

### 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
2. Right now, the human resources team \_\_\_\_\_ a candidate who speaks three languages fluently.
  - A) interviews usually
  - B) usually interviews
3. She \_\_\_\_\_ her sales goals because she is highly motivated and organized.
  - A) regularly achieves
  - B) is regularly achieving
4. At this moment, the shop assistants \_\_\_\_\_ a customer who wants to return a defective product.
  - A) are currently assisting
  - B) currently assist
5. Top commercial professionals \_\_\_\_\_ under pressure when the store gets incredibly busy.
  - A) never work efficiently
  - B) 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 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.