

Name:

Exercise 1: Complete the notes below. Write ONE WORD AND/OR A NUMBER for each answer.

Bankside Recruitment Agency

- Address of agency: 497 Eastside, Docklands
- Name of agent: Becky **1**.....
- Phone number: 07866 510333
- Best to call her in the **2**.....

Typical jobs

- Clerical and admin roles, mainly in the finance industry
- Must have good **3**..... skills
- Jobs are usually for at least one **4**.....
- Pay is usually **5** £..... per hour

Registration process

- Wear a **6**..... to the interview
- Must bring your **7**..... to the interview
- They will ask questions about each applicant's **8**.....

Advantages of using an agency

- The **9**..... you receive at interview will benefit you
- Will get access to vacancies which are not advertised
- Less **10**..... is involved in applying for jobs

Exercise 2: Listen and fill in the blanks.

Good morning. My name's Erica Matthews, and I'm the (1) _____ of Matthews Island Holidays, a company set up by my parents. Thank you for coming to this presentation, in which I hope to interest you in what we have to offer. We're a small, (2) _____ company, and we believe in the importance of the personal touch, so we don't aim to compete with other companies on the (3) _____ of customers. What we do is build on our many years' experience – more than almost any other rail holiday company – to ensure we provide perfect holidays in a small number of (4) _____, which we've got to know extremely well.

I'll start with our six-day Isle of Man holiday. This is a fascinating island in the Irish Sea, with Wales to the south, England to the east, Scotland to the north and Northern Ireland to the west. Our holiday starts in Heysham, where your tour (5) _____ will meet you, then you'll travel by ferry to the Isle of Man. Some people prefer to fly from Luton instead, and another popular option is to go by train to Liverpool and take a (6) _____ from there.

You have five nights in the hotel, and the price covers five breakfasts and dinners, and lunch on the (7) _____ days when there are organised trips: day four is free, and most people have lunch in a café or restaurant in Douglas.

The price of the holiday includes the ferry to the Isle of Man, all travel on the island, the hotel, and the meals I've mentioned. Incidentally, we try to make booking our holidays as (8) _____ and fair as possible, so unlike with many companies, the price is the same whether you book six months in advance or at the last minute, and there's no supplement for single rooms in hotels. If you make a booking then need to (9) _____ the start date, for example because of illness, you're welcome to change to an alternative date or a different tour, for a small administrative (10) _____.

OK, so what does the holiday consist of? Well, **on day one** you'll arrive in time for a short (11) _____ by your tour manager, followed by dinner in the hotel. The dining room looks out at the (12) _____, close to where it flows into the harbour, and there's usually plenty of activity going on.

On day two you'll take the coach to the small town of Peel, on the way calling in at the Tynwald Exhibition. The Isle of Man isn't part of the United Kingdom, and it has its own parliament, called Tynwald. It's claimed that this is the world's oldest parliament that's still functioning, and that it dates back to 979. However, the earliest surviving reference to it is from (13) _____, so perhaps it isn't quite as old as it claims!

Day three we have a trip to the (14) _____ Snaefell. This begins with a leisurely ride along the promenade in Douglas in a horse-drawn tram. Then you board an electric train which takes you to the fishing village of Laxey. From there it's an eight-kilometre ride in the Snaefell Mountain Railway to the (15) _____. Lunch will be in the café, giving you (16) _____ views of the island.

Day four is free for you to explore, using the (17) _____, which we'll give you. So you won't have to pay for travel on local transport, or for (18) _____ to the island's heritage sites. Or you might just want to take it easy in Douglas and perhaps do a little light shopping.

The last full day, day five, is for some people the highlight of the holiday, with a ride on the steam (19) _____, from Douglas to Port Erin. After some time to explore, a coach will take you to the headland that overlooks the Calf of Man, a small island just off the coast. From there you continue to Castletown, which used to be the (20) _____ of the Isle of Man, and its mediaeval castle.

And on day six it's back to the ferry – or the airport, if you flew to the island – and time to go home. Now I'd like to tell you ...

Exercise 3: Practice pronunciation and then act out with your friends.

A: Hello William. This is Amber – you said to phone if I wanted to get more information about the job agency you mentioned. Is now a good time?

W: Oh, hi Amber. Yes. Fine. So the agency I was talking about is called Bankside – they're based in Docklands – I can tell you the address now – 497 Eastside.

A: OK, thanks. So is there anyone in particular I should speak to there?

W: The agent I always deal with is called Becky Jamieson.

A: Let me write that down – Becky ...

W: **Jamieson (Q1)** J-A-M-I-E-S-O-N.

A: Do you have her direct line?

W: Yes, it's in my contacts somewhere – right, here we are: 078 double 6, 510 triple 3. I wouldn't call her until the **afternoon (Q2)** if I were you – she's always really busy in the morning trying to fill last-minute vacancies. She's really helpful and friendly so I'm sure it would be worth getting in touch with her for an informal chat.

A: It's mainly clerical and admin jobs they deal with, isn't it?

W: That's right. I know you're hoping to find a full-time job in the media eventually – but Becky mostly recruits temporary staff for the finance sector – which will look good on your CV – and generally pays better too.

A: Yeah – I'm just a bit worried because I don't have much office experience.

W: I wouldn't worry. They'll probably start you as a receptionist, or something like that. So what's important for that kind of job isn't so much having business skills or knowing lots of different computer systems – it's **communication (Q3)** that really matters – so you'd be fine there. And you'll pick up office skills really quickly on the job. It's not that complicated.

A: OK good. So how long do people generally need temporary staff for? It would be great if I could get something lasting at least a month.

W: That shouldn't be too difficult. But you're more likely to be offered something for a **week (Q4)** at first, which might get extended. It's unusual to be sent somewhere for just a day or two.

A: Right, I've heard the pay isn't too bad – better than working in a shop or a restaurant.

W: Oh yes – definitely. The hourly rate is about **£10 (Q5)**, 11 if you're lucky.

A: That's pretty good. I was only expecting to get eight or nine pounds an hour.

W: Do you want me to tell you anything about the registration process?

A: Yes, please. I know you have to have an interview.

W: The interview usually takes about an hour and you should arrange that about a week in advance.

A: I suppose I should dress smartly if it's for office work – I can probably borrow a **suit (Q6)** from Mum.

W: Good idea. It's better to look too smart than too casual.

A: Will I need to bring copies of my exam certificates or anything like that?

W: No – they don't need to see those, I don't think.

A: What about my **passport? (Q7)**

W: Oh yes – they will ask to see that.

A: OK.

W: I wouldn't get stressed about the interview though. It's just a chance for them to build a relationship with you – so they can try and match you to a job which you'll like. So there are questions about **personality (Q8)** that they always ask candidates – fairly basic ones. And they probably won't ask anything too difficult like what your plans are for the future.

A: Hope not.

W: Anyway, there are lots of benefits to using an agency – for example, the interview will be useful because they'll give you **feedback (Q9)** on your performance so you can improve next time.

A: And they'll have access to jobs which aren't advertised.

W: Exactly – most temporary jobs aren't advertised.

A: And I expect finding a temporary job this way takes a lot less **time (Q10)** – it's much easier than ringing up individual companies.

W: Yes indeed. Well I think ...

Exercise 4: Questions 11-14: Choose the correct letter, A, B or C.

Matthews Island Holidays

- 11** According to the speaker, the company
A has been in business for longer than most of its competitors.
B arranges holidays to more destinations than its competitors.
C has more customers than its competitors.
- 12** Where can customers meet the tour manager before travelling to the Isle of Man?
A Liverpool
B Heysham
C Luton
- 13** How many lunches are included in the price of the holiday?
A three
B four
C five
- 14** Customers have to pay extra for
A guaranteeing themselves a larger room.
B booking at short notice.
C transferring to another date.

Questions 15-20: Complete the table below. Write **ONE WORD AND/OR A NUMBER** for each answer.

Timetable for Isle of Man holiday		
	Activity	Notes
Day 1	Arrive	Introduction by manager Hotel dining room has view of the 15
Day 2	Tynwald Exhibition and Peel	Tynwald may have been founded in 16 not 979.
Day 3	Trip to Snaefell	Travel along promenade in a tram; train to Laxey; train to the 17 of Snaefell
Day 4	Free day	Company provides a 18 for local transport and heritage sites.
Day 5	Take the 19 railway train from Douglas to Port Erin	Free time, then coach to Castletown – former 20 has old castle.
Day 6	Leave	Leave the island by ferry or plane