

## Nurse's Working Day A Job Interview

### LISTENING



🔊 Listen to Rachel having a job interview, and answer the questions.

1. Where is Rachel working now?  
\_\_\_\_\_
2. Which part of the hospital does she work in?  
\_\_\_\_\_
3. Why is she looking for a new job?  
\_\_\_\_\_

🔊 Complete the sentences using the words below.  
Then listen again and check.

applying for      lectures      night shift  
fully-qualified      part-time      rewarding

- 1 Are you a \_\_\_\_\_ scrub nurse?
- 2 At the moment I'm doing a \_\_\_\_\_ course and working at the same time.
- 3 It's hard, especially when I'm working a \_\_\_\_\_ and going to \_\_\_\_\_ next day.
- 4 ...it's the contact with the patients that's most \_\_\_\_\_
- 5 Why are you \_\_\_\_\_ a new job?

## READING

### Carmen Dornan

I'm a hospital receptionist. If you need to find somebody, or if you need to know anything about the hospital – ask me. If you want new paper towels, or you need to speak to a surgeon – ask me.

I often meet people when they are frightened, angry, or drunk, so it's important to be diplomatic and strong. I often need to reassure people, so it's important to be calm.

My normal work is to greet and assist patients when they arrive, make appointments for patients, record patients' information, and organize and file patient records. I also keep the accounts. You need to be very organized to do this job.

Of course, I have to operate a computer, a fax machine, and other office equipment, but I also have to know first aid, and understand medical terminology and abbreviations. My biggest problems are with the handwriting of medical staff. It wastes a lot of time when I don't understand reports and forms because of handwriting or abbreviations.

I believe that without me and the other receptionists the whole hospital would come to a stop.



**Read about Carmen and answer the questions:**

1. What qualities does Carmen need in her job?

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2. How do medical staffs cause Carmen problems? \_\_\_\_\_

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3. What does she know about medicine? \_\_\_\_\_

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