paragraph below and tell me about 2 soft skills you need to do your job and 2 hard skills.

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