

OVERVIEW ▼

- ☐ **Vocabulary**
Career moves
- ☐ **Listening**
Human resources and recruitment
- ☐ **Reading**
Female train drivers
- ☐ **Language review**
Modals 1: ability, requests and offers
- ☐ **Skills**
Telephoning: making contact
- ☐ **Case study**
Fast-Track Inc.



“Choose a job you love and you will never have to work a day in your life.”

Confucius (551–479 BC), Chinese philosopher

Starting up

A Discuss these questions.

- 1 Are you ambitious? Why or why not?
- 2 Do you have a career plan? Where do you want to be in 10 years' time?
- 3 Which of the following would you prefer to do?
 - a) Work for one company during your career
 - b) Work for several different companies
 - c) Work for yourself

B Which of the following areas do you work in (or would you like to work in)? Why?

- | | |
|-----------------------|----------------------------------|
| 1 Sales and marketing | 4 Administration and personnel |
| 2 Finance | 5 Production |
| 3 Management | 6 Research and development (R&D) |

C What should you do to get ahead in your career? Choose the four most important tips from the list below. Compare your ideas in a group and try to agree on a final choice.

- 1 Change companies often
- 2 Use charm and sex appeal with your superiors
- 3 Attend all meetings
- 4 Go to your company's social functions
- 5 Be energetic and enthusiastic at all times
- 6 Be the last to leave work every day
- 7 Find an experienced person to give you help and advice
- 8 Study for extra qualifications in your free time

Vocabulary

Career moves

A The phrases below all include the word *career*. Match them to their correct meanings. Use a good dictionary to help you.

- | | |
|------------------------|--|
| 1 career ladder | a) something you do in order to progress in your job |
| 2 career move | b) period of time away from your job to, for example, look after your children |
| 3 career break | c) series of levels that lead to better and better jobs |
| 4 career plan | d) chances to start/improve your career |
| 5 career opportunities | e) ideas you have for your future career |

B Complete these sentences with the verbs from the box. Use a good dictionary to help you.

make climb take ~~have~~ decide offer

- Employees in large multinationals *have* excellent career opportunities if they are willing to travel.
- Some people a career break to do something adventurous like sailing round the world or going trekking in India.
- One way to a career move is to join a small but rapidly growing company.
- In some companies it can take years to the career ladder and reach senior management level.
- Certain companies career opportunities to the long-term unemployed or to people without formal qualifications.
- Ambitious people often on a career plan while they are still at school or university.

C Look at the groups of words below. Cross out the noun or noun phrase which doesn't go with the verb in each group.

- | | | | |
|---------------|---|---------------|---|
| 1 <i>make</i> | a fortune
progress
a living
~~a training course~~ | 4 <i>do</i> | research
a mistake
a job
your best |
| 2 <i>get</i> | progress
a promotion
the sack
a nine-to-five job | 5 <i>take</i> | a pension
time off
early retirement
a break |
| 3 <i>earn</i> | a bonus
a part-time job
money
40 thousand | 6 <i>work</i> | flexitime
anti-social hours
overtime
an office job |

D Make sentences using the phrases in Exercise C. For example, *You can make a fortune with a career in computers.*

Listening

Human resources and recruitment



▲ Colette Hill

- A** In your opinion, which three qualities below are the most important for a successful career in business?
- being on time
 - having ambition
 - working hard
 - getting on with people (being friendly)
 - being adaptable (open to new ideas)
 - knowing about computers
 - having a sense of humour
 - looking smart
- B** 1.1 Colette Hill runs a public relations company that advises clients on human resources and recruitment. Listen to the first part of the recording. Compare what she says with your answers to Exercise A.
- C** 1.2 In the second part of the recording Colette talks about how to prepare for a job interview. Listen and tick what you hear.
- Before the interview find out:
 - how old the company is. ☒
 - how many people it employs. ☐
 - what the turnover is. ☐
 - how fast it is growing. ☐
 - where its headquarters are. ☐
 - who the Managing Director is. ☐
 - During the interview:
 - answer questions fully. ☐
 - stick to the point. ☐
 - don't talk for too long. ☐
 - take control of the agenda yourself. ☐
 - give examples in answers. ☐
 - ask questions. ☐
- D** After the interview Colette said that it's a good idea to volunteer for challenging work in order to be promoted. Do you agree?

Reading

Female train drivers

- A** Are certain careers more suitable for women than for men? Which do you consider a) for women only? b) for men only? c) for either? Include other careers.
- | | | |
|------------------|---------|---------------|
| • soldier | • nurse | • teacher |
| • police officer | • chef | • hairdresser |
| • car mechanic | • pilot | • politician |
- B** Look at the advertisement below from the popular UK women's magazine *Cosmopolitan*. Do you think many people applied? Why or why not?

We believe in opening doors for women train operators
£27,656 (after completion of training)

C Now read the article. What do these numbers in the article refer to?

- a) 1,400 *readers who applied for the job*
 b) 4.45
 c) 27,650
 d) eight
 e) one
 f) 100
 g) three

Cosmopolitan readers queue for Tube job

BY PAUL MARSTON, TRANSPORT CORRESPONDENT



MORE than 1,400 readers of *Cosmopolitan* have applied to become a London Tube train driver. London Underground described the response to its single advert in this month's issue as 'exceptional'.

Successful applicants will have to get out of bed for regular 4.45 a.m. starts, but the £27,650 salary and up to eight weeks' holiday may prove sufficient compensation.

Lorraine Candy, editor of *Cosmo*, said the interest her readers had shown demonstrated that young women were not bound by traditional career patterns.

'It's always been a classic thing for boys to want to be train drivers. Now we're seeing that girls can do it too,' she said.

'I don't think the job is boring or unsexy and I'm sure the passengers couldn't care less whether the train is being driven by a man or a woman – as long as it's on time.'

The ability to break bad news to travellers more sympathetically is one reason London Underground is keen to increase its number of female drivers from 100 – just three percent of driving staff.

From the *Daily Telegraph*

D Answer these questions about the article.

- 1 How many adverts did London Underground put in *Cosmopolitan*?
- 2 What are the advantages and disadvantages of the job?
- 3 What do passengers care about most?
- 4 Why does London Underground want to hire more women?

Language review

Modals 1: ability, requests and offers

Modal verbs are very common in English. Match these functions to the examples: making an offer, describing ability, making a request.

- | | |
|--|--|
| •
<i>Can you help me?</i> | •
<i>I can speak French and Spanish.</i> |
| •
<i>Could you repeat that, please?</i> | •
<i>He could speak four languages before he was ten.</i> |
| •
<i>Can I help you?</i> | |
| •
<i>Would you like a drink?</i> | |

➞ page 118



A Rearrange the words in 1 to 9 to make questions from a job interview. Then decide whether each question is a) making a request, b) making an offer or c) asking about ability.

- 1 get you can I anything?
Can I get you anything? (making an offer)
- 2 details contact your confirm I could?
- 3 can you software package use this?
- 4 speak languages any other you can?
- 5 about tell you job us your present more could?
- 6 tell your current salary me you could?
- 7 would you as soon as possible your decision let us know?
- 8 start you when can?
- 9 like coffee some more you would?

B Match the questions in Exercise A with the interviewee's answers below.

- a) It's 43 thousand. *6*
- b) Yes, I use it a lot in my current job.
- c) I can let you know next week.
- d) Thank you. A coffee, please.
- e) Yes, the address is the same, but my e-mail has changed.
- f) I'd love some. Thank you.
- g) Well, I'm currently responsible for European sales.
- h) Yes, I can speak French and Spanish.
- i) My notice period is two months.

C Work in pairs. Role play a Sales Director interviewing a candidate for the job of Sales Representative. Make questions with the words below. For example, 'Can you drive?'

- drive
- work at weekends
- work on your own
- meet sales targets
- use a computer
- travel frequently
- use spreadsheets
- start next month
- speak any other languages

Skills

Telephoning:
making contact

A What kinds of telephone calls do you make in English? What useful telephone expressions do you know?

B 1.3, 1.4, 1.5 Listen to three phone calls and answer these questions.

- 1 What is the purpose of each call? 2 Do the callers know each other?

C 1.3 Listen to the first call again. Complete the expressions on the right so they have the same meaning as the ones on the left.

- | | |
|-------------------------------------|--|
| 1 Can I talk to ...? | I'd <u>like</u> <u>to</u> <u> speak </u> <u>to</u> ... |
| 2 Just a moment ... | Thank you. |
| 3 I'll connect you. | I'll |
| 4 Am I speaking to Carmen Diaz? | Hello. Carmen Diaz? |
| 5 Yes, it's me. | |
| 6 The reason I'm calling is ... | Yes, I'm your advert ... |
| 7 Can I have your name and address? | your name and address? |

D 1.4 Listen to the second call again and complete these phrases.

- A Hello. Could I speak ¹ to Andrea, please?
 B ² she's not here at the moment. Can I ³ a ⁴?
 A Yes, please. ⁵ Jacques from Intec. ⁶ you
 ⁷ her I won't be able to ⁸ the training course on Saturday.
 She can ⁹ me ¹⁰ if there's a problem. I'm ¹¹
 0191 498 0001.
 B OK. Thank you. Bye.

E 1.5 Listen to the third call again. Underline each phrase the speaker uses.

- Dave Hi, John. Dave here.
 John Oh, hello, Dave. How are things? / How are you? ¹
 Dave Fine, thanks. Listen, just a quick word / quick question. ²
 John Yeah, go ahead.
 Dave Do you think you could give me / let me have ³ the fax number for Workplace Solutions? I can't get through to them. Their phone's always busy / engaged. ⁴
 John I've got it here / right in front of me. ⁵ It's 020 7756 4237.
 Dave Sorry, I didn't hear / catch ⁶ the last part. Did you say 4227?
 John No, it's 4237.
 Dave OK. Thanks. Bye.
 John No problem. / Don't mention it. ⁷ Bye.

F Study the Useful language box below. Then role play the telephone calls. Student A, turn to page 136. Student B, turn to page 138.

Useful language

Making calls

Could I speak to Laurie Thompson, please?
 Yes, this is Ernesto Badia from KMV.
 I'm calling about ...
 Could you tell him/her that I rang?
 Could you ask him/her to call me back?

Receiving calls

Who's calling, please?
 Could you tell me what it's about?
 I'll put you through.
 Can you hold?
 I'm afraid there's no answer. Can I take a message?

Vocabulary

A Match each job with its description.

- | | |
|-------------------------|---|
| 1 An accountant | a) supplies information about a company to the public. |
| 2 The CEO | b) keeps and checks the financial records of a company. |
| 3 A computer programmer | c) studies business operations and uses a computer to plan changes. |
| 4 A systems analyst | d) writes instructions for computers to do certain tasks. |
| 5 A PR officer | e) helps a manager by doing some of their work for them. |
| 6 A PA | f) is the most senior manager in a company. |

B Fill in each blank with a suitable form of one of the items from the box.

to involve to be in charge to deal to make sure to be responsible

- Michel Lacour works for Research and Development. His job *involves* developing new products and new ideas.
- Nevenka Babic is our Quality Control Inspector. She for monitoring our products and trying to improve their quality.
- Kate Hughes works for Personnel. She with staff problems, as well as with recruitment and training.
- Zoltan Jilly is our Security Officer. He that our staff and premises are protected against crime.
- Sergio Carboni is our new Maintenance Engineer. He checks all our equipment regularly and of all repairs.

C Look at exercise B again, and write down the words which follow these items.

- to be in charge
- to be responsible
- to deal
- to make sure

Language review
AbilityA Match the personal qualities with abilities. Then make sentences using *can*.

For example:

If you are outgoing, you can easily mix with people socially.

- | | |
|---------------|---|
| 1 outgoing | a) speak two languages fluently |
| 2 independent | b) work for a long time without a break |
| 3 bilingual | c) express your thoughts and feelings clearly |
| 4 creative | d) easily mix with people socially |
| 5 articulate | e) work well without the help or advice of other people |
| 6 energetic | f) find new solutions to problems |

Requests

B Complete the interviewer's questions with the words from the box.

contact let moving send sharing start working

- 1 Would you mind at weekends?
- 2 Could you us have your previous employer's details?
- 3 Would you mind our appointment to Monday?
- 4 Could you in two weeks' time?
- 5 Could you us as soon as possible?
- 6 Would you mind an office with three other people?
- 7 Could you us a copy of your certificates?

C Match the interviewee's responses to the interviewer's questions in exercise B.

- a) Not at all, as long as it's in the morning.
- b) Certainly. I'm free to start as soon as you like.
- c) Yes. I'll let you know my decision by Friday, if that's alright.
- d) Sure. I'll put copies in the post straightaway.
- e) That's fine, as long as it's a non-smoking area.
- f) How often would that be?
- g) Well, in fact they're all included in my CV.

Questions

3

Past abilities

D Complete the dialogues with *could* or *was able to*.

For example:

- 1 A: *Can you use a PC?*
B: *Yes, I can. In fact, I could use a PC when I was 12! (general ability)*
- 2 A: *So, were you late for the interview?*
B: *No. Sue gave me a lift, so I was able to get there in time. (one occasion)*
- 3 A: What foreign languages can you speak?
B: I speak Italian quite fluently when I was a child, but I've forgotten a lot.
- 4 A: What was your greatest achievement in your previous job?
B: Well, I reorganise the Sales Department in less than a month.
- 5 A: What did you like best about your previous job?
B: Well, my boss really trusted me, so I use my own initiative at all times.
- 6 A: So you worked in Turkey three years ago. Could you give us some details?
B: Certainly. As a matter of fact, I win a very important contract.
- 7 C: So how did the interview go?
B: Fine, I think. I answer all the questions!

Writing Curriculum Vitae

A Study Ana Lekic's CV below, and write each heading in the correct space.

Address Achievements E-mail Experience Interests Personal details
Profile Qualifications Referees Special skills Telephone

Curriculum Vitae Ana Lekic

- 1 *Address* 89 Cara Lazara, 21000 Novi Sad, Yugoslavia
- 2 +381 21 633 177
- 3 analekic@EUnet.yu
- 4
An Assistant Marketing Director in a medium-sized company, Avala Airlines plc, seeking a more challenging position with more responsibility. Able to work on own initiative to tight deadlines.
- 5
 - Contributed to the development of a successful sales strategy
 - Coordinated the work of sales, marketing and advertising personnel
 - Designed Excel spreadsheets for sales records
- 6
 - Negotiating contracts with foreign and domestic airlines
 - Working as part of a team
 - Proficient user of MS Windows, MS Word, MS Excel, Quark XPress
- 7
1999–present Assistant Marketing Director (Avala Airlines plc, Belgrade)
July–Sept 1998 Work placement at Malev Hungarian Airlines (London office)
- 8
1996–1998 MBA at Brentford College (UK/Distance course)
1992–1996 BA in Economics at the University of Belgrade
- 9
Date of Birth: 6 June 1973
Driving Licence: Full, clean
- 10
I sing in a choir and play basketball in an amateur team.
- 11

Dr Vanja Martinovic	Ms Celia Gutlerner
Professor of Economics	Director MBA Programmes
2 Dositeja Obradovica	Brentford College
11 000–Belgrade	27 Burrard Street
Tel: +381 11 316 3645	Brentford TW9 0AK
Email: marvan@ptt.yu	Email: mbadir@BMBA.ac.uk

B Under which headings in Ana's CV do the following items belong?

- 1 1996: IELTS Certificate (Academic) – Overall Band 8
- 2 Designed Avala's website
- 3 Excellent conversational Hungarian and some Italian
- 4 I enjoy helping other people design their websites.
- 5 An excellent team worker

Heading number
8

C This draft letter of application is not suitable. Rewrite it using some of the expressions from the Useful language box, and making any other necessary changes.

Hello

I saw your ad in our local paper last week, so I want to apply for the job of Communications Assistant.

I know I am the person you're looking for. I just got various A-levels from school, and all my friends say they love chatting with me.

So write soon, and tell me when you want me to come for an interview.

Regards

Useful language

Dear Sir or Madam,

With reference to your advertisement in ...

I would like to apply for the position of ...

I feel I am well qualified for the position because ...

I would be happy to give you more details and can be contacted at any time.

I would be happy to come for an interview at any time convenient to you.

I enclose a copy of my CV.

A full CV is attached.

I look forward to hearing from you.

Yours faithfully,

Editing D Read the passage below about how to prepare for a job interview.

- In each line 1 – 6 there is **one wrong word**.
- For each line, write the **correct word** in the space provided.

Before you go for a job interview, make sure that you do your homework. Find out as much as you could about the company, about its history, about what it doing, how many people it employ, and so on. During the interview, try to keep to the point. Give complete answers, but do no talk for longer then necessary. Finally, remember that you can ask the interviewer question. This will show that you are really interested in the opportunity.

- 1 can
- 2
- 3
- 4
- 5
- 6