

## Work Experience

- 1 Think of someone you like working with. Say why you like working with him/her.

calm hard-working friendly funny intelligent organised polite reliable

*I like working with my manager. She's organised and helpful.*

## Skills and personal qualities

- 2 Read the blog post from a job website and answer the questions.

- 1 Who did the blog writer interview? Why?
- 2 What two things are good to talk about at a job interview?
- 3 What can people with no work experience do at an interview?

### What employers want

We interviewed 100 employers about the skills and qualities they want when recruiting employees. Here are the top eight:

|   |                           |   |                 |
|---|---------------------------|---|-----------------|
| 1 | good communication skills | 5 | IT skills       |
| 2 | organised                 | 6 | motivated       |
| 3 | team worker               | 7 | hard-working    |
| 4 | analytical                | 8 | language skills |

They also say it's important that employees are reliable, know about the company's products and have a friendly personality.

### Top Tip!

Next time you have a job interview, prepare to talk about real-life examples of the skills and personal qualities that are important for the job. For example, 'I'm very analytical. I've **analysed** sales data and **written** sales reports.' Or 'I'm a team worker. I've **worked** in international teams to solve problems on projects.' Or 'I'm very organised. I've **never missed** an important deadline.'

If you **haven't had** any work experience, give other examples from your life, interests and studies. For example, 'I have excellent communication skills. I've **written** blogs for a website.' Or 'I'm a good communicator and team worker. I've **given** many team presentations in my university classes.'

- 3 Complete the table with the skills/qualities (1-8) in the blog post.

| What employers want | Examples                                                       |
|---------------------|----------------------------------------------------------------|
| 1 _____             | complete tasks on time, meet deadlines                         |
| 2 _____             | express ideas well when speaking and writing, listen to others |
| 3 _____             | work with other people on projects                             |
| 4 _____             | assess information, analyse data, solve problems               |
| 5 _____             | speak German, English and Spanish                              |
| 6 _____             | use Microsoft Word and Excel                                   |
| 7 _____             | have a positive 'can-do' attitude to work                      |
| 8 _____             | make a lot of effort to do a good job                          |

#### 4 Match the correct skill/quality (1-8) in the blog post with the sentences (a-h).

- a I do a lot of work when I'm at the office.
- b I can work with many different software programs.
- c I try to solve problems in a logical way.
- d I know how to give a clear presentation and explain my ideas.
- e I'm good at planning things.
- f I can read emails in Portuguese.
- g I really want to achieve success in my work.
- h I work well with colleagues in my department.

| What employers want  | Tick (✓) your rating |                         | Your examples                                               |
|----------------------|----------------------|-------------------------|-------------------------------------------------------------|
|                      | I'm good at this.    | I need to work on this. |                                                             |
| analytical           |                      |                         |                                                             |
| communication skills |                      |                         |                                                             |
| hard-working         |                      |                         |                                                             |
| IT skills            |                      |                         |                                                             |
| language skills      |                      |                         |                                                             |
| motivated            |                      |                         |                                                             |
| organised            | ✓                    |                         | <i>On Monday morning I always make a plan for the week.</i> |
| team worker          |                      |                         |                                                             |

#### 1 Complete the sentences.

- Vince's **l**\_\_\_\_\_ **s**\_\_\_\_\_ aren't very good. He can't use Excel or make a PowerPoint presentation.
- Sylvia completes all her tasks on time and has never missed a deadline. She is very **o**\_\_\_\_\_.
- Pablo needs **a**\_\_\_\_\_ skills to assess information, analyse data and solve problems.
- Good managers need to express ideas well and listen to others. They need good **c**\_\_\_\_\_ skills.
- You need to work well with other people in this job. Being a good **t**\_\_\_\_\_ **w**\_\_\_\_\_ is very important.
- Alice can speak Arabic, German and Italian. Her **l**\_\_\_\_\_ skills are very good.
- I know Belinda is **h**\_\_\_\_\_ **-w**\_\_\_\_\_ because she makes a lot of effort to do a good job.
- Oscar doesn't enjoy his job and doesn't have a 'can-do' attitude. He isn't very **m**\_\_\_\_\_.

## 2 Match the questions (1–8) with the answers (a–h).

- |                                          |                                                                         |
|------------------------------------------|-------------------------------------------------------------------------|
| 1 Are you hard-working?                  | a Quite good. I can use Microsoft Word and Excel.                       |
| 2 Do you have good communication skills? | b Not very. I've sometimes missed deadlines.                            |
| 3 Are your language skills good?         | c Yes, I'm good at analysing data and solving problems.                 |
| 4 What are your IT skills like?          | d Yes, I can express my ideas well and I'm good at listening to others. |
| 5 Are you motivated?                     | e Yes, I work well with other people.                                   |
| 6 Are your analytical skills good?       | f No, they're not. I can't speak any other languages.                   |
| 7 Are you a good team worker?            | g Yes, I am. I always make a lot of effort to do a good job.            |
| 8 Are you organised?                     | h Yes. I have a positive, 'can-do' attitude to work.                    |

### TALKING ABOUT EXPERIENCES

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+ I've **written** sales reports.

You've **worked** in international teams.

She's **given** many presentations.

- I've **never missed** an important deadline.

You **haven't had** any work experience.

He **hasn't had** much experience in sales.

? **Have you ever written** blogs? Yes, I **have**. / No, I **haven't**.

**Has she worked** on international projects? Yes, she **has**. / No, she **hasn't**.

## 6 Complete the sentences with the correct form of the verbs in brackets.

They <sup>1</sup> \_\_\_\_\_ (work) in over ten countries. He <sup>2</sup> \_\_\_\_\_ (not have) much experience in the UK, and she <sup>3</sup> \_\_\_\_\_ (not write) any reports in English.

I <sup>4</sup> \_\_\_\_\_ (give) lots of sales presentations with this software, and you have <sup>5</sup> \_\_\_\_\_ (use) a similar program. However, I <sup>6</sup> \_\_\_\_\_ (never present) in a large organisation.



## The Present Perfect

We use the Present Perfect Simple to talk about experiences in our lives. We do not say when they happened.

*I've worked for a bank.*

*I've been to Paris.*

We often use **ever** in questions with the Present Perfect Simple. It means 'at any time in your life'.

*Have you ever worked in this industry?*

We often use **never** with the Present Perfect Simple. It means 'at no time in my life'.

*I've never worked abroad.*

### Positive

| Subject       | have/has    | past participle |                            |
|---------------|-------------|-----------------|----------------------------|
| I/You/We/They | have<br>'ve | worked          | on international projects. |
| He/She/It     | has<br>'s   |                 | in this industry.          |

### Negative

| Subject       | have/has not          | past participle |                            |
|---------------|-----------------------|-----------------|----------------------------|
| I/You/We/They | have not /<br>haven't | worked          | on international projects. |
| He/She/It     | has not /<br>hasn't   |                 | in this industry.          |

### Yes/No questions

| Have | Subject       | past participle |                            |
|------|---------------|-----------------|----------------------------|
| Have | I/You/We/They | worked          | on international projects? |
| Has  | He/She/It     |                 | in this industry?          |

### Short answers

|                                    |                               |
|------------------------------------|-------------------------------|
| Yes, I/you/we/they <b>have</b> .   | Yes, he/she/it <b>has</b> .   |
| No, I/you/we/they <b>haven't</b> . | No, he/she/it <b>hasn't</b> . |

### Wh- questions

| Question word(s) | have | subject       | past participle |
|------------------|------|---------------|-----------------|
| Where            | have | I/you/we/they | worked?         |
|                  | has  | he/she/it     |                 |

## Past participles

- To form past participles of most regular verbs, add **-d** or **-ed**.  
*delivered, exported, helped, lived, started, worked*
- When a regular verb ends in **-y**, form past participles in two ways.
  - When a verb ends in a vowel and **-y**, add **-ed**:  
*employ - employed, play - played, stay - stayed*
  - Change **-y** to **-i** and add **-ed** when the verb ends in a consonant and **-y**:  
*carry - carried, copy - copied, study - studied, try - tried*
- One group of irregular past participles are the same as the irregular past simple forms.  
*bought, had, made, put, sent, sold*
- Another group of irregular past participles is different from the irregular Past Simple forms. For irregular past forms, see p.114.

### Common irregular verbs

| Infinitive | Past Simple | Past Participle |
|------------|-------------|-----------------|
| be         | was/were    | been            |
| give       | gave        | given           |
| go         | went        | gone*           |
| grow       | grew        | grown           |
| speak      | spoke       | spoken          |
| take       | took        | taken           |
| write      | wrote       | written         |

### Contractions

've = have      haven't = have not

's = has      hasn't = has not

We often use contractions in spoken English and informal writing. The full forms (**have/has/have not/has not**) should be used in formal writing.

### \*been or gone?

The past participle of *go* is *gone*. *Gone* means the trip is not completed. However, to say the trip was completed, we use *been*.

**A:** *Where's the manager this week?*

**B:** *She's gone to Paris for work.*

(She is in Paris now.)

**A:** *Has she ever travelled for business?*

**B:** *Yes, She's been to Paris for work.*

(She was there at some time in the past, but is not there now.)

**1 Complete the sentences and questions using the Present Perfect. Use contractions where possible.**

- 1 I \_\_\_\_\_ (have) several jobs in sales.
- 2 He \_\_\_\_\_ (change) companies three times in his life.
- 3 I \_\_\_\_\_ (never/go) to China on business.
- 4 He isn't in the office today. He \_\_\_\_\_ (go) to visit some clients.
- 5 We \_\_\_\_\_ (not study) at university.
- 6 They \_\_\_\_\_ (not write) many blogs in English.
- 7 She \_\_\_\_\_ (not design) lots of websites.
  
- 8 I \_\_\_\_\_ (not have) much experience managing staff.
- 9 \_\_\_\_\_ she \_\_\_\_\_ (give) presentations at conferences?
- 10 \_\_\_\_\_ he \_\_\_\_\_ (buy) products from this supplier in the past?
- 11 \_\_\_\_\_ they (ever/deliver) \_\_\_\_\_ the orders on time?
- 12 \_\_\_\_\_ we \_\_\_\_\_ (sell) materials to these markets before?

**7A Put the words in the correct order to make questions.**

- 1 ever / a team / managed / you / Have / ? \_\_\_\_\_
- 2 for / many / have / companies / you / How / worked / ? \_\_\_\_\_
- 3 or region / you / Have / lived in / another country / ever / ? \_\_\_\_\_
- 4 you / in an international / Have / team before / worked / ? \_\_\_\_\_
- 5 Have / in English / ever / written emails / you / ? \_\_\_\_\_
- 6 for / Where / travelled / have / work / you / ? \_\_\_\_\_

**B Match the answers (a-f) with the questions (1-6) in Exercise 7A.**

- |                                                                     |                                                                         |
|---------------------------------------------------------------------|-------------------------------------------------------------------------|
| a No, I haven't. I've only lived in this country.                   | d Yes, I have. I manage a team in my current job.                       |
| b I've worked for three different companies since university.       | e Yes, I have. Our company has lots of European and Japanese employees. |
| c I've travelled a lot around Germany and visited our Paris office. | f Yes, I have. I write them for our UK sales team.                      |

**1 Write questions and short answers. Use the correct verb form for talking about experiences.**

1 you / ever / write a report? (✓)

Have you ever written a report?

Yes, I have.

2 Lisa / work / in the Berlin branch? (x)

3 Paul and Denis / give / sales presentations? (x)

4 you / solve / many problems in your job? (✓)

**2 Complete the sentences with the correct verb form for talking about experiences.**

1 Fumiko has never used (never use) this software program.

2 Nadia and Kim \_\_\_\_\_ (not work) together before.

3 Will \_\_\_\_\_ (study) in the USA.

4 Ulla \_\_\_\_\_ (write) three reports this month.

5 I \_\_\_\_\_ (manage) my own company for many years.

6 Marcos \_\_\_\_\_ (not travel) for work this year.