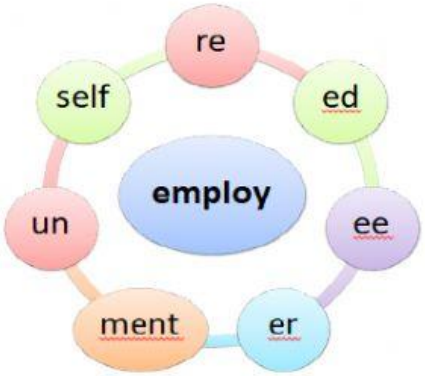
English as Second Language

Name: _____ **Position:** _____

Part I: Language of Job descriptions

Direction: *Complete the following sentences with the words related to the key word (employ). You might need to add prefixes or suffixes and change the form.*



1. We are unable to use people who are _____ unless they work for several different companies.
2. There are more people on the job markets when levels of _____ are high.
3. We _____ her in the same position when she returned from maternity leave.
4. Last year, we _____ two team leaders for our call center.
5. We've revised our overall _____ procedures because of the new employment legislation.

Direction: *Identify the correct word to complete the following sentences.*

6. To _____ for the training budget
   a. be sensible b. be responsible
7. To _____ future needs of the employees
   a. identify b. exclude
8. To _____ an initial training audit
   a. carry in b. carry out
9. To _____ with branch managers
   a. work distantly b. work closely
10. To _____ general training programs
    a. capture b. develop

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Part II: HR Payroll Vocabularies

Direction: *Match HR Payroll vocabularies with its appropriate meaning. Connect it using a line.*

11. _____ means that men and women get the same pay for doing the same job.

12. _____ is the amount paid that depends on the quality or quantity of work.

13. _____ is the amount earned after deductions

14. _____ is an increase in pay.

15. _____ is a good one for that particular job.

16. _____ is the range of salaries available.

17. When you start a job, you will receive your _____.

18. If a salary is good, we can say that it is _____.

19. If you _____, you look at all the salaries to decide which need changing.

20. _____is the amount per hour (or some other period) that you pay.

a. competitive salary

b. salary scale

c. undertake a salary review

d. attractive salary

e. initial salary

f. performance-related pay

g. pay rate

h. net pay

i. pay rise

j. equal pay

Part III: HR Recruitment tasks

Direction: *Determine whether the following statements are HR recruitment task or not.*

21. Select the most suitable candidate

22. Plan and execute marketing strategies.

23. Check or write the job description.

24. Send feedback to unsuccessful applicants.

25. Develop talent and employees' aptitudes and skills.

26. Submit payroll reports and audit management.

27. Shortlist applicants from the first interview.

28. Carry out screening and interviews.

29. Implement new training course.

30. Prepare staff training manual.

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Part IV: Parts of an Email

Direction: *Label the following examples with the correct part(s) of an email.*

Salutation | Opening Sentence | Body of the email | Closing sentence | Signature

I am reaching out about...

I'm getting back to you about...

This is to follow up from...

As discussed in the foregoing discussion...

31.

I hope you had a great start to the week.

I trust you're doing fine.

I hope you're all fun and frolic.

I hope this email finds you well.

32.

Best Wishes,

Yours Sincerely,

Have a pleasant day ahead.

Best,

Cheers!

33.

Good Morning Mr. (last name)

Hello Ms. (last name)

Dear Ms. (last name)

Mr. (last name) A very good morning!

Hey! (first name)

34.

I look forward to hearing from you soon.

Looking forward to a prompt response.

I'd appreciate your prompt attention to this matter.

Please advise, as necessary.

35.

Part V: Active listening tips and techniques

Direction: Determine which active listening tips and techniques are being described in each statement. Choose from the choices below but make sure to write the <u>COMPLETE ANSWER</u>.

*Pay Attention	*Provide feedback	*Defer judgment
*Show that you're listening	*Respond appropriately	

_____**36.** Give the speaker your undivided attention and avoid being distracted by environmental factors.

_____**37.** Allow the speaker to finish each point before asking questions.

_____**38.** Be candid, open and honest in your response. It is designed to encourage respect, connection and understanding.

_____**39.** Our personal filters, assumptions, judgments and beliefs can distort what we hear. Ask questions to clarify certain points.

_____**40.** Use your own body language and gestures to show that you are engaged in the conversation.

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Part VI: Polite English

Direction: Match column A(summarized description) with column B (detailed description).

Polite English: Does It Really Matter?

Column A	Column B
36. Use Questions Instead of Statements	**A.** Say things in a way that sounds more flexible, softening the use of language and choosing the appropriate words to use.
37. Use Vague (Unclear) Language	**B.** Instead of telling people to help with tasks, you can turn your statement into a question.
38. Use Modal Verbs to Soften Requests	**C.** Done by addressing an issue without putting the blame on anyone in particular
39. Use the Passive Voice	**D.** Make your English more polite is to switch to this tense.
40. Switch to the Past Tense	**E.** Use would, could, will, can, should, must, might and shall to make any question or statement sound more polite.

Part VII: Asking the right questions

Direction: Determine the appropriate description or definition of each given statement.

41. Avoid asking rhetorical questions

a. These questions are typically asked in order to make a point rather than elicit an answer.

b. These questions are typically asked in order to make an answer rather than elicit a point.

42. Ask friendly and clarifying questions

a. These questions require not putting people on the offensive side.

b. These questions require not putting people on the defensive side.

43. Don't set traps

a. Don't put the listener on the spot and articulate questions without erecting a box around.

b. Put the listener on the spot and articulate questions that erects a box around.

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44. Ask open-ended questions

a. These questions allow listener greater comfort when communicating.

b. These questions allow listener uncomfortable situation when communicating.

45. Be grateful

a. Thank them for their responses, you will likely to need their insights again.

b. Never thank them for their responses, you will not likely to need their insights again.

46. Avoid stress

a. Waiting a short span of time improves the odds of a quality answer.

b. Waiting a short span of time doesn't affect the odds of a quality answer.

Part VIII: Simultaneous conversation

Direction: Rearrange the jumbled letters inside the parenthesis to complete the information in each given statement(s) below.

47. Use any _____ (aiofrtinmno) the speaker gives you.

If the speaker _____ (onesnmit) something, continue and expand on the topic further.

48. _____ (hEoc) the speaker's word.

This shows that you've been _____ (yeivcalt) listening and gives you a way to add information on something that the speaker has shared.

49. Ask _____ (epno-ddeen) questions so that you don't just get a yes or a no for an answer.

That helps to keep the _____ (nsevncioraot) going.

50. Ask or the speaker's _____ (ioinpno) on something that you have just _____ (darhes) within your conversation.

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