

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.-> _____

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.