Exercise 1: Multiple Choice

Instructions: Choose the correct option (A, B, C, or D) to complete each sentence. Only one option is correct.

1. Our sales manager _____ local retail clients on Tuesday mornings to discuss new product promotions.

- A) is always visiting
- B) always visits
- C) is always negotiating
- D) always negotiates

2. Right now, the human resources team _____ a candidate who speaks three languages fluently.

- A) interviews usually
- B) usually interviews
- C) is currently interviewing
- D) currently interviews

3. She _____ her sales goals because she is highly motivated and organized.

- A) achieves regularly
- B) regularly achieves
- C) is regularly achieving
- D) is regularly motivating

4. At this moment, the shop assistants _____ a customer who wants to return a defective product.

- A) are currently assisting
- B) currently assist
- C) are currently complaining
- D) currently complain

5. Top commercial professionals _____ under pressure when the store gets incredibly busy.

- A) work efficiently never
- B) never work efficiently
- C) work efficiently usually
- D) usually work efficiently

Exercise 2: Present Simple vs. Present Continuous Error Correction

Instructions: Read the sentences below. Find the mistake in the verb tense and write the correct form.

1. Look! The candidate stands outside the interview room and looks very nervous.-> _____
2. Our department is rarely changing the sales strategy before the end of the season.-> _____
3. I am writing this cover letter today because I want to apply for the retail position.-> _____
4. They usually are arriving on time for work because they are highly punctual professionals.-> _____
5. Turn the music down please, the store manager interviews a potential employee right now.-> _____

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Part 2: Vocabulary (Job Interviews & Worker Competences)

Exercise 3: Gap-Fill with Word Bank

Instructions: Fill in the blanks in the sentences below using the correct word from the box. Use each word exactly once.

adaptable **teamwork** **proactive** **background** **flexible**

1. During the job interview, the candidate explained her professional _____ in visual merchandising.
2. In commercial activities, you must be _____ enough to change your schedule during busy sales seasons.
3. A _____ employee does not wait for orders; they look for problems and solve them immediately.
4. Working in a department store requires excellent _____ skills to cooperate well with other shop assistants.
5. The retail market changes fast, so companies look for _____ workers who learn new digital tools easily.

Exercise 4: Job Interview Dialogue Insertion

Instructions: A store manager is interviewing a candidate for a sales assistant position. Five sentences have been removed from the dialogue. Match the missing sentences (**A–E**) with the correct gaps (**1–5**).

Missing Sentences:

- **A)** Do you prefer working alone or as part of a team?
- **B)** I am very punctual, organized, and I have great communication skills.
- **C)** Why are you interested in working for our commercial brand?
- **D)** I am currently studying a VET module in Commercial Activities.
- **E)** Could you tell me about your previous experience in retail?

Dialogue:

- **Interviewer:** Good afternoon. Thank you for coming today. To start the interview, **(1)** _____?
- **Candidate:** Good afternoon! Well, **(2)** _____ here in the Balearic Islands, so I know a lot about customer service and sales strategies.
- **Interviewer:** That sounds perfect for this position. **(3)** _____?
- **Candidate:** Yes. Last summer, I worked as a cashier and window dresser in a local clothing shop for three months.
- **Interviewer:** Excellent. What would you say are your main professional competences and strengths?
- **Candidate: (4)** _____. I enjoy talking to customers and helping them find exactly what they need.
- **Interviewer:** Great. Our store gets very crowded during the summer sales. **(5)** _____?
- **Candidate:** I definitely prefer collaborating with others. Good retail results are always the product of great cooperation.

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