A job interview
by Rosemary Richey

Worksheet

BUSINESS BASICS WORKSHEET

A

Choose the correct words in italics to complete the job advert.

customersfirst

where our customers are always number one!

Customer Care Manager

We are looking for the right person for this exciting job in customer service.

You will need to:

- be *in charge / responsible* [1] of 20 people in a customer service centre
- *inform / train* [2] new staff
- *take / have* [3] care of customer problems
- *follow / find* [4] up on customer satisfaction

Do you have:

- excellent *problem / people* [5] skills with employees and customers?

Are you good at:

- multi-*tasking / taking* [6]: for example, managing staff and looking after customers?

Then we would like to hear from you!

Contact Mrs Hannah Brightman for more details at
brightman@customersFirst.com
or phone 020 367 4085

Apply Now

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PHOTOCOPIABLE
LIVEWORKSHEETS

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one stop english .com
Solutions for English Teaching

B

Listen and complete the missing words in the interview.

A: Mr Thomas? Welcome to customersFirst! Very nice to meet you.

B: Good to meet you too, Mrs Brightman.

A: Did you have any problems finding us?

B: Not at all. Your directions were fine.

A: Good. So, let's get started and talk about the customer care manager job. I can see from your _____ [1] that you've got excellent _____ [2] and a very good background in customer care. First, why did you decide to work in customer service?

B: Well, I really like direct _____ [3] with people. I think I'm _____ [4] at dealing with all kinds of situations with customers.

A. So, what qualities and _____ [5] could you to bring to customer care?

B: Well, I like talking to people; I'm really _____ [6]. Also, I can organize and manage teams well.

A: OK. Do you like dealing with staff and customers?

B: Oh, yes. I like working with other people. And I'm a good _____ [7] solver. I like finding creative _____ [8].

A: This job really needs someone who can do more than one thing at the same time. Is that something you can do?

A: Of course. I'm very comfortable with _____ [9].

B: And are you good at customer _____ [10]?

A: Definitely. I always do my best to make sure the customer is _____ [11]

B: That's exactly the kind of person we need for this job. So, what do you do in your _____ [12] time?

A: I _____ [13] playing tennis and going to classical music concerts.

B: Really? I like tennis and classical music too.

A: Well, we all need lots of _____ [14] outside work if we want to have a good work-life balance.

B: Yes, I think so too. Well, Mr Thomas, I think you are an excellent _____ [15] for the position. As you know, there are a number of other ...

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CV template

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BUSINESS BASICS CV TEMPLATE

a. Write your details in the CV template below.

Name _____

Address _____

Telephone _____

Email address _____

Date of birth _____

Home country _____

Work experience

- _____
- _____

Education and training

- _____
- _____

Other skills

- Languages _____
- IT skills _____
- Other _____

b. Ask your partner the questions below.

- What's your name?
- Where are you from?
- When were you born?
- Where do you live?
- What's your phone number and email address?
- What jobs have you had?
- What computer skills do you have?
- What languages can you speak?
- What other skills do you have?

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Cut-outs

BUSINESS BASICS CUT-OUTS

1. **Asking about the job**
   Dear Mrs Brightman,

k. I am writing about your job advert for the customer care manager on the JobseekerPlus website. I am very interested in the position and I would like to know more about the job.

f. I think that my qualifications and background are appropriate for the job and I attach my CV.

e. I look forward to hearing from you.

g. Yours sincerely,
Martin Thomas

2. **Replying to the email**
   Dear Mrs Thomas,

j. Many thanks for your email about the customer care manager job. Your CV looks very good, so I would like to set up an interview with you.

h. Could we meet next Wednesday (23 May) at 10am? I have attached directions to our office.

a. I look forward to seeing you.

c. Best regards,
Hannah Brightman

3. **Confirming the interview appointment**
   Dear Mrs Brightman,

b. Thank you for your message. Yes, I would be glad to meet you for an interview. Next Wednesday at 10am is fine.

i. I look forward to meeting you.

d. Yours sincerely,
Martin Thomas

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