A Job Interview

1 **Look at the job advert. What skills, personal qualities and experience does the employer want?**

Assistant Customer Services Manager

We need an enthusiastic and motivated Assistant Customer Services Manager with excellent communication skills. You will be responsible for a team of Customer Service Reps for a major bank. We work across multiple channels – email, live chat, telephone and social media. The ideal candidate will have at least two years' customer service experience.

2 8.4.1 **Watch the beginning of the video. What is Angela's current job?**

3A **Watch the video. Are the sentences *true* (*T*) or *false* (*F*)?**

1 Angela's first job was as a Personal Assistant (PA).
2 She has a lot of experience of dealing with customers.
3 She says speaking is the most important communication skill.
4 Problem-solving skills are a part of her job every day.
5 She deals with customers using social media.
6 She says her job can sometimes be stressful when customers are bored.
7 She wants to work for the bank because it has an excellent reputation for social media.
8 She'd like to do more staff training in the future.

B **Correct the wrong words in the sentences in Exercise 3A.**

4A **Watch again. Complete the interview questions with the words in the box.**

had	helped	leave	questions	see	strengths	tell	want

LIVEWORKSHEETS

1 Can you _____ me about your work experience?
2 What are your main _____ ?
3 How have you _____ to motivate staff?
4 Have you ever _____ any problems with difficult people in your teams?
5 Why do you _____ to work for our company?
6 Why do you want to _____ your current job?
7 Where do you _____ yourself in five years?
8 Do you have any _____ for me?

B Work in pairs. Match the answers (a–h) with the questions (1–8) in Exercise 4A. What other answers can you give to the questions?

a Your company has an excellent reputation for customer service.
b I'd like to develop my skills and do more staff training.
c I work as a team leader in customer services.
d I have excellent communication skills.
e I've always set goals with my staff and when they meet the goals, we celebrate.
f Yes, I do. What training opportunities are there with this job?
g I enjoy my work and I've learnt a lot but your organisation offers more opportunities.
h Yes, there have sometimes been problems between team members.

JOB INTERVIEWS

Talking about work experience

Can you tell me about your work experience?
I work as a /an [team leader / Manager / Assistant] in [customer services / Sales / Marketing].
I started as a /an [Shop Assistant / Junior Designer / Admin Assistant].
Then I moved into [customer services / Banking / Engineering].
I have a lot of experience dealing with [customers / suppliers / difficult staff].

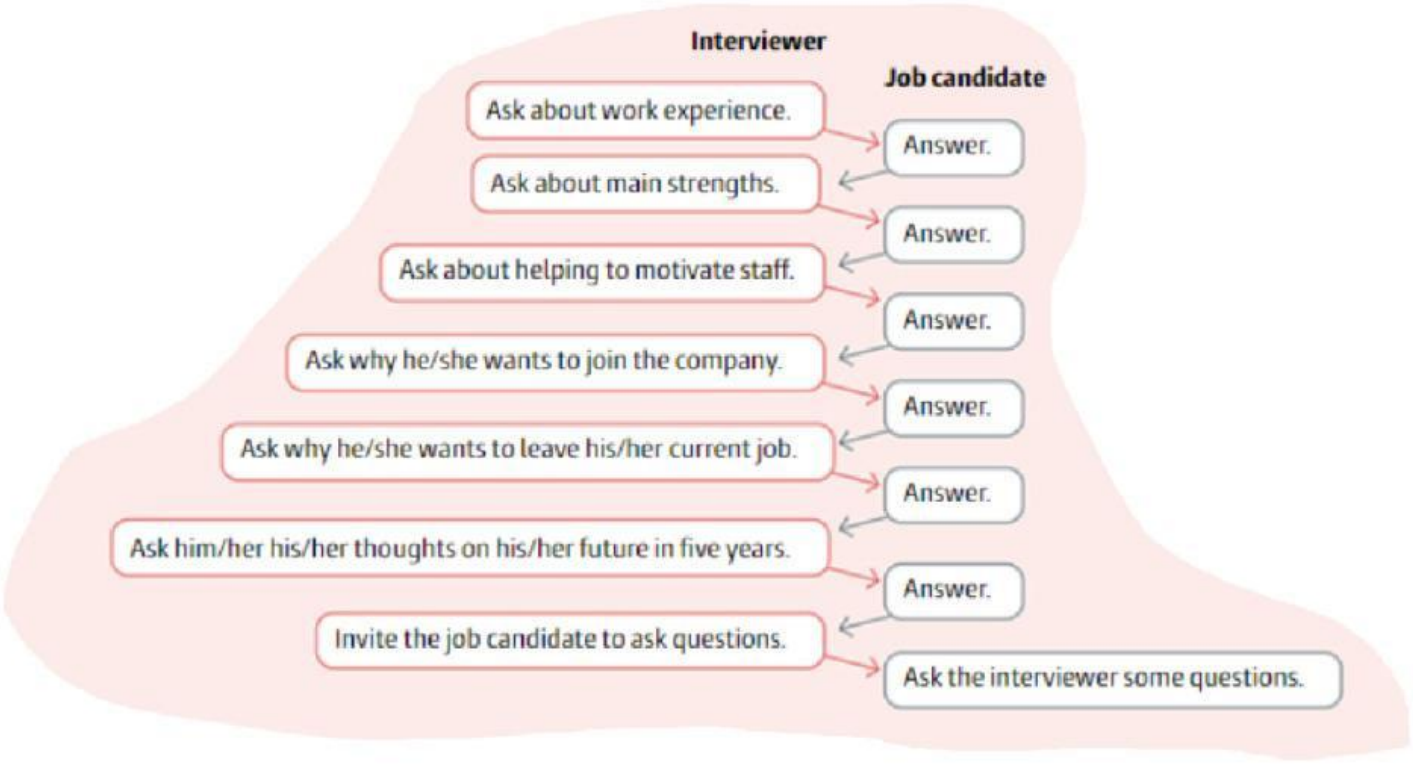
Talking about skills and personal qualities

What are your main strengths?
How have you helped to motivate staff?
Have you ever organised training sessions?
Have you ever had problems with difficult people?
I'm good at [motivating a team / training staff / managing projects].
I have excellent/good [communication skills / IT skills / presentation skills].
I've always [set goals with staff / listened to staff / given staff targets].
I've done a lot of staff training and given presentations.
I've [learnt a lot / always worked hard / enjoyed challenges].

Talking about the company

Why do you want to work for our company?
Your [company / bank] has an excellent reputation for [customer service / career development].
Your organisation offers [more opportunities / career development / interesting challenges].
Do you have any questions for me?
What training opportunities are there with this job?

LIVEWORKSHEETS



INTERVIEWER

You are the interviewer. You need a new Sales Manager for a mobile phone company.

Make questions and interview the candidate.

1. Can / tell me / work experience?
2. What / main strengths?
3. / you had any experience managing staff?
4. How / you motivated your staff?
5. Why / you want / to work for this company?
6. Why / you want / leave your current job?
7. Where / you see yourself / five years?
8. / you have / questions / me?

LIVEWORKSHEETS

Professional profiles

1 **Which of these photos would be best for 1) a social media website, 2) a professional website? Why?**







2 **Label the online parts of the online profile with the words and phrases in the box.**

Current job ~~Full name~~ Job title Location Past positions Qualifications Skills summary

1 *Full name*

Home Groups Inbox



Elsa Hernández Garcia

Human Resources Manager

2 _____

Birmingham, UK

3 _____

Motivated, organised and creative HR Manager. I **have worked** in large organisations across different industries. I am friendly, a team worker and have excellent communication skills.

I **have designed** HR strategies, **organised** staff recruitment and **managed** HR teams for companies. I **have** also **worked** on projects with other departments and **planned** training programmes.

4 _____

Specialties and interests: HR Strategy • Recruitment • Talent Management • Employee Relations

Experience

5 _____

Human Resources Manager
Danotex Chemicals
Birmingham, UK
Feb 2019–present date

I am responsible for HR operations across the UK. I design HR strategy, organise recruitment and staff-training programmes. I work on projects with other department managers.

HR Officer
CUG Engineering Group
Leicester, UK
Jan 2016–Feb 2019

I **worked** for CUG Engineering **for three years**. I **was** responsible for recruitment in the UK. I **designed** the company's internship programme **in 2017** and **trained** interns. I **managed** a small HR team.

6 _____

Recruitment Specialist
Oscar Lane Recruitment International
London, UK
Sept 2013–Dec 2015

I **was** responsible for recruiting across Europe. I **advertised** vacancies and **interviewed** and **recruited** candidates for our clients.

Education

Master's in Human Resources Management
Filton Business School
2015–2018

BA (Hons) Degree in Psychology
Drumford University
2009–2012

7 _____

LIVEWORKSHEETS

1 Complete the profile with the words and phrases in the box.

am responsible have have designed have worked manage skills trained was responsible

Full name George Caron **Job title** Web Designer **Location** Lille, France

Skills summary

Hard-working, organised and motivated Web Designer. I [1]_____ websites for many different international clients, including banks and engineering and architecture companies. I am a team worker and [2]_____ excellent communication [3]_____ .

Current job

Senior Web Designer

NET Web Design Ltd, Lille, France, September 2019–present date

I [4]_____ for designing websites for engineering and architecture companies in the UK and Germany. I [5]_____ a team of four designers. We [6]_____ on national and international projects.

Past positions

Web Designer

HRBT Web Design, October 2017–August 2019

I [7]_____ for designing websites for shops and restaurants and I [8]_____ new web designers.

Education

BSc (Hons) Computer Science
Headington University, 2014–2017

2 Look at the profile again and answer the questions.

1 Where does George live?
2 What's his job?
3 What are his main strengths?
4 What has he designed?
5 What did he study at university?

3 Create a professional profile. Use the information below and the profile headings in the box.

Current job Education Full name Job title Location Past positions Skills summary

You are Anna Thompson. You are a Sales Manager and you live in Nottingham, in the UK.

You have a BA (Hons) in Business Studies from Arlen University. You studied there from 2012 until 2015.

You work for WWF Windows in Nottingham, UK. You are a Sales Manager. You are responsible for Europe and the USA and you manage a team of fifteen Sales Reps.

From January 2016 to September 2018 you were a Sales Rep at Original Timber Windows, Inc., in Cambridge, UK. You were part of a team of five reps. Your sales area was the UK and Europe. You travelled all over Europe, gave presentations and wrote reports.

LIVEWORKSHEETS

You are an analytical, motivated and hard-working manager. You are a team worker and have good communication skills. You have organised sales conferences and managed large teams. You speak English and German and have worked in Europe and the USA.

TALKING ABOUT EXPERIENCES AND COMPLETED PAST EVENTS

+ Experiences

I **have worked** in large organisations across different industries.

I **have organised** staff recruitment for companies.

+ Completed past events

I **worked** for CUG Engineering **for three years**.

I **designed** the company's internship programme **last year**.

1 Put the time expressions in the box in the correct column. Some can be used with either tense.

a few days ago before ever five minutes ago
from 2016 to 2018 in 2017 in November last month
last week many times never three times yesterday

Past Simple	Present Perfect Simple

3 Choose the correct option to complete the sentences.

1 She *has worked / worked* for several companies in this industry. She *has started / started* working for this company two years ago.

2 He *has been / was* a Project Manager with Danotex Chemicals from 2017 to 2020. He *had / has had* a lot of management experience.

3 I *have studied / studied* web design in 2018. I *have designed / designed* e-commerce websites for over fifty corporate clients.

4 She *has been / went* to Germany on business many times. She *has been / went* there again last month to visit clients.

5 I *have managed / managed* many international teams in my career. I *have worked / worked* on a difficult project last year.

4 Complete the sentences with the correct form of the verbs in brackets.

1 She _____ (finish) her degree two years ago. Then she _____ (spend) a year working in France.

LIVEWORKSHEETS

2 I _____ (write) marketing materials for different companies. In 2018 I _____ (start) my own marketing blog.

3 Susan _____ (work) on many projects. She _____ (produce) many creative solutions on the last project.

4 He _____ (organise) several events. Last year he _____ (help) to prepare the annual sales conference.

5 Complete the parts of a profile with the correct form of the verbs in brackets.

I am a confident, experienced Retail Sales Manager with excellent customer service skills.

I [1]_____ (work) for several companies in the retail industry. I [2]_____ (manage) and [3]_____ (motivate) large teams of sales staff. I [4]_____ (train) staff to give excellent customer service.

From 2016 to 2019 I [5]_____ (be) the Assistant Manager in a large department store. I [6]_____ (interview) and [7]_____ (recruit) sales staff during the time I was there. I also [8]_____ (help) staff when they [9]_____ (have) questions and problems. I [10]_____ (prepare) training sessions. I [11]_____ (analyse) sales data and [12]_____ (write) monthly reports.

2 Complete the dialogues with the Past Simple or Present Perfect Simple form of the verb in brackets.

1 **A:** Have you [1]_____ (ever / write) an email in English?

B: Yes, I've [2]_____ (write) lots of emails in English.

A: Who [3]_____ (you write) the last email to?

B: I [4]_____ (write) to a customer in the Netherlands yesterday.

A: Why [5]_____ (you write) to the customer?

B: Because they [6]_____ (want) a price list.

2 **A:** Have you [7]_____ (ever / travel) for work?

B: Yes, I [8]_____ (travel) many times for work.

A: When [9]_____ (be) your last trip? Where [10]_____ (you / go)?

B: It [11]_____ (be) last January. I [12]_____ (go) to Zurich.

A: Where [13]_____ (you / stay)?

B: In a small hotel in the city centre.

LIVEWORKSHEETS

A: What [14] _____ (you / do) there?

B: I [15] _____ (visit) clients, [16] _____ (give) a sales presentation and [17] _____ (have) dinner with them in the evening.

A: [18] _____ (you / have) a good time?

B: Yes, I did. Zurich is beautiful, but it was very cold.

Imagine yourself in five years' time.



Your photo

FULL NAME _____

JOB TITLE (you have or want) _____

LOCATION _____

EXPERIENCE (current job) _____

_____

EXPERIENCE (past positions) _____

_____

EDUCATION _____

_____

Silent letters

1 P8.04 **Listen and repeat the words. Why are some letters in green?**

autumn debt exhibition hang know listen science walk Wednesday write

2A P8.05 **Listen and circle the silent letters.**

1 c u p b o a r d
2 h a l f
3 k n i f e
4 o f t e n
5 p s y c h o l o g y
6 s t r o n g
7 w o u l d
8 w r o t e

B **Listen again. Practise saying the words in Exercise 2A.**

3A P8.06 **Listen and complete the sentences with one word. Which letters are silent in the missing words?**

1 She was very _____ at the interview.
2 He _____ a lot about our company.
3 Can we _____ about your experience?
4 I didn't get the right _____ .
5 You have the _____ information.
6 It took several _____ to interview everyone.

LIVEWORKSHEETS

2A P8.06 **Listen and complete the words with one letter.**

1 We were ___rong.
2 That was all I ___new.
3 It took two ___ours.
4 What did you ___rite?
5 Cut it with a ___nife.
6 He studied ___sychology.

B Listen again. Practise saying the sentences in Exercise 2A.

3 P8.07 **Listen and circle the silent letter. Then listen and repeat.**

1 How much does he know about the company?
2 The manager is calm and organised.
3 She studied for a science degree.
4 We couldn't find a good candidate.
5 I listen to music to relax after work.
6 I rarely take a holiday in the autumn.

LIVEWORKSHEETS