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«Гомельский государственный университет
имени Франциска Скорины»

АНГЛИЙСКИЙ ЯЗЫК
УСТРОЙСТВО НА РАБОТУ:
РЕЗЮМЕ И СОБЕСЕДОВАНИЕ

ENGLISH
JOB APPLICATION:
CVS AND INTERVIEWS

Практическое пособие

для студентов факультета иностранных языков
специальности 1 - 02 03 06 «Иностранные языки
(английский, немецкий), (английский, французский)»

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Практическое пособие по дисциплине «Иностранный язык для специальных целей» включает теоретический материал и комплекс практических упражнений по теме: «Устройство на работу: резюме и собеседование», которые могут быть использованы как во время аудиторных занятий, так и во время самостоятельной работы студентов для овладения деловым английским языком.

Адресуется студентам факультета иностранных языков специальности 1-02 03 06 «Иностранные языки (английский, немецкий), (английский, французский)».

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ПРЕДИСЛОВИЕ

Пособие разработано в соответствии с практической направленностью обучения иностранному языку как средству общения, информационного обмена и познавательной деятельности.

Целевое назначение пособия – развитие и совершенствование навыков письменной и устной речи студентов; формирование их коммуникативной компетенции (языковой, социолингвистической, социокультурной, прагматической); обеспечение корректного пользования деловым английским языком как средством письменной коммуникации; обучение основным типам, структуре и особенностям жанрово-стилистических разновидностей письменной и устной бизнес-корреспонденции при устройстве на работу и овладение практическими навыками работы с деловыми документами и написанием деловых писем.

Практическое пособие предлагает теоретический материал, а также комплекс упражнений и заданий на усвоение правил структурирования деловой документации при устройстве на работу, приобретение необходимого лексического минимума, используемого в деловой переписке, и закрепления практических навыков по двум тематическим разделам: “CVs and Resumes” и “Job Interviews”.

Упражнения и задания составлены в соответствии с лингвистическими и методическими принципами. Они имеют единую систему, что облегчает работу с ними и способствует развитию языковых и речевых умений студентов. Упражнения носят коммуникативно-функциональную направленность и представляются по степени нарастания трудностей. Виды упражнений определяются характером материала, подлежащего тренировке. Теоретическим материалом служат англоязычные аутентичные источники.

Практическое пособие может быть использовано студентами как на практических занятиях, так и во время самостоятельной работы для совершенствования своих знаний делового английского языка.

Данное практическое пособие предназначено для студентов 3 курса специальности 1–02 03 06 «Иностранные языки (английский, немецкий), (английский, французский)».

UNIT 1. CVS (RESUMES) AND COVERING LETTERS

CVs and Resumes

The word “**CV**” is used in Europe and the word “**resume**” in the USA. A **resume** is a vital part of the employment process. Although a resume should give a lot of information about you, you need determine your main “selling points” and then to select and order facts in a way that will impress your reader. Here are some guidelines:

- 1) Match your skills and experience to the needs of the organizations.
- 2) Stress what sets you apart from the crowd.
- 3) Remember that the primary aim is to rouse the employer’s interest, not to provide a biography.

Your resume should include enough information about you for the employer to feel that you are worth interviewing.

Structure

Online, recruitment sites and individual companies often have their own specific application forms. However if you do need to produce your own CV, here is some general information to help you.

Many people put a summary at the top which is quick and easy to read and introduces the whole CV. Here is an example:

Currently working as a marketing assistant, I am now looking for wider experience and new challenges. With my creative problem-solving approach and excellent interpersonal skills I feel that I would make a good Marketing Manager. I have extensive knowledge of marketing strategies in the mobile communications industry.

Typical sections of a CV might be: Personal Data/Information (Name and Address), Job Objective, Present Employment, Education, Professional Experience (Work Experience), Skills and Other Interests, References.

Name and Address

Usually this information is placed at the top of the page. Be sure to include the full mailing address with a postal code. You may also add a telephone number.

Personal Information

Most personal information, other than your address and phone number, is unnecessary and should be left out. However, if you think that listing some personal details will give you an advantage, by all means do so. For example, being single might be an advantage for a job requiring a lot of travelling.

Present Employment

This information helps the reader to grasp quickly the basis of your experience and the level of your responsibility.

Job Objective

This category is useful if you are a student trying to suggest that you have definite career goals. It may also be useful if you want a specific job in a large organization with a number of vacancies. In any case, it's better to give not the position you would like (for example, a sales manager), but the area and the general level of responsibility (for example, "a management position in marketing" or "management trainee"). On the other hand, if you are willing to try a variety of jobs, it's better not to include this category.

Qualifications and Education

Some consultants recommend to place a capsule "Profile" of one or two sentences before the more detailed listing of your experience or qualifications. This summary is your chance to hit the reader directly with your most important attributes for the job, for example, "an energetic and skilled communicator", "a specialist with the ability to analyze needs and implement solutions", "full of entrepreneurial spirit".

For students whose job experience is scanty or nonexistent, this section usually comes first. Educational qualifications are most often the primary selling point. Begin with your most *recent* educational attainment or your *most advanced* degree or diploma.

If you have a post-secondary education, it's not necessary to include your high (secondary) school, unless you have a particular reason for doing so. Be sure to give the date you obtained any degree or diploma, along with the name of the institution that granted it. If courses you have taken are a selling point, list those relevant to the job

you are applying for. This is especially important for students seeking their first permanent job.

Work Experience

In most resumes, this information is the major focus. In a standard resume, it is given in *reverse* chronological order. Students should include all volunteer and part-time jobs.

However you arrange the section, follow this guide:

1. Make the information action-oriented. For example, write:

a) *reviewed* customer service procedures;

b) *organized* employee training seminars;

c) *prepared* budgets for the promotion department.

2. Stress accomplishment instead of listing your duties for each job, tell what you have achieved. Rather than say that your “duties were *to supervise* customer accounts and keep the books”, say that you “*supervised* the customer accounts and *kept* the books”.

3. Be honest. A small lie in your resume is enough to wipe out the employer’s trust in you, even if it is discovered well after you have the job.

Skills and Other Interests

For this section you can list a few things like sports or travel. However, if you think that listing some personal details will give you an advantage, do so.

References

You don’t need to give the names of people who can supply references. Some applicants prefer to wait until the employer is seriously interested, especially if they are currently employed and don’t want others to know they are looking around. Omit this category or write: “*References will be supplied on request*”. If you do include references, give a full name, title, company, and address. Telephone numbers may also be helpful.

Resume Formats

1. Chronological Format demonstrates continuous and upward career growth. It does this by emphasizing employment history

beginning with the most recent and working back. The focus is on time, job continuity, growth and advancement, and accomplishments.

2. Targeted Format is used when you are seeking a specific position. The focus is on your skills, abilities, and qualifications that match the needs of your target.

3. Functional Format also emphasizes your skills, but does not correlate these characteristics to any specific employer. The focus is on what you did, not when and where you did it.

4. Combination Format offers a quick synopsis of your market value (the functional style) followed by your employment chronology. This format is very well received by hiring authorities.

5. Alternative Format is written as a detailed letter to a concrete employer. You focus on those areas in which you can be helpful and valuable to that employer. You demonstrate your abilities, not only describe them. You give a lot of factual information so that you would not have to write a separate resume.

6. Resumap Format is new and clearly breaks with the tradition of resume writing. It has nothing to do with the rational, analytical and logical tradition and manner. You have to stimulate your imagination and creativity for this resume to become a dynamic document.

7. Curriculum Vitae (CV) is best when your credentials speak for themselves and no further information is required until the interview.

Cover (covering) letter

You must include a covering letter when sending your resume to anyone. Resumes are impersonal documents that contain information about your skills, abilities, and qualifications.

A covering letter should do more than state “Here’s my application and resume”. A well-written covering letter reveals important communication skills. Aside from *what* you say, the *way* you say it matters.

Cover letters should be *brief, energetic and interesting*. A polished cover letter answers the following questions:

1. Why are you writing to me and why should I consider your candidacy?
2. What qualifications or value do you have that I could benefit from?
3. What are you prepared to do to further sell yourself?

Below are the guidelines for a covering letter:

1. Get the reader's attention. Try to say something that will make the reader want to read on. This could be your qualification or a reason for your interest in the firm, e.g.: *“The article on your firm in **Belarusian Market** suggested that you may be expanding. Are you looking for a dynamic sales person? As a prize-winning student of English, I believe my skill as a writer would be a useful attribute in your public affairs department.”*

Name dropping is another attention-getter: if someone respected by the employer has suggested you make the application, mention the person right at the beginning, e.g.: *“Arthur Stone suggested that I get in touch with you”,* or *“Arthur Stone has told me that your company regularly hires students as summer office help”.*

2. State your purpose. Don't beat around the bush and merely imply that you are applying for a job.

3. Be specific. If you are responding to an advertised opening, say so. Remember that a reader who is uncertain about your purposes is unlikely to act.

4. Give a brief summation of your selling points. You may create a second paragraph for this part, but keep it as short as possible. A covering letter (like a resume) should not exceed one page.

5. Link your skills to the employer's needs. Focus not on how the job would help you, but on how you can help the employer.

Which sentence from a student would appeal to you most?

(a) *I would like to work for... this summer to up-grade my qualifications and gain some practical experience.*

(b) *I believe the courses in... I have taken will help me to make a useful contribution to your summer work.*

6. Sell yourself. You can emphasize your strengths in a sincere way. Don't boast. Stress your attributes simply, without using intensifying adjectives. Try to use facts that speak for themselves.

(-) *I have extraordinary talent in mathematics.*

(+) *I have consistently achieved high marks in mathematics.*

(-) I am a very good salesperson.

(+) Last summer, although one of the youngest salespeople in the store, I had the second highest sales total.

7. Try to bury the “I’s”. You cannot avoid using “I”, but you can place it after some word:

(-) I worked for an accountancy firm last summer.

(+) Last summer I worked for an accountancy firm.

8. Place your weaknesses in a subordinate position. If you must include something you don’t want to emphasize, try putting it in a subordinate clause, with a main clause emphasizing a more positive point.

(-) Unfortunately, I have never worked in a job requiring accounting.

(+) Although I have not had an accounting job, I have taken four accounting courses.

9. Don’t apologize. If you don’t think you can do a specific job, don’t apply for it. If you think you can, be confident in outlining your qualifications. Avoid such phrases as “I’m sorry”, “I regret” or “unfortunately” when referring to your background or skills.

10. Ask for an interview. Applicants often forget to do this directly. As a general practice, mention that you will telephone the employer rather than ask the employer to get in touch with you.

Two final tips:

1. Don’t mention salary expectations in the covering letter. The interview is a more appropriate time to discuss money.

2. Don’t thank in advance. Although intending to be polite, you may seem presumptuous.

The structure of a covering letter:

1. Say what job you are applying for and where you saw the advertisement.

I am writing to apply for the position of... advertised on the... website / in... magazine.

2. Introduce yourself, referring to your experience.

I have been working in the..., industry for five years and over this time have gained wide experience in... I believe this makes me an ideal candidate for the job.

3. Describe how this particular job is right for you. Refer to your CV. Use a few key words from the advertisement.

As you can see from my CV, I have a strong technical background in...

I perform well in a results-driven environment, and am a good team player.

4. Give your availability.

I am available for interview at any time.

Practice

Ex. 1. Underline the correct word in italics.

1. Your *skills/experience* refer(s) to your abilities – things you can do well as a result of practice. Examples include using a particular piece of software, speaking English, or being a good negotiator.

2. Your *skills/experience* refer(s) to the knowledge you get by doing a particular job or activity. Examples include time spent in a particular industry, or working in a particular market.

3. A/An *applicant/candidate* is anybody who has sent a CV in response to a job advertisement.

4. A/An *applicant/candidate* is somebody who is being actively considered for the job.

Ex. 2. Complete the sentences with the words in the box.

Apply, applicants, application, closing date, cover letter, entry-level, experience, qualifications, position, rates, rejected, updated, vacancy.

1. At the bottom of this job description it says “Previous applicants need not apply”, I suppose that means your CV has already been looked at and _____ .

2. Employers always want people with lots of _____ – but how do you get it in the first place? I suppose you have to find an _____ job, but they are not very well paid.

3. I've filled in dozens of _____ forms, but no-one has called me for interview.

4. This candidate looks promising – their _____ include an MBA (Master of Business Administration) from INSEAD.

5. Look at this ad for an Office Administrator. It's only a temporary position but it says here "good _____ of pay".

6. I've just _____ my CV. Can you have a look at it and give me some feedback? It needs to be done soon – the _____ for applications is this Friday.

7. There's a great job on this job search website. It says at the bottom "Please _____ by email with _____ and full CV". I'm going to do that.

8. The word _____ is a formal way of saying "job". The word _____ means "a job that is available".

Ex. 3. Complete the sentences with the given words.

Apply for, call you for, fill in/out, matches, register with, replied to.

1. Looking for a job is often called a job search.

2. If you _____ a job (or a place at university), you make a formal request for it.

3. Online recruitment agencies often have their own specific application forms which you _____ .

4. It's a good idea to _____ several online job sites.

5. Some of them will even send you an email alert if a job appears that _____ your profile.

6. I _____ that job advertisement you showed me but I never heard anything.

7. After sending your CV you hope that the company will _____ interview.

Ex. 4. Complete this cover letter (sent as an email) with the words in the box.

Attached, background, candidate, challenges, high-pressure, interpersonal, involved, notice, running.

I am writing with _____ to your advertisement on the job search website. My _____ is in operations management in the hotel sector and I am currently Assistant Operations Manager at a prestigious hotel in Geneva. I support the OM in ensuring the smooth day-to-day _____ of the hotel.

As you can see from the _____ CV I have wide experience in hotel booking systems, collecting payments and handling money, managing housekeeping staff, and buildings maintenance. I am also actively _____ in the organization of events, weddings and private dining on a weekly basis. I work well in the _____ environment of a busy hotel and have excellent _____ skills. I feel I would be an ideal _____ for this position as I am ready to move up to manager level and look forward to the new _____ that the increased responsibility will bring.

I am available for interview at any time, but require some advance _____ in order to arrange my work shifts.

I look forward to hearing from you.

Susan Smith

Ex. 5. Complete the job advertisement with the words from the box.

~~Recruiting for~~, an interview, applications, fluent, remuneration, responsible to, short-listed candidates, CV, successful applicant, well-qualified.

Alfabank is ***recruiting for*** an exceptionally _____ IT specialist to manage the development of software, deployment of hardware, and support of various computing technologies at its headquarters and its eight regional branches.

Duties and responsibilities:

The CITO is _____ the General Manager for the satisfactory performance of all technology functions performed within the country:

Management of Alfabank IT staff

Software development activities

Software and hardware maintenance activities

Long-range technology planning

The _____ will be _____ in English and German.

We offer an attractive _____ package and long-term career prospects.

Interested candidates should send their letter of application and via e-mail to _____

Erna Asselborn at <hrm@agribank.com>

Closing date for _____ is Friday, 3 June.

Only _____ will be contacted for _____ .

Ex. 6. John Price is applying for the post described in exercise 5. Put the sentences in the correct order (1–8) to write his letter to Alfabank.

a) Dear Ms Brown,

b) The aim of the project is to equip the Ministry of Finance with up-to-date computer systems, develop adequate software and support the local IT staff responsible for technology planning.

c) Finally, please do not hesitate to contact me if you need any further details.

d) With the benefit of all the experience I have gained there, I now look forward to a challenge and a steady career in my home country. If I am short-listed, could you please let me know whether you would be willing to consider a telephone interview.

e) I look forward to hearing from you.

f) I am enjoying all these responsibilities tremendously. However, the project will be completed in three months' time and I will therefore leave the UK.

g) Since September 2011, I have been working as IT consultant on a UN-sponsored project in the UK.

h) With reference to your advertisement in the *Sun* of 10 May, I would like to apply for the post of Chief IT Officer. As you can see from the attached CV, I obtained my Master in mathematics and computer science from Imperial College London in July 2001.

Yours sincerely,

John Price

Ex. 7. In the box there are the headings from a typical CV. Look at the extracts from the given CV. Under which of the CV headings should each extract be placed?

Personal details, Education, Qualifications, Work experience, Special skills, Interests and achievements, Referees.

1. Fluent in Japanese and English - **Special skills**.
2. Born 14 October, 1980 _____ .
3. Married, no children _____ .
4. MBA degree from London Business School, 2011 _____ .
5. Full range of computer skills _____ .
6. Aerobics, basketball, films and theatre _____ .
7. Organised a music concert while at university _____ .
8. 1996–1999: Sapporo High School, Japan _____ .
9. 2000–2002: Sogo Design College–studied graphic design _____ .
10. Aug – Sept 2001: Work placement at IMP (graphic design firm) Seattle, USA _____ .
11. 2003-2006: ICB (construction company) Assistant in Design department _____ .
12. 64 Rose Park Crescent, London SW21 8CT _____ .
13. Clean driving license _____ .
14. Certificate of Proficiency in English (2005) _____ .
15. Diploma in computing (2006) _____ .
16. Mr F. Show, Marketing Consultant, IMP, 120 Davis Avenue, Seattle, USA _____ .

Ex. 8. When you apply for a job you usually send a CV and a covering letter. Which of the following do you usually do in a covering letter?

- 1) Say that you wish to apply and indicate where you heard about the position.
- 2) Say why you are interested in the job and direct the reader to special qualities, skills or experience you have.
- 3) Give information about your hobbies and sporting interests.
- 4) Provide details of your examination results.
- 5) Enclose the names and addresses of two referees.

- 6) Mention when you are available for interview.
- 7) Ask if there are any other vacant positions in the company.

Ex. 9. Study the useful language box. Use a dictionary to check the meaning of any words or phrases which are unfamiliar. Add some words or phrases to each column (table 1).

Table 1

A. Personal qualities	B. Skills / activities	C. Useful phrases
creative dynamic efficient energetic methodical perceptive responsible well-organised	communication skills interpersonal skills organisational ability I was responsible for ...coordinating... ...developing... ...implementing... ...initiating... ...liaising... ...monitoring... ...negotiating... ...organising... ...reviewing... ...setting up...	I can work / perform well under pressure. I am willing to take the initiative. I have a proven track record in... I have extensive knowledge of... I have extensive experience in / of... I am able to delegate... I can work effectively in a team. I am fluent in... I have a good knowledge of...

Ex. 10. Complete the covering letter using suitable words and phrases from the Useful language box (Ex. 10). The letter in brackets indicates which column you should check to find the correct word or phrase.

Dear Ms Walker

I am writing to apply for the position of Managing Director which you advertised in the Times, dated 9 September.

I am currently employed as Marketing Director in a medium-sized cosmetics company. However I am seeking a position which will offer a greater challenge and more responsibility.

In my last job, I was responsible for *developing* (B) a sales strategy for the firm and for _____ (B) the work of the advertising, sales and marketing personnel. I was also involved in _____ (B) contracts with overseas agents and distributors, setting their sales targets and _____ (B) their performance. In the last six months, I have been engaged in _____ (B) franchising networks in Eastern Europe.

I have _____ (C) in the cosmetics industry, having worked for three companies dealing in health and beauty products. I think that I work well _____ (C) as I have organised several product launches when I had to meet tight deadlines. Although I never avoid responsibility, I am able to _____ (C) authority when necessary.

As for my personal qualities, I am a _____ (A) person, with many ideas for exciting new products which would interest your company. Most people say that I am very _____ (A), with the ability to motivate staff and get results. I consider myself to be extremely _____ (A) because I always make the most of the resources available to me.

Since, you are an international company it may interest you to know that I am _____ (C) in English and Spanish, and I have a working knowledge of Portuguese.

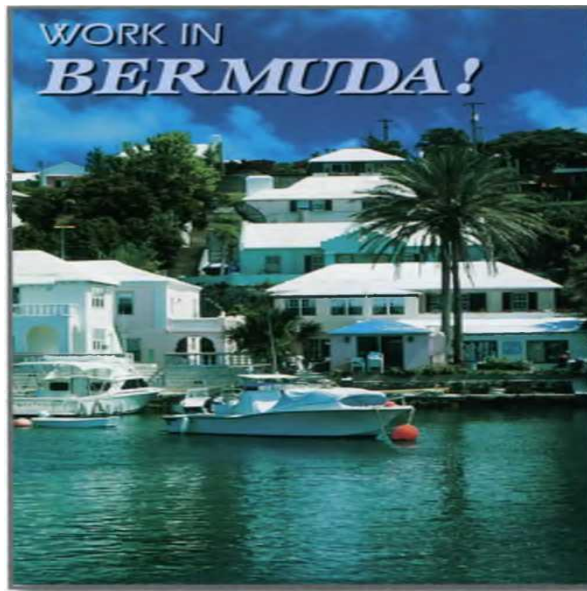
I would welcome the opportunity to meet you to discuss my application at greater length.

Yours sincerely



(Ms) Mary Brown

Ex. 11. Work in pairs. Look at this job ad: what would be its attractions and what might be its drawbacks?



ACME Atlantic is a well-known and respected trading company. We handle imports directly from manufacturers in 35 different countries, often to our own specifications, and currently export to 46 different countries worldwide.

We are looking for enthusiastic people to work in our office in Bermuda on temporary 3-, 6- and 9-month contracts. Applicants must be able to speak and write at least one foreign language fluently and can be nationals of any country.

Experience in import/export will be an advantage, but as special training will be available this is not essential. The main requirements are a willingness to work as a member of a team, to cope with pressure, to use the telephone in a foreign language and in English and to be prepared occasionally to work long hours when necessary.

There are several posts available and long-term prospects are good, though initially all successful applicants will be contracted for a maximum of 9 months.

The salary we will offer is excellent. We will pay for your return air fare and provide adequate accommodation at a nominal rent.

Please apply to Gram Redcliff, European Sales Office, Atlantic Ltd, 45 Wells Road, London EC2 4AC.

Ex. 12. Work in pairs. Look at this resume. If you were interviewing Joanna Williams for the job in Bermuda, what questions would you ask her about her career history?

Joanna Williams

Address 1090 Madison Avenue
Sheboygan WI 53081
e-mail: kmw@aol.com

Res. phone & fax: 555-5656898

Date of birth: 2/21/76

Professional experience Aug. 1999-present
Valentine International: Export clerk
Jan. 1998 – July 1999
Chicago Products: Marketing assistant
May 1997 – Dec. 1997
Self-employed: travel guide
Jan. 1997 – May 1997

Education and training Unemployed
1993–1995
Green Bay High School, Green Bay,
Wisconsin
1991–1993
Oshkosh Junior High School, Oshkosh,
Wisconsin

Interests Mountain biking, reading, hiking, skiing, sailing

Languages Fluent Spanish (my mother is Mexican),
good conversational French

References Ms Daphne Stern, Sales Vice-President,
Valentine International,
2205 Jackson Street,
Oshkosh, WI 54901
Mrs Francine Dexter, Marketing Director,
Chicago Products Inc.,
4450 Capitol Drive, Milwaukee, WI 52303

Ex. 13. Work in pairs. Look at this covering letter from another applicant for the job. In what ways does Derek Pool seem suitable (or unsuitable) for the job?

Dear Mr Price,

Work in Bermuda

I noted with interest your advertisement in today's Daily Planet.

You will see from the enclosed CV that I have three years experience in marketing. My responsibilities have included all types of administrative work, product development, arranging and attending presentations, working with clients and solving problems that arise.

Although I have an excellent relationship with my present employers, I feel that my prospects with them are limited and that there would be more scope for my talents with a larger company.

If you consider that my qualifications and experience are suitable, I should be available for interview at any time.

Yours sincerely,

Derek Pool

Derek Pool

Ex.14. Imagine that you want to apply for the job. Draft a covering letter, following these guidelines:

1. Introduce yourself: name, age, nationality, etc.
2. Describe your relevant experience or justify your lack of experience.
3. Describe your skills in the languages.
4. Describe how you meet the requirements of the job.
5. Say when you're available for interview.

UNIT 2. JOB INTERVIEWS

Starting up

Think of the last interview you attended or /the one you would like to attend and discuss these questions:

1. What was/ what could be the worst thing about it?
2. What difficult questions were you asked/ could you be asked?
3. Why do you think you were/ you could be successful, or unsuccessful?
4. If you could go through the interview again, what would you do differently?
5. In an interview, do you always have to be completely honest?
6. What impression do you try to give in an interview?

Interview and Selection

A panel of people (the interviewers) interview the candidates (the interviewees). The interview panel typically consists of someone from Human Resources, the line manager, and possibly other departmental managers. For many jobs there will be a first interview to narrow down (reduce) the number of possible candidates to a shortlist of people who will be called for a second interview. After this the final decision will be made and the strongest candidate will be offered the job. There may then be a short period of negotiation over salary, working conditions, etc. and the chosen candidate will either take up (accept) or turn down (refuse) the job offer.

Assessment Centers

Many people in their early twenties have similar CVs and a similar lack of experience, and a CV plus interview is unlikely to show who is the best person for a job. For older candidates the artificial context of a formal job interview may not show the person's real qualities. For these reasons many companies use an assessment centre as part of the selection process. This is typically a full day (or two) and includes social/informal events, information sessions, and tests and exercises designed to reveal your potential. The exercises might include a case study, a presentation and/or a group discussion.

What the employer is looking for

In the interview (and at an assessment centre) the employer is usually looking for three things. First, they want to see evidence of the technical skills and background knowledge required to do that particular job. Second, they are looking for business skills such as the ability to achieve targets, meet deadlines and manage costs. Third, they want evidence of “soft” personal skills, such as:

teamworking	leadership
communication	influencing
motivation	listening
time-management	creativity
data analysis	initiative
decision-making	integrity

Many interview questions – particularly the difficult ones – are designed to find out about your personal qualities in this third category.

Typical Questions

Here is a list of typical interview questions. If you are going for an interview in real life, first do the exercises opposite, then ask a friend/colleague to ask you all the questions below plus follow-up questions. Your friend will need your CV to refer to.

First question + education

Before we begin, tell me a little about yourself.

OK, so I see you studied... at university. Which part of the programme did you most enjoy? Why? Did you do a project in your final year?

Work history

I can see from your CV that after university you worked as a ... at What exactly did you do there? What did you learn from that job? Why did you leave?

Current job

Can you tell me a little about the company where you work now? What exactly do you do there? What do you like about your job? Can

you tell me about one or two of your most important achievements? Describe a challenge you faced – how did you deal with it? What personal and professional skills have you developed? Why do you want to leave?

The new job and the company

Why did you apply to this company? Why do you want this job? What do you know about this business/this market? Why should we employ you in preference to the other candidates? You have very little experience of... – how will you deal with that? Are you prepared to travel/relocate?

Your personal qualities

Let's finish by talking a little more about you as a person. What are your strong points? What are your weak points? Can you work under pressure? How would your friends describe you? What are your goals for the next five years?

When you answer, give details and examples. So if the question is “*Can you work under pressure?*”, then the answer should be “*Yes, I believe I can*” followed by a description of a real situation where you were under pressure (e.g. time or budget pressure) and how you managed the situation.

Grammar review

Indirect questions and statements

1. We often use indirect questions and statements to sound more polite, for example when asking for personal or sensitive information.

Could you tell me what your salary is?

Would you mind telling me how old you are?

I'm not sure when the interview finishes.

2. Indirect questions have the same word order as direct statements.

She left the job. (direct statement)

Could you tell me why she left the job?

3. We can use the following expressions to introduce indirect questions and statements.

I wonder /I can't remember /I have no idea / I'd like to know /I am not sure... when the post will be advertised.

4. For yes / no questions we use if or whether. We can also use if or whether in statements.

Will he apply for the job? (direct question)

I wonder whether he'll apply for the job.

Practice

Ex. 1. Rearrange the letters to make words. Use the definitions in brackets to help you.

- 1) ssmeenast _____ (making a judgment about a person or situation after thinking carefully);
- 2) iecheavment _____ (something impressive that you have done);
- 3) cellhange _____ (something that tests your skill or ability, especially in a way that is interesting);
- 4) atiliesqu _____ (positive features of a person's character).

Ex. 2. In which of these questions and statements is the word order correct? Rewrite the incorrect ones.

1. Could you tell me what your strengths are?
2. I'd like to know what would your colleagues say about you.
3. Could you tell me how have you changed in the last five years?
4. Do you happen to know what salary I will start on?
5. I am not sure where I want to be in five years' time.

Ex. 3. Put the words in the right order to form indirect questions or statements.

1. do know where you the room interview is?
2. I ask you old are you how could?
3. I wonder you if could me tell what time is it.
4. I'd like why to know we you should hire.
5. do you mind ask if your weaknesses are what?
6. could I you ask why left you your last job?

Ex. 4. Study these examples, then make the questions below indirect, using phrases from the box.

Direct questions

How long did you work there?
worked there?

Do you like working in a team?
working in a team?

Indirect questions

Could I ask you how long you

Could I ask you...? I'd like to know...

Could you tell me...? Do you mind telling me....?

1. Are you satisfied with your present salary?
2. Does your partner work?
3. How do you react when people criticize you?
4. How much do you earn in your present job?
5. What are your weaknesses?
6. What kind of situations do you find difficult?
7. Why do you think you are the right person for this job?
8. Is there anything you dislike in your present job?

Ex. 5. Read these eight interview questions and the suggested ways to answer.

1. Q: Tell me a little about yourself.

A: This looks like an informal question to put you at your ease, but don't improvise. First impressions are very important. Give a three-part answer: who you are, your biggest strength, and why you are there.

2. Q: What do you like about your current job?

A: In this case don't be too specific but use the question to show your friendly personality.

3. Q: Describe a challenge you faced.

A: Describe how you handled one particular difficult situation.

4. Q: Why do you want to leave?

A: You have to answer this in a way that is not too negative. Never criticize your current employer.

5. Q: Why do you want this job?

A: Give an answer that refers both to the company and to your skills.

6. Q: What are your strong points?

A: This question is a gift so make sure you use it well. Remember that you can mention both personal and business skills.

7. Q: What are your weak points?

A: Turn a negative into a positive and show how you are willing to improve.

8. Q: Where do you see yourself five years from now?

A: Show how you will continue to add value to the company.

Now match the actual words spoken a–h with the answers in 1–8 above.

a) My job is a good entry-level position, but now I'm not really learning anything new. I would like new challenges and the opportunity for growth at a personal and professional level.

b) I'm a Retail Manager with wide experience. I started as Assistant Manager but my employer saw that I was intelligent and hard-working and I was soon promoted. I worked in several stores and I learned a lot about leading a sales team. Now I'm looking for a more senior position in a large, international, retail group.

c) Example 1: We were working on one particular project and it got behind schedule. I made some suggestions for how to get back on track, and we succeeded in solving all the problems very quickly.

Example 2: A long-term client was going to take their business to a competitor. I met with the client and was able to change how we handled the account on a day-to-day basis. We kept the business.

d) I enjoy being with my colleagues – it's a great team. The atmosphere is fun and friendly but also hard-working at the same time. We really get a lot done.

e) Example 1: Once I gain additional experience, I would like to move on from a technical position to a management position. I think I have the potential to be a very good manager.

Example 2: I see myself as a top performing employee in a well-established organization, like this one.

f) Example 1: I'm a perfectionist, so sometimes I spend a little too much time checking my work. But I always leave time for this so that I don't miss deadlines.

Example 2: I know that I need to improve my typing skills, and I recently enrolled on a course.

g) Example 1: I'm enthusiastic and highly-motivated. I've exceeded my sales goals every quarter since I started with my current employer.

Example 2: My time management skills are very good. I'm a good planner and I'm organized and efficient when I work. I always meet my deadlines.

Example 3: I'm a quick decision-maker, but I'm also flexible enough to change plans if the situation changes. That's really important in a fast-moving environment.

h) Example 1: I'd really love to work here - this company is well-known in the industry for its successful strategies and its innovative solutions. With my skills I feel that I can make a real contribution here.

Example 2: This company is on the way up, and with my energy and dedication I'd like to be a part of your future success.

Ex. 6. Read the text below, then use the words given to make questions about Alan.

My name's Alan Brown. I'm from Wales, and I'm an IT consultant. I have a passion for anything that's related to computers. I graduated in Maths and Computer Science from Imperial College London. Since then, I've been working on a very exciting project in Bulgaria, developing new software for a government ministry. In addition, I also train the ministry IT staff in the use of new technologies. I'm going back home in three months' time, when the project finishes. I've just read about an interesting vacancy for an IT job with a famous bank, so I'm going to apply. I love what I do because it's not only about machines. I work in a team most of the time. On top of that, I'm also responsible for training a lot of people.

1. Pierre / do / for a living? What does Alan do for a living?
He's an IT consultant.

2. Where / from? _____
From Imperial College London.

3. think / project in Bulgaria? _____
He says it's very exciting.

4. project / finish? _____
In three months' time.

5. job / only about computers? _____

No, it isn't. He often works with people.

6. have /any other responsibilities? _____

Yes. He also has to train a lot of people.

Read the text in exercise 6 again, then write questions for Alan's answers below.

1. What's your name

..... Susan Smith.

2. _____

From Luxembourg.

3. _____

In maths and computer science.

4. _____

Since I graduated.

5. _____

For a government ministry.

6. _____

The ministry IT staff.

7. _____

When the project finishes.

8. _____

An IT job with a bank

9. _____

Because I work with people, not only computers.

10. _____

Yes. Most of the time.

Ex. 7. You are interviewing someone for a job. How would you politely find out the following information?

1. Their age

2. Their current salary

3. Their reasons for leaving their last job

4. Their weaknesses

Ex. 8. Role play a job interview. Use direct and indirect questions.

Interviewees

Choose a job you would like to have in a company you would like to work for. Tell your partner what the position is.

Interviewers

Possible areas to cover include:

- ✓ strengths
- ✓ interests
- ✓ experience
- ✓ achievements
- ✓ weaknesses
- ✓ skills

Listening 1

Recruitment Interviewing

Alan Lawson, National Sales Manager with a Japanese electronics company, is talking about interviewing.

Ex. 1. Listen to the first part of the interview and answer the questions.

According to Alan, which of the following is the most important when trying to impress an interviewer?

- a) qualifications,
- b) character,
- c) appearance,
- d) preparation,
- e) enthusiasm?

Ex. 2. Listen again to the first part of the interview. Complete the “advice sheet” for candidates below.

FIND OUT ABOUT THE JOB

Ring up the press officer _____

VISIT THE COMPANY

Talk to the receptionists _____

AT THE INTERVIEW

Compliment the interviewer on a recent success

CV

Make sure it's easy to read

Ex. 3. Now listen to the second part of the interview.

1. What four questions does Alan usually ask candidates?
2. What examples does he give of candidates' likes and dislikes?

Ex. 4. Complete these word partnerships from the listening.

press officer
marketing _____
press _____
_____ report _____
company _____
_____ code _____

Tapescript 1st part

I = Interviewer, **AL** = Alan Lawson

I Alan, how can a candidate impress an interviewer?

AL Well, David, I feel it's basically all down to good preparation. First of all find out about the job. You could ring up the Press Officer or the Marketing Department and get the latest press releases or perhaps an annual report. The annual report, for example, will say where the company operates and the products it sells. Then, when you get there, you perhaps could congratulate the interviewer on a recent success the company's had. In a nutshell, find out about that company. Show that you've taken an interest in the company and show enthusiasm for the job because, after all, that's what they're

looking for in the candidate. They want somebody not only who's qualified for the job but will want to do the job, and will be interested and enthusiastic about the job. Secondly, you could go to the company maybe a few days before the interview, talk to the receptionist, get a company newspaper – you can always pick up literature on the products maybe you'll be involved in. A very good tip - find out what the dress code is. You need to fit in and you need to make a good impression. Finally, your CV. Make sure it's easy to read, it's well written, but it's concise - don't ramble. I must say that I have done all of this, I've prepared my CV, it was really good. I left it behind – I didn't get the job!

Tapescript 2nd part

I = Interviewer, **AL** = Alan Lawson

I Alan, are there any key questions that you regularly use when interviewing candidates?

AL Yes, there are and it's almost a ritual with me. Following the CV tells you about the person and their qualifications. What you also want to know is their personality. So key questions I ask what do they like most and what do they like least about their present job? They might say that they like travelling and they like meeting new people. These are standard answers. I think more interestingly perhaps are what don't they like about the company. They might not like working weekends at their current company. You might have the same problems with yours, working weekends might be something essential for the job. Also, ask them what their weaknesses are. They're usually, generally I would say, quite honest when they're giving their weaknesses. And ask them what their strengths are. It gives you an in-depth, if you like, feeling about their personality rather than just the straightforward qualifications that they have on their CV. Do they fit in? That's what you're really looking for.

Listening 2

Ex. 1. Pairwork. You'll hear extracts from two interviews. Use this assessment form to decide which candidate performed better on a scale of 1 to 5 (table 2).

Table 2

Categories	Candidates			
	Sue	Tom	Jones	Richards
qualifications				
confidence				
reliability				
personality				
work experience				
overall impression				

Ex. 2. Which interviewer did the better job, do you think?

Discussing

1. Work in small groups. Imagine that a young friend of yours is about to attend his or her first interview. Note down some more advice that you would give:

Do your homework: find out about the company.

Prepare some questions to ask about the company and what the job entails.

Wear smart, formal clothes.

Don't smoke.

Arrive a few minutes early.

Sit up straight.

Look straight at the interviewer.

Expect the unexpected - and don't panic!

Join another group and compare your notes.

2. Work in pairs. Some interviewers give candidates a hard time by asking them difficult questions like the 13 questions below. Listen to the recording and discuss these points:

Can you think of three more questions you might be asked at an interview? Add them to the list.

What would your own answers to each of the questions be? Rehearse your answers with your partner and make notes.

1. Tell me about yourself.
2. What do you think are your strengths and weaknesses?
3. We have a lot of applicants for this job, why should we appoint you?
4. Which is more important to you: status or money?
5. How long do you think you'd stay with us if you were appointed?
6. Why do you want to leave your present job?
7. What would you like to be doing ten years from now?
8. What are you most proud of having done recently?
9. What is your worst fault and what is your best quality?
10. Don't you think you're a little young/old for this job?
11. What are your long-range goals?
12. What excites you about the job you're doing now?
13. How would you rate your present boss?

3. Work in small groups. How would you feel in the following situations during an interview for a job you really want to get? What exactly would you say or do in each situation?

Being interviewed

1. You are still waiting for the interview to begin half an hour after your appointment.
2. Unexpectedly, you find that you're going to be interviewed in a group with several other candidates.
3. You have to sit in an uncomfortable, low chair.
4. The interviewer hasn't prepared for the interview: he/she doesn't seem to have read your CV and application letter.
5. You take an instant dislike to the interviewer.
6. The interviewer never looks you straight in the eye.
7. You have a terrible headache. The room is very hot and stuffy and the windows are closed.
8. You are asked about your political and religious beliefs.

9. The interviewer receives a phone call which seems to be going on too long.
10. The interviewer talks too much and keeps interrupting you.
11. The interviewer keeps asking questions you can answer with Yes or No.
12. At the end of the interview you still don't have a clear picture of the nature of the job.
13. The interviewer doesn't tell you when you may expect to hear his/her decision.

4. Work in small groups. Here is some advice that might be given to an inexperienced interviewer. Tick the points that you agree with. If you only partly agree, give your reasons.

Advice for interviewers

1. Make sure you are not interrupted or phoned during the interview.
2. Read the candidate's CV and application letter before the interview begins.
3. Ask the candidate to explain why he/she keeps changing jobs.
4. Make sure you have a clear picture of the nature of the job.
5. Ask each candidate the same questions.
6. Decide on a maximum of four key qualities required for the job.
7. Make sure the candidate has an uncomfortable, low chair.
8. Ask the candidate about his political and religious beliefs.
9. Only trust a candidate who looks you straight in the eye.
10. Trust your first impressions.
11. Never let the candidate feel relaxed.
12. Avoid talking too much yourself.
13. Avoid asking questions that can be answered with Yes or No.
14. Find out the candidate's opinions on a variety of topics.
15. Encourage the candidate to ask you about fringe benefits, the pension scheme and promotion prospects.
16. Tell the candidate about the scope of the job and its terms and conditions.
17. Interview groups of candidates, rather than one-by-one.
18. Tell the candidate when he/she may expect to hear your decision.

5. Work in groups of three. Take it in turns to be the Interviewer, the Candidate and the Observer. Allow enough time for each of you to have a turn at being the Candidate.

Interviewer Ask the Candidate the questions you discussed in ex. 4. Avoid asking Yes/No questions. Perhaps try to give him or her a hard time by asking supplementary questions like these:

Why do you think that?

In what way exactly?

Could you explain why you think that? What do you mean exactly?

Can you give me an example of that? Are you quite sure you mean that?

Candidate Do your best to answer the questions and try to keep cool!

Observer As you listen to the interview, make notes on these points:

- What impression did each person give?
- If they were nervous, how did this affect their performance?
- Were there too many Yes/No questions?
- Which questions did they answer badly?
- Which questions did they answer well?
- What advice would you give them for their next real interview?

Writing

Ex. 1. Read this letter making an offer of employment. Then decide whether the statements below are true or false.

1. Mr Wills will start work immediately.
2. He will receive one month's salary on his first day at work.
3. His salary will be reviewed after six months.
4. His deputy will be Robert Stephens Jr.
5. He is allowed to join the company pension plan.
6. His working hours will be decided after discussion with Slim Gym's management.
7. He has to work a minimum of three months before leaving the company.
8. Lyn Ashley expects him to telephone her to accept the job.

Mr. Bob Wills
York St.
Greenwich Village
New York
NY 10011

August 26

RE: General Manager vacancy

Dear Mr. Wills,

Following your interview for the above position on August 24, I am delighted to confirm our offer of the job, starting on January 1.

Your salary will be paid monthly in arrears. It will be reviewed annually in July. You will report to Robert Stephens, Jr., Managing Director. Our normal terms of employment are enclosed with this letter. We have a company pension plan which you will be eligible to join.

Your working hours each week will include some evenings and weekends, to be determined by mutual agreement. You will be entitled to ten days' annual vacation in addition to public holidays.

One month's notice is required on either side to terminate the contract. There will be a probationary period of three months. Should you decide to accept the offer, please sign the enclosed copy of the contract and return it to me as soon as possible.

I look forward to hearing from you in the near future.

Yours sincerely,

Lyn Ashley

Lyn Ashley
Personnel Director, Slim Gyms

Ex. 2. The draft letter below is addressed to an unsuccessful candidate for the vacancy at Slim Gyms. Figure out any language that you think is too informal for the situation.

Dear Michael,

After our chat about the job, it's a pity but you didn't get it this time. On the day, the other people were better. The gup thought your resume and interview were fantastic, but you hadn't done enough for this job.

Anyway, now is a good time to say thanks for coming to Slim Gyms and we hope you find a job soon and have a good life.

Best wishes

Ex. 3. Complete this corrected version of the draft letter using items from the box.

Candidates, experience, high, impressed, inform, ~~Mr.Bolen~~, position, sincerely, success, take, thank, unsuccessful, wish, would.

RE: General Manager vacancy

Dear Mr.Bolen,

Following your interview for the above position on August 25, I regret to _____ you that you were _____ on this occasion. The standard of _____ was extremely _____, and while the panel were very _____ with your resume and interview, it was felt that you did not have the necessary _____ for the _____.

However, I _____ like to _____ this opportunity to _____ you for your interest in Slim Gyms and to _____ you every _____ in your future career.

Yours _____,

Ex. 4. Underline the phrases in the letters in exercises 1 and 3 which give good and bad news to candidates.

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РЕЗЮМЕ И СОБЕСЕДОВАНИЕ

ENGLISH
JOB APPLICATION:
CVS AND INTERVIEWS

Практическое пособие

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ENGLISH

JOB APPLICATION:
CVS AND INTERVIEWS

Гомель
2021

