Reading Part 1: Reading Correspondence

Time: 11 minutes

Read the following message:

Dear Ms. Singh,

I am writing to express my interest in the barista position that is advertised on your company website. I strongly believe that this position suits my skills and interests. It would be a tremendous opportunity to work for an establishment like yours. Your patrons are impressed by the level of service they receive, and the employees have told me that the training program provided to them is very valuable. Having worked at Blenz Coffee for the past 15 months as a barista, I have developed many transferable skills that can benefit your company.

Being a full-time barista for the past year, I thoroughly enjoy connecting with our customers. I agree that customer service should be the number one priority. It puts a smile on my face happy when I can deliver service that goes beyond the customers' expectations. I also learned that I always need to listen attentively when they are not happy with our service or products. I am confident that my experience would be a great asset and help me to easily adapt to the company's customer-oriented culture.

I am aware that I will work along with other people. My colleagues at work have told me that I am an outstanding team player who doesn't hesitate to go above and beyond the line of duty. It is my belief that strong teamwork is crucial to maintain a long-term success. Even though I am comfortable working independently, I appreciate the opportunity to work with others, as we can exchange ideas and learn from one another. Unfortunately, a conflict with a colleague can sometimes get in the way. It has happened in the past. However, I always tried to resolve the conflict as soon as possible. I believe in having an open communication to find a quick resolution.

I am convinced that my skills and experience make me an ideal candidate for this position. I would be honored to have the opportunity to discuss my qualifications and experience with you further. If you have any questions, please don't hesitate to contact me. Thank you for your consideration.

Sincerely,
John Li

Using the drop-down menu (□), choose the best option according to the information given in the message.

1. Why did John write this letter?
(□)
2. What kind of job has John had?
(□)
3. Which statement is John likely to agree with?
(□)
4. What is one of the skills that John is likely to have based on his letter?
(□)
5. Why is John interested in the company?
(□)
6. What is John likely to do if a customer comes to him to complain?
(□)

Here is a response to the message. Complete the response by filling in the blanks. Select the best choice for each blank from the drop-down menu(□).

Dear John,

Thank you for your interest in working for our company. We are always looking for 7._____ who understand our vision.

In your resume, you mentioned that you have been working at Blenz. I know that Blenz invests in sophisticated machines to prepare their beverages. However, our company relies on 8._____ our to craft the perfect beverage every single time. This is usually one of the biggest adjustments that our baristas had to make when they first joined our company. However, their passion for coffee is what keeps our employees 9._____.

Since we have a large store, we typically have at least 8 people working in one shift. It is great to hear that you enjoy 10._____. Our team consists of baristas who are always ready to help others. That is why a new team member always finds it easy to work with them.

I would like to invite you to our store for 11._____. I will be away for a week, but I will contact you upon my return to arrange a time.

Sincerely,
Amira Singh

LIVEWORKSHEETS