

## Unit 6 Here are tips for finding a job.

### II. Basic Listening Practice

#### 1. Script

**M:** Did you pick up the paper for me today? I really want to check the job vacancies.

**W:** I know, it's over there. There's not much happening though. I've had a look already. Maybe you should look on the Net instead.

**Q:** What is the man looking for?

#### 2. Script

**M:** You don't have enough experience or qualifications for this role. What makes you believe you could handle the position?

**W:** I'm a fast learner and enjoy learning on the job. My natural skills lie in this area, and I'm confident that I could handle the challenge. Given a chance, I would prove myself.

**Q:** What is the woman saying?

#### 3. Script

**M:** Could you help me with my resume? Jane said you're good with these things, and I really need someone to edit it. It's way too long.

**W:** Sure, no problem. Give it to me. A good resume should be no more than one page, you know. And it should list your experience in reverse chronological order.

**Q:** Which of the following is true according to the dialog?

#### 4. Script

**M:** Could you tell me why you would like to work for our company?

**W:** Well, it has a good reputation as an employer, and its products are quite popular in the marketplace. I would feel proud to work for a company like this and to contribute to its success.

**Q:** Why does the woman apply for the job?

#### 5. Script

**W:** Where do you see yourself in five years' time?

**M:** I aim to have been promoted to senior manager at the very least. I'm very ambitious and want to climb the career ladder as fast as possible. I don't want to feel miserable on the first rung in five years' time, watching everybody above me.

**Q:** What does the man want in five years?

**Key:** 1.C 2.D 3.A 4.C 5.B

### III. Listening In

#### Task1 Tips for job interviews

##### Script

**M:** After listening to the career officer's talk, I've now realized the importance of getting prepared for an interview.

**W:** Quite true. First of all, we should never be late for an interview. If you're not punctual, they'll suspect that you'll be late for work in future.

M: And before going to the interview, we had better pay attention to our dress. We must look professional without overdoing it. Careless clothes will lead them into thinking that you're likely to do your job carelessly.

W: Yes. During the interview, it is important to look confident without being too pushy. It's necessary to maintain eye contact. This shows your interest in the conversation and helps to maintain the communication between you and the interviewer.

M: Besides, many employers attach importance to the education you've received. We need to highlight those courses, especially those valuable to the job we're applying for.

W: Book knowledge is not enough. We must show them we have practical experience in the field. Tell them about our internship and emphasize the skills that are useful in the job we're seeking.

M: Sure! Many students will tell the prospective employer that they have a good command of English.

W: They're also eager to tell the interviewer about their computer skills with PowerPoint, Excel, and so on. Students from lower-tier universities especially need certificates to show they've acquired those skills before they can hope to compete against students from prestigious universities.

M: Character is also considered an important factor in contemporary society, where teamwork is a must.

W: Well, too many students are saying more or less the same thing. If everybody says, "I'm warm-hearted and cooperative, get along well with my classmates, and have good team spirit," the boss will soon get fed up.

M: Perhaps we should let the work we've done speak for itself.

W: Right on. Participation is important. If you can show them you're an important leader of the Student Union of the University or the Department or you've organized a singing competition, etc., obviously you're a good team player.

### **Key**

**1.T 2.F 3.T 4.T 5.F 6.T**

## **Task 2: Are you ready for a phone interview?**

### **Script**

Nowadays, many employers use telephone interviews to screen candidates in order to narrow the pool of applicants who will be invited for in-person interviews. They are also used as a way to minimize the expenses involved in interviewing out-of-town candidates.

While you are job-searching, it's important to be prepared for a phone interview on a moment's notice. You never know when a recruiter might call. So, you'd better take a look at the following phone interview tips.

Before the interview, you should get well-prepared. For example, you can compile a list of your background and skills, your strengths and weaknesses, as well as a list of answers to typical phone interview questions. You need to keep your resume on the top of your desk or tape it to the wall near the phone, so it's at your fingertips when you need to answer questions. Also, you should have a pen and paper handy for note taking. It's helpful to practice interviewing. You can rehearse answers to those typical questions

you might be asked. Have a friend or family member conduct a mock interview and tape record it, so you can see how you sound over the phone. In this way, you'll be able to hear your "ums" and "uhs" and "OKs", and you can practice reducing them from your conversational speech.

During the phone interview, try to smile. Smiling will project a positive image to the listener and will change the tone of your voice. Over the phone, you must speak slowly, clearly and politely. You should use the interviewer's title (Mr. or Ms. and their last name), and remember to only use a first name if they ask you to. It is essential not to interrupt the interviewer. On your part, you should try to give answers that are short and to the point.

Finally, remember your goal is to set up a face-to-face interview. After you thank the interviewer, ask if it would be possible to meet in person.

### **Questions and key**

1. Which of the following is NOT mentioned as a purpose of screening candidates on the phone?
2. What can you infer from the speaker's recommendation of compiling a list of information about yourself?
3. What does the speaker say about your resume?
4. According to the speaker, why should you conduct a simulated interview?
5. Which of the following is suggested when you address the interviewer on the phone?

**1. B    2. C    3. C    4. A    5. D**

### **Task 3: Do you know how to write a resume?**

#### **Script**

Your resume, or CV in British English, has one mission and one mission only: to get you a job interview. Your resume is usually the first impression an employer has of you. And as "you never get a second chance to make a first impression", you'd better get it right the first time. Here're some suggestions that may be of use in preparing a resume. First, use a design that demands attention. Employers don't have time to read through each of your job descriptions to know if you have the skills they need. The design of your resume must do it for them. Your resume should be concise, well-organized and relevant. It should emphasize the most important and relevant points about your experience, skills, and education.

Second, put important information first. List important information at the beginning of your job descriptions. Put statements in your resume in order of importance and relevance to the job you want. A powerful statement with exact numbers influences every statement that follows.

Third, target the job. You will have more success if you adjust your resume and cover letter for the specific skills an employer is seeking. This means that you would write one resume for one particular job and a different resume for another job. In other words, you need to "repackage" yourself. In that way, an employer will see immediately whether you are the suitable person for the job. It is not dishonest to "repackage" yourself. You are simply presenting yourself and your skills in the best light for a particular employer. This will help you to get more interviews and allow you to apply

for a wider range of jobs.

### **Questions and key**

1. Why does the speaker say a resume is important?
2. Which of the following will NOT be regarded as a feature of good resumes?
3. Where should you put the important information in your job descriptions according to the passage?
4. How many resumes would the speaker advise you to write if you applied for three jobs?
5. What is the passage mainly about?

**Key: 1.C 2.A 3.A 4.C 5.B**

## **V. Let's talk Selecting recruits**

### **Script**

voice-over: T-mobile is a subsidiary of Deutsche Telecom, the giant German telephone company. T-mobile is their global mobile phone operation. Nine hundred people work at the company's call centre in Greenock, which was set up only five years ago; 760 of them are employed in handling customer calls and they are managed by 70 team managers and 10 operations managers. In a large-scale operation like this, the role of recruitment and training is the responsibility of a dedicated on-site human resources department.

Woman: We have a training team, headed up by two leading advisers and supported by a number of customer-facing advisers who've been moved into the role of training. The theory behind is, these are the people who are doing the job, are in the best place to train that job to other people.

[on-screen text: Helen Young, Human Resources Adviser]

Helen: Our recruitment is divided into two main sections. We have a CSA recruitment: Customer Service Adviser, and we also have all the other recruitment. It's crucial to us that we get the right people for the job, absolutely crucial, and we do whatever possible to ensure that people have realistic expectations of the job before they, before they've made an offer.

Helen: In the initial stages they'd be given a telephone interview which would last somewhere in the region of 15 minutes. Following that, they'd be invited to come on-site. They'd have a tour of the centre. They then get, if you like, an opportunity to try us on for size. They get to see the role, they get to see how it feels, feel the culture of the company and if they're still happy at that stage and want to apply, then they need to do so formally. They would then complete an application form and be brought on-site for a two-hour assessment. The assessment consists of a role-play, which looks at their customer service ability and a competency interview. We need people who have the ability to communicate well and deliver the customer service that we want to deliver. We have a full age range of employees coming from various different backgrounds: manufacturing, customer service straight through to school leavers.

### **1. Key**

**(1)900 (2)customer calls (3)70 (4) human resources (5)supported**

(6) customer-facing      (7)place      (8)two      (9)right people      (10)realistic

2. Key: 3 2 1 4

## VI. Further Listening and Speaking

### Task 1 Tell me about yourself.

#### Script

M: Tell me a little about yourself.

W: I'm from Guilin City.

M: What brought you to the east coast?

W: I came to Qingdao to attend college. I'm impressed by this city's dynamic economy. I've come to love it so much that I've decided to stay and work here.

M: What work experience do you have?

W: I worked as an intern for a small shipping company. My primary responsibilities were to maintain the company's ties with the existing customers and try to find new cargo sources.

M: What did that experience teach you?

W: I learned that communication skills are extremely important. Textbook knowledge is indeed necessary, but it is equally essential to be able to persuade a potential client to trust you.

M: How would your former employer describe you?

W: He told me that my ability to find one customer after another was an asset to the company. He thanked me for my loyalty. He also appreciated my team spirit as shown in my cooperation with my colleagues.

M: You seem very mature for your age. And I see from your resume that you are very goal-oriented.

w: Thank you. I believe I've acquired many good qualities from my parents. They're my role models.. However, I know I still have a lot to learn.

Key

(1)coast      (2) impressed      (3)shipping company      (4)cargo (5)communication skills  
(6) essential      (7) asset      (8)team spirit      (9) her age      (10) her parents

### Task 2 A work qualification test

#### Script

Murphy applied for an engineering position at an Irish firm based in Dublin. An American applied for the same job. Quite by coincidence, the two applicants had the same qualifications, and were asked to take the same test by the manager of the Human Resources Department. Upon completion of the test, both men missed only one of the questions. The manager went to Murphy and said, "Thank you for your interest, but we've decided to give the American the job."

Bewildered by the manager's decision, Murphy asked, "Why would you be doing that? We both got nine questions correct. This being Ireland and me being Irish, I should get the job!"

The manager answered calmly, "We have made our decisions based not on the correct answers, but on the question you missed. "

Unconvinced and somewhat indignant, Murphy questioned, "And just how would one incorrect answer be better than the other?"

The manager's answer took him by surprise, "Simple, on Question No. 5. the American put down 'I don't know', and you put down ' Neither do I'."

**Key**

**1.F    2.T    3.T    4.F    5. T**

**Task 3: A Guide to a Successful Job Interview**

**Script**

There are times that you will be asked a hard question during a job interview. Don't panic, they just want to see how you handle a difficult situation. Being prepared is always the best policy. Here are some samples of questions and some advice on how to handle them properly.

Why should we choose you? To this question, you can ask yourself why you applied, what makes you suitable for this position, what the company can gain from hiring you, what you have to offer, how you would handle this job, etc.

Often they ask you to tell them about yourself. You can split your answer into two, the professional and the personal level. Both are important, and how you move from one to the other depends on what you have to say. You can give a brief summary of your life, professional and personal, with less emphasis on the early past, and more emphasis on the present and the future.

When asked "What are your weakness?" by the interviewer, don't say, "I don't have any." Everyone has weaknesses, and it takes strength to recognize them. Say something relative but not hugely important to the specific position, and always add something positive like, "I haven't had a lot of exposure in the on-site work, but I'm looking forward to being more involved in dealing with customers directly and learning their needs."

Another common question is: "What are your strengths?" You should customize your answer to meet the position requirements. Keep in mind the things they asked for in the advertisement. Tell them your strengths, but also show them how they would be applied to this job. To show how your strengths were valuable, use the "why, where, when, how" to demonstrate and prove your strengths.

**Questions and key**

1. What is the passage mainly concerned with?
2. What does the speaker NOT mention as an answer to the question, "Why should we choose you?"?
3. What does the speaker advise you to stress when introducing yourself?
4. What might the speaker advice you NOT to say when you are asked, "What are your weaknesses?"
5. What should you do when asked about your strong points?

**Key: 1.C    2.C    3. B    4.A    5.D**

## Viewing and speaking Hiring and firing

### Script and key

Speakers	The speakers words
Blond man	...so careful with our (1) <u>selection</u> process. We don't take a zillion girls and chuck them on the wall and see, see which ones stick. We take on two girls, maybe three a year, and I really want them.
Woman In pink	Are you used to working under (2) <u>pressure</u> ?
Black haired woman	Yes, ' cause I come from a (3) <u>marketing</u> background.
Woman in pink	Obviously there's always a real structure and purpose to an (4) <u>interview</u> in that we're hiring for a specific job. So we have to make people very, kind of, very at ease in an interview. Because otherwise you might end up hiring someone who is completely wrong for the (5) <u>business</u> .
Woman in blue suit	I've had an individual who was extremely(6) <u>nervous</u> and she was sick in the interview. And we had another lady who giggled all the way through the interview and it's really hard not to (7) <u>laugh</u> in an interview when you've got someone on the other side of the desk behaving that way.
Long, straight-haired woman	When you make people (8) <u>redundant</u> which is, which is a not very nice part of the job, you have to be very compassionate because it is somebody's livelihood that you are dealing with.
Woman In Pink	You have to, um, obviously be empathetic with that person, and that can be quite (9) <u>difficult</u> .
Blond man	We call it (10) <u>sacking</u> . And, and it is probably the most harrowing thing you can do.
Long, straight-haired woman	If you can help, write a new CV for them so that can help them get another job, um, you know that's very useful as well.