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“शिक्षा मानव को बन्धनों से मुक्त करती है और आज के युग में तो यह लोकतन्त्र की भावना का आधार भी है। जन्म तथा अन्य कारणों से उत्पन्न जाति एवं वर्गगत विषमताओं को दूर करते हुए मनुष्य को इन सबसे ऊपर उठाती है।”

— इन्दिरा गाँधी

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*“Education is a liberating force, and in our age it is also a democratising force, cutting across the barriers of caste and class, smoothing out inequalities imposed by birth and other circumstances.”*

— Indira Gandhi

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**Block**

# 1

## **EXPLORING THE JOB MARKET**

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# COURSE INTRODUCTION

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This course titled *English at the Workplace* has been designed for students across different disciplines in order to develop their English skills required at the workplace. We have primarily concentrated on first time job seekers since most of you will be searching for your first job. The skills that the first time job seeker would require have been clearly spelt out here. The course is divided into four blocks which are as follows:

## **Block 1: Exploring the Job Market**

This block equips you with basic skills required to explore the job market such as profiling oneself for the job, searching for the job, responding to different kinds of job advertisements and preparing for the job.

## **Block 2: Preparing for Job Interviews**

The second block focuses on specific skills required at the workplace such as using non-verbal communication (body language) effectively, portfolio making, writing an impressive CV and facing interviews confidently.

## **Block 3: Skills for the Workplace I**

Block 3 focuses on two important aspects of the workplace – understanding cross-cultural interaction in business contexts and learning about customers and customer service. It also discusses the importance of work ethics.

## **Block 4: Skills for the Workplace II**

The last block of this course concentrates on essential linguistic life-skills at the workplace such as participating in discussions, making presentations, writing business letters and emails.

All the blocks give you ample practice in speaking, listening, reading and writing. Each block also has a vocabulary or grammar focus in order to help you enhance your English language competence.

There is an audio that accompanies the course. Please make use of it for the listening-speaking activities.

If you diligently work through the material, your communication skills will definitely improve and you will feel more confident about joining the workplace and performing well there.

Best of luck!

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## **BLOCK INTRODUCTION**

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This is the first block of English at the Workplace. It will help you to identify the qualities and skills required at the workplace. It will also guide you to write a profile of yourself on the basis of leaders in the world of business and other spheres.

This block will also help you look at job advertisements carefully and to respond to them wisely. This will enable you to both look for jobs and prepare for jobs.

All these contexts have been cleverly woven in the activity types that we have given you. It is through the skills of reading, writing, listening and speaking that these topics are covered. There is an audio recording, which will help you listen to correct English in terms of pronunciation, stress and intonation.

We hope you enjoy reading the units and find them useful.

### **ACKNOWLEDGEMENT**

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Material for this Block has been taken from IGNOU, CFE Programme BEG-006, Block-1.

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# UNIT 1 PROFILING ONESELF FOR THE JOB

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## Structure

- 1.0 Objectives
- 1.1 Warm Up
- 1.2 Reading Comprehension: A Profile
- 1.3 Vocabulary: Personal, Social and Professional Qualities
- 1.4 Listening: Talking About Oneself
- 1.5 Speaking: Giving a Self Profile
- 1.6 Grammar: WH-questions
- 1.7 Writing: A Profile
- 1.8 Let Us Sum Up
- 1.9 Answers

---

## 1.0 OBJECTIVES

---

In this unit, which is the introductory unit for the block, you will learn

- about the qualities necessary at the workplace
- how to behave when you go to a new office/work place
- how to write a profile of another person using clues/hints given
- to read a profile of a successful person and understand the qualities required
- vocabulary related to personal/social/professional qualities/business
- to understand language structures required for asking and answering questions related to the workplace.

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## 1.1 WARM UP

---

Look at these sentences from a conversation between two friends looking for a job:

Salman: “You know, final year of college is almost getting over, and I am so confused about life. I don’t know what kind of job I want. What about you?”

Amir: “I know that I want a job with a decent salary.”

Salman: “But you must be having some job objectives?”

Amir: “My objectives are very simple. I want security of service and an opportunity to do well in life.”

Salman: “But everyone tells me one should have long-term as well as short-term goals. Have you thought about that?”

Now, enact a Role-play. One of you takes the role of Salman, and the other plays Amir. You may add more lines.

---

## 1.2 READING COMPREHENSION: A PROFILE

---

You must have heard of William (Bill) H. Gates, Chairman of Microsoft Corporation, who is among the world's richest people. Read his profile and answer the questions that follow.

William (Bill) H. Gates is the principal founder of Microsoft Corporation, the worldwide leader in software, services and solutions, that help people and businesses realize their full potential. Microsoft had revenues of US\$ 39.79 billion for the fiscal year ending June 2005, and employs more than 61,000 people in 102 countries and regions.

On June 15, 2006, Microsoft announced that effective July 2008 Gates will move out of a day-to-day role in the company and spend more time on his global health and education work at the Bill and Melinda Gates Foundation. After July 2008, Gates served as Microsoft's Chairman till February 2014. Subsequently he took on the post of Technology Advisor to support the newly appointed CEO Satya Nadella.

Born on Oct. 28, 1955, Gates grew up in Seattle with his two sisters. Their father, William H. Gates II, is a Seattle attorney. Their late mother, Mary Gates, was a schoolteacher, University of Washington Regent, and Chairwoman of United Way International.

Gates attended a public elementary school and the private Lakeside School. There, he discovered his interest in software and began programming computers at the young age of 13.

In 1973, Gates entered Harvard University as a freshman. While at Harvard, Gates developed a version of the programming language BASIC for the first microcomputer – the MITS Altair.

In his junior year, Gates left Harvard to devote his energies to Microsoft, a company he had begun in 1975 with his childhood friend Paul Allen. Guided by a belief that the computer would be a valuable tool on every office desktop and in every home, they began developing software for personal computers. Gates' foresight and his vision for personal computing have been central to the success of Microsoft and the software industry.

Under Gates' leadership, Microsoft's mission has been to continually advance and improve software technology, and to make it easier, more cost-effective and more enjoyable for people to use computers. The company is committed to a long-term view, reflected in its investment of approximately \$6.2 billion on research and development in the 2005 fiscal year.

In 1999, Gates wrote *Business @ the Speed of Thought*, a book that shows how computer technology can solve business problems in fundamentally new ways. The book was published in 25 languages and is available in more than 60 countries. *Business @ the Speed of Thought* has received wide critical acclaim, and was listed on the best-seller lists of the *New York Times*, *USA Today*, *the Wall Street Journal* and *Amazon.com*. Gates' previous book, *The Road Ahead*, published in 1995, held the No. 1 spot on the *New York Times*' bestseller list for seven weeks.



Gates has donated the proceeds of the book to non-profit organizations that support the use of technology in education and skills development.

In addition to this love of computers and software, Gates founded Corbis, which is developing one of the world's largest resources of visual information – a comprehensive digital archive of art and photography from public and private collections around the globe.

Philanthropy is also important to Gates. He and his wife, Melinda, have endowed a foundation with more than \$28.8 billion (as of January 2005) to support philanthropic initiatives in the areas of global health and learning, with the hope that in the 21st century, advances in these critical areas will be available for all people.

Gates was married on Jan. 1, 1994, to Melinda French Gates. They have three children. Gates is an avid reader, and enjoys playing golf and bridge. (from the Internet last updated June 2006)

**Activity 1**

1) i) Who is William (Bill) Gates?

.....  
.....  
.....  
.....  
.....

ii) What is Microsoft Corporation?

.....  
.....  
.....  
.....  
.....

iii) Why did Gates start Microsoft Corporation?

.....  
.....  
.....  
.....  
.....  
.....

iv) What is the Mission of Microsoft?

.....  
.....  
.....  
.....  
.....

v) Besides being interested in Computers, what are the two other things Gates is known for?

.....  
.....  
.....  
.....

vi) What are the things Gates likes to do in his leisure time?

.....  
.....  
.....  
.....



2) Complete the following sentences.

- i) Bill Gates was born.....
- ii) He started showing interest in .....when.....
- iii) Gates went to Harvard University .....and while studying at Harvard, Gates .....
- iv) In 1975, Gates started.....
- v) In 1999 he wrote ..... The book tells the reader.....
- vi) In 1994, Gates married ..... and they have .....

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### 1.3 VOCABULARY : PERSONAL, SOCIAL AND PROFESSIONAL QUALITIES

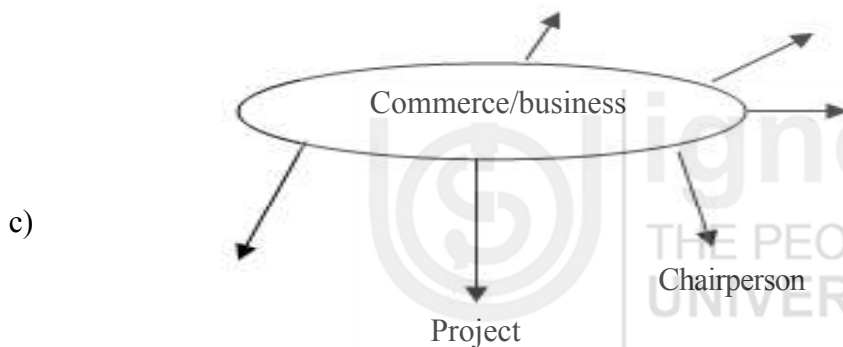
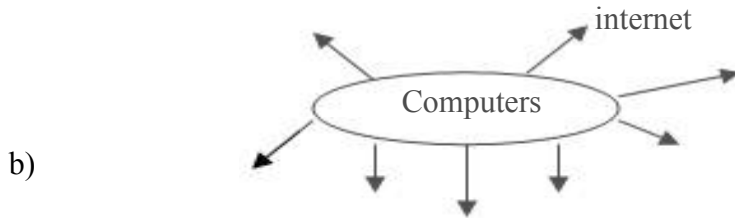
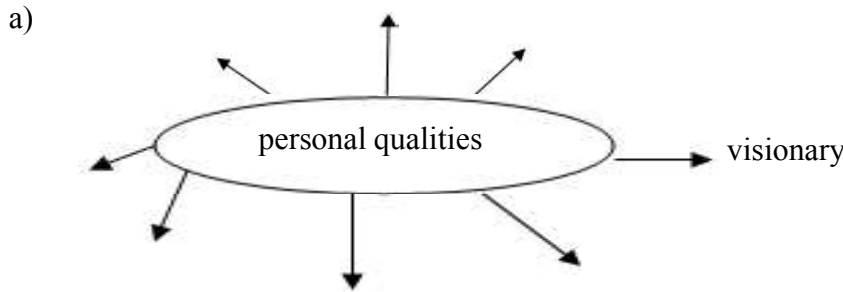
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**Talking about people, the business world, and computers**

**Activity 2**

- 1) Look at the following jumbled words which are taken from the profile of Bill Gates. Put them in their appropriate webs. Add more words of your own.

leadership, revenue, software programming, internet, access, visionary, BASIC, fiscal year, philanthropic, chairperson, organization, foresight, cost effective, personal computer, language, Microsoft, global company



2) In order to be successful at the workplace you need personal, social and professional qualities. You will find words related to these qualities in the box given below. Put the words in their appropriate lists. You will find that some words fit into more than one list.

team leader	motivator	leadership
soft spoken	open minded	conflict resolution
disciplined	receptive to new ideas	ability to empathize
friendly	helpful	approachable
hardworking	persuasive	dedicated
creative	firm	able to meet deadlines
punctual	role model	inspiring others

Personal	Social	Professional
hardworking	friendly	leadership
.....	.....	.....
.....	.....	.....
.....	.....	.....

3) From the list above, say which three qualities from each list are important at the workplace. Why are they important according to you?

- a) .....
- b) .....
- c) .....

---

## 1.4 LISTENING: TALKING ABOUT ONESELF

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### Activity 3

Listen to World Tennis player from Hyderabad, India – Sania Mirza talk about herself. Listen again then answer the questions.



Photo credit: <http://www.freepressjournal.in/its-been-an-amazing-year-for-me-sania-mirza/706873>

i) Who is Sania Mirza?

.....  
.....  
.....  
.....

ii) What are some of her achievements?

.....  
.....  
.....  
.....

iii) What are three qualities of Sania that impress you?

.....  
 .....  
 .....

iv) What are Sania’s interests and hobbies?

.....  
 .....  
 .....

v) Complete the following sentences

- a) Sania’s Coach allowed her to play when.....
- b) She became the first woman to win a WTA title at the age of .....
- c) The secret of her the success is .....
- d) If she had not become a tennis player she would have .....
- e) Sania’s dream is .....

---

## 1.5 SPEAKING: GIVING A SELF PROFILE

---

You have first listened to Sania Mirza talk about herself. Now you have to give a brief self profile to people who do not know much about you.

Speak about yourself using the following hints.

(You may write down what you have to speak on a notepad first)

### Hints

- 1) Give your full name, age, date of birth, etc.
- 2) Tell something about your educational background-schooling/college, etc).
- 3) Say what you wish to do in life.
- 4) Talk about a special achievement and how you managed to get success.
- 5) Describe some of your personality traits/qualities.
- 6) Talk about your hobbies/interests in life and any secret wish or desire you may have.

---

## 1.6 GRAMMAR: WH-QUESTIONS

---

At the work place you need to ask questions to know about people, their qualifications, interests, etc. You also need to answer questions correctly when you are asked about yourself, the department you work for, what work you do and so on. These are known as Wh - questions.

Another way of making questions is to reverse the word order of the subject and verb in a sentence as can be seen from the examples given below:

**Statement**

1) Bill Gates is the Chairman of Microsoft Corporation.

Is Bill Gates the Chairman of Microsoft Corporation?

2) Bill Gates continued to be the Chairman of Microsoft Micro Corporation till February 2014.

Did Bill Gates continue to be the Chairman of Microsoft Corporation till February 2014?

Another way of making a question sentence is by using *do*, *does* and *did* in front of the subject.

‘Do, and, does’ are used in the sentences with the simple present tense, and ‘did’ is used in the sentences with the simple past tense, as in the following sentences:

1) Plants grow quickly.

1) Do plants grow quickly?

2) The sun rises in the east.

2) Does the sun rise in the east?

3) Sandeep got up late yesterday.

3) Did Sandeep get up late yesterday?

Sentence 1 has been changed into a question by putting ‘do’ before the plural subject ‘plants’. There is no change in the form of the verb ‘grow’.

Sentence 2 has been changed into a question by putting ‘does’ before the singular subject ‘Sun’. The ending -es in the verb ‘rises’ has been dropped from the verb. We use ‘does’ with *he*, *she*, *it* and all singular nouns in the subject position. Sentence 3 has been changed into a question by putting ‘did’ before the subject ‘Sandeep’. The past tense form of the verb ‘got up’ has been changed into the simple present tense form of the verb ‘get up’.

We use ‘did’ with all similar and plural subjects.

**Activity 4**

I) Write questions seeking information to the answers given, and answers to the questions asked.

Q1) Who is Roger Federer?

A) .....

Q2) .....

A) The office timings are from 9 a.m. to 5 p.m.

3) .....

A) Mr. Aziz Adani is the manager of the sales department.

Q4) In which department does Sunil Arora Work? (Hint: Purchase department)

A) .....

Q5) .....

A) She is Amia John.

Q6) .....

A) It is on the third floor. (Hint: Director's office)

Q7) .....

A) She is busy today. You can meet her only on Monday. (Hint: Principal)

II) Change the following sentences into questions:

- 1) Students work very hard near the exam.
- 2) All of them played their parts very well in the dance.
- 3) The Amazon is the largest river in the world.
- 4) A horse can run very fast.
- 5) The lion is the king of the forest.
- 6) Hitler hated Jews the most.
- 7) I sent my younger brother an email yesterday.
- 8) They work from morning till evening.
- 9) My father always helps my mother on Sundays.
- 10) The baby cried the whole night.

---

## 1.8 WRITING: A PROFILE

---

### Writing 1

#### Activity 5

Write about any one person in your college/workplace: Use the questions to help you.

Who is s/he?

What is her/his educational background?

In which department does s/he work?

What work does s/he do?

What are her/his personal and professional qualities?

What makes her/him different from others?

What are her/his hobbies?

What are her/his future plans?

What are her/his achievements?

**Use the notes given below to write about V. Narayana Murthy, Chairman, Infosys India.**

**Notes**

- is an icon of new India
- is the greatest businessman of recent times
- creates a culture of discipline at the workplace
- creates wealth and shares wealth
- eye for perfection
- global citizen
- listens to others patiently
- respects all people
- believes in simplicity-lives in a 3 bedroom house



Chairman, Infosys, India  
(Retired on 20th August 2006)

---

## 1.8 LET US SUM UP

---

In order to be successful at the workplace, you need to be prepared to speak and write about yourself. Introducing yourself with confidence; being well prepared to meet new people, meet new challenges, etc. will go a long way in enabling you to adjust to a new job.

In this unit you have learnt about personal, social and professional qualities needed at work.

You have read about some very successful people like Bill Gates, Sania Mirza, Narayan Murthy etc and what makes them successful.

You have also learnt how to talk about yourself and to write a self profile.

In the Grammar Section you have learnt how to frame questions and answer them.

---

## 1.9 ANSWERS

---

**Activity 1**

- 1)
  - i) Chairperson of Microsoft Corporation and a philanthropist interested in learning and health issues.
  - ii) Worldwide leader in software services and solutions.
  - iii) He believed that the computer would be a valuable tool on every office desk and in every home.
  - iv) To continually advance and improve software technology, and to make it easier, more cost effective and enjoyable for people to use the computer.



- v) He founded Corbis, which is developing one of the world’s largest resources of visual information which includes digital art and photography from public and private collections around the world. He is philanthropic and donates billions of dollars for global health and learning.
- vi) Reading, playing golf and bridge
- 2) i) on October 28, 1955.
- ii) computers ————— when he was 13 years old.
- iii) in 1973 ——— developed the programming language BASIC.
- iv) a company called Microsoft
- v) *Business @ the speed of thought* ————— how computer technology can solve business problems.
- vi) Melinda ——— 3 children.

**Activity 2**

- 1) Personal qualities - leadership, visionary, philanthropic, foresight,  
Computers— software programming, internet, access, BASIC, personal computer, language, Microsoft

Commerce/business – revenue, fiscal year, organization, cost effective, global company, chairperson

2)	<u>Personal</u>	<u>Social</u>	<u>Professional</u>
	Punctual	role model	team leader
	Creative	friendly	approachable
	Disciplined	team leader	able to meet deadlines
	Soft spoken	approachable	punctual
	Helpful	open-minded	conflict resolution
	Firm	conflict resolution	inspiring others
	Hardworking	ability to empathize	motivator
	Dedicated	dedicated	

**Tape Script**

Hi! I’m Sania Mirza from Hyderabad, India. I was born on November 15th, 1986.

I am a tennis player and my dream is to win the Wimbledon Singles Championship one day.

I was introduced to tennis at the age of six but my coach refused to allow me to play when he saw me. When he saw my game, he was quite amazed!

I have reached the position at which I am today only because of my hard work and dedication, and the support of all my family members.

When I decide to do something, I leave no stone unturned to get success in it.

In February 2005, I became the first ever Indian woman to win a WTA title, by winning the AP Tourism Hyderabad Open, defeating ninth seeded Alona Bondarenko in the final.

Often, I sit back and reflect on my strengths and weaknesses. By doing so I am able to think of the strategies to overcome my weak areas.

I became the first female Indian to be seeded in a Grand Slam Event at the 2006 Australian Open.

In partnership with Martina Hingis we became one of the greatest doubles teams in women's tennis and won 14 titles in 16 months including three Grand Slam titles – Australian Open, Wimbledon and US Open and 41 matches from 2015 to 2016.

Besides playing tennis, I enjoy good music and love to read books in my spare time. I love non-vegetarian food and don't mind having it 24x7.

One of the little known secrets of my life is that I always wanted to be an interior designer!

Today, I think, dream and live only tennis. I am proud to lend my face and voice to many welfare projects and enjoy being a brand ambassador.

### Activity 3

- i) Tennis player from India
- ii) First Indian woman to win a WTO tournament (in 2006).
- iii) Hardworking  
Dedicated  
Reflects on her strengths and weaknesses
- iv) Music, reading, good food
- v)
  - a) he saw her game
  - b) 18
  - c) hard work and dedication
  - d) become an interior designer
  - e) to win the Wimbledon Single's title.

### Activity 4

- 1) He is a tennis player
- 2) What are the office timings?
- 3) Who is the manager of the sales department?
- 4) Sunil Arora works in the Purchase Department.
- 5) Who is she?
- 6) Where is the Director's office?

7) Can I meet the principal today?

II)

- 1) Do students work hard \_\_\_\_\_ ?
- 2) Did they play \_\_\_\_\_ ?
- 3) Is the Amazon the largest \_\_\_\_\_ ?
- 4) Can a horse run \_\_\_\_\_?
- 5) Is the lion the king \_\_\_\_\_ ?
- 6) Did Hitler hate \_\_\_\_\_ ?
- 7) Did I send \_\_\_\_\_ ?
- 8) Do they work \_\_\_\_\_ ?
- 9) Does my father always help \_\_\_\_\_ ?
- 10) Did the baby cry \_\_\_\_\_ ?



---

## UNIT 2 SEARCHING FOR A JOB

---

### Structure

- 2.0 Objectives
- 2.1 Warm Up
- 2.2 Reading Comprehension: Creative Job Hunting
- 2.3 Vocabulary: Definitions
- 2.4 Listening
- 2.5 Speaking
- 2.6 Grammar: Passive Form
- 2.7 Writing: Filling a Questionnaire
- 2.8 Let Us Sum Up
- 2.9 Answers

---

## 2.0 OBJECTIVES

---

By the end of the unit you will:

- have some idea about the world of jobs
- know how to search for a suitable job
- know how to write letters to find out about the job market
- explore the internet for jobs
- understand vocabulary associated with jobs

---

## 2.1 WARM UP

---

Are you familiar with the internet? If so, look up the Internet and find at least three to four sites that will tell you about the availability of jobs.

Interview any young friend who has just secured a job. Find out about his/her job.

---

## 2.2 READING COMPREHENSION: CREATIVE JOB HUNTING

---

A **career** is a course of successive situations that make up some activity. One can have a sporting career or a musical career, but most frequently “career” in the 21st century refers to the workplace: the series of jobs or positions by which one earns one’s bread.

In the relatively static societies before modernism, many workers would often inherit or take up a single lifelong position (a place or role) in the workforce, and the concept of an unfolding career had little or no meaning. With new ideas of progress and of the habits of individualist self-betterment, careers became possible, if not expected.

Career counseling is one-on-one or group professional assistance in exploration and decision making tasks related to choosing a major occupation. The field is vast and includes Career Placement, Career Planning, Learning Strategies, and Student Development.

By the late 20th century a plethora of choices (especially in the range of potential professions) and more widespread education had allowed it to become fashionable to plan (or design) a career.

Once you have decided on your career and completed the course of study, you will need to look for a job. In order to decide the sort of job you would like to undertake, it is sometimes advisable to contact consultants who could help you to understand the challenges involved in starting a new job. Consultants that take up too many diverse areas may lose focus and may not be able to deliver the goods. However many consultancies have had real success stories and going to one can help you plan your ventures.

It has been estimated that most jobs are not advertised in a competitive job market. Most employers actually expect applicants to take the initiative. It has been estimated that one-third of vacancies for graduates are not advertised publicly, particularly in a competitive job market. It can be cost effective for the employer to draw on a limited but well-qualified and motivated “self-referred” pool of candidates.

If you decide to take this creative approach to job search, remember that thorough research is vital to success. A small number of well-targeted applications are more likely to produce results than wasting paper and postage on mass mailing.

You will need to look beyond the recruitment sections of the local and national press to the general news/business sections. Where have new contracts been awarded, which organisations are expanding, who is reporting record profits or developing a new product/service?

Research thoroughly. What is the focus of individual companies? What do they look for in graduates?

Build up a network of contacts. Usually people are happy to talk about their areas of work and can provide you with further, perhaps even more relevant contacts. Academic staff may have excellent links with the local industry and commerce, which could help you develop your network.

Remember to keep a record of your network of contacts and follow them up from time to time to let them know you are actively seeking work, to update them on your progress or to say thank-you. Never underestimate the effectiveness of personal contacts – hopefully your motivation and perseverance will be recognised when a vacancy does turn up.

Telephone before you send a letter, so that your application does not arrive “cold” or on the wrong person’s desk. Aim to track down the most relevant person and their job title (and make sure you spell their name correctly!). Clearly state what job area you are interested in. Say why you have chosen to apply to that particular organisation. Demonstrate that you know something about them, their products and/or services.

You will need to convince the employer that you can do the job for which you are applying. The style and tone of your letter should be persuasive. State when you are available for an interview or discussion. You may want to follow your letter with a telephone call a few days later to demonstrate your commitment and enthusiasm.

If you want to discuss creative job-hunting or receive feedback about your CV and covering letter, feel free to speak to a Career Adviser or use an E-Guidance service.

**Activity 1**

After reading the passage answer the following questions.

- 1) What does a career imply in the 21st Century?

.....  
.....  
.....  
.....  
.....

- 2) Before the so called ‘modernism’ what sort of jobs existed?

.....  
.....  
.....  
.....  
.....

- 3) What is the role of the career counselors or advisors?

.....  
.....  
.....  
.....  
.....

- 4) List some other areas in which career counselors work?

.....  
.....  
.....  
.....  
.....



5) Besides counselors who are the other people who can help you with a job?

.....  
.....  
.....  
.....  
.....

6) A creative approach to a job implies:

.....  
.....  
.....  
.....  
.....

7) How do you prevent your application from reaching 'cold'?

.....  
.....  
.....  
.....  
.....



---

### 2.3 VOCABULARY: DEFINITIONS

---

**Activity 2**

- 1) Fill in the blanks with the most appropriate words.
  - i) I have been in this job so long that I feel my career is more or less \_\_\_\_\_. (progressive, static)
  - ii) It is interesting to \_\_\_\_\_ the possibilities of different career options. (explore, accept)
  - iii) It is advisable to take help from \_\_\_\_\_ to find a job. (consultants, offices)
  - iv) Sometimes in the \_\_\_\_\_ world today jobs are not advertised. (consultant, competitive)
  - v) Jobs are advertised in the \_\_\_\_\_ sections of the newspapers. (matrimonial, recruitment)
  
- 2) Look at the adjectives below. Match each of the definitions (i-xii) with one of the adjectives. The first one is done for you.

extrovert	punctual	sensitive	ambitious	practical
cool-headed	empathetic	persuasive	dynamic	reliable
energetic	creative			

**Definitions:**

- i) A person who wants to get to the top. *ambitious*
- ii) A person who can relate to other people's feelings.
- iii) A person who enjoys meeting people and new situations.
- iv) A person who is always on time.
- v) A person who can be counted upon.
- vi) A person who can change people's opinions.
- vii) A person who is good at finding solutions to problems.
- viii) A person who is original in his thinking.
- ix) A person with the capacity for vigorous activity.
- x) A person who is easily affected by emotions.
- xi) A person who is forceful and vigorous.
- xii) A person who does not easily get ruffled.

---

## 2.4 LISTENING

---

**Activity 3**

Listen to this advertisement on the audio. Complete the passage after you have listened to the advertisement

The advertisement is for jobs in a) \_\_\_\_\_ sector. They are looking for b) \_\_\_\_\_ c) \_\_\_\_\_ experts. For the General Managers the three skills that are desirable are d) \_\_\_\_\_, e) \_\_\_\_\_, f) \_\_\_\_\_. Experience should be a minimum of g) \_\_\_\_\_ years. For Project Managers the candidate should be h) \_\_\_\_\_ / \_\_\_\_\_ or i) \_\_\_\_\_ with at least j) \_\_\_\_\_ years of experience. Project leaders should have 6 years of k) \_\_\_\_\_ experience. Candidates having l) \_\_\_\_\_ visa will be preferred. Interviews can be scheduled by m) \_\_\_\_\_ or by sending n) \_\_\_\_\_ to the email address given.

---

## 2.5 SPEAKING

---

**Activity 4**

Here is a situation.

You have gone to submit your application for a job. When you reach there you find that it is a "walk in" interview. You are asked to wait as you will be called in shortly. At the reception you meet another young man / woman. You get into a conversation about your qualifications and your previous job. In pairs act out this scene. Ensure that both of you speak, on issues that are relevant. Before you speak you and your partner can write out your script.



## 2.6 GRAMMAR: PASSIVE FORM

Read the following sentences from the reading passage:

- 1) It has been estimated that most jobs are not advertised in a competitive job market.
- 2) Never underestimate the effectiveness of personal contacts – hopefully your motivation and preferences will be recognized when a vacancy does turn up.

The underlined sentences are in the passive voice and the doers of the action are not mentioned. The doers in reports, newspaper headlines and science experiments are omitted because the doers are many or are not very important to know, or are very obvious.

The passive forms of the verb in different tenses would look as follows:

Tense	Simple	Continuous	Perfect
Present	Is/am/are+ past participle	Is/am/are+ being+ past participle	Has/have+ been +past participle
Past	Was/were+past participle	Was/were + being + past participle	Had + been + past participle
Future	Will/ shall + be + past participle	-	-

### Activity 5

Change the following sentences into the passive voice. Omit the doer where it is necessary.

- 1) They pulled down many trees.
- 2) We make water from a mixture of hydrogen and oxygen.
- 3) Someone hit my car from the back.
- 4) The Principal unfolded the flag on Independence Day.
- 5) Madam Curie discovered Radium.
- 6) They announced the winners of the Nobel Prize in Physics and Chemistry yesterday.
- 7) Someone broke the window yesterday in the evening.
- 8) The fire brigade will put out the fire.
- 9) They have cleared all the roads in this area due to VIP movement.
- 10) They elected a new mayor yesterday.

## 2.7 WRITING: FILLING UP A QUESTIONNAIRE

### Activity 6

#### Filling up a questionnaire

Very often when you apply for a job you submit a resume. On the basis of the resume you are short listed and called for an interview. Some companies expect you to fill up a questionnaire just before the interview.

Here's such a questionnaire. Please read it carefully and fill it up. You have applied to a company manufacturing chocolates.

#### Questionnaire

All candidates appearing for the interview are expected to fill up this form just before the interview. This will give us a better picture of you.

Name:

Job applied for. Tick the right box.

Management Trainee

Administrator

Account Officer




a) List previous jobs and positions held if any.

1)

2)

3) Not Applicable

b) List three reasons why you feel you are really suitable for the job.

1)

2)

3)

c) List any two hobbies you have that will support your candidature and say how.

1)

2)

d) These are some qualities we value in our employees. Number them according your priority.

honesty

commitment

punctuality

respect

sense of belonging

responsibility

- e) In a short paragraph of not more than 100 words tell us about yourself. Write about your dreams and ambitions and how you plan to make them a reality.

.....

.....

.....

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## 2.8 LET US SUM UP

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After going through this unit you will have some idea of the type of jobs available in the market. More than that, you would have learnt how to explore the job market and get help to find the most suitable job. Remember that if you get a job you like and enjoy it then your job will cease to be work, and will become a world of joy. That would be the best thing that would happen to you, wouldn't it?

---

## 2.9 ANSWERS

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### Activity 1

- 1) It means a working existence, or a job by which one earns one's living.
- 2) Before the state of 'modernism' people would inherit or take up a single lifelong job.
- 3) They assess your interests, personality, values and skills and help you to explore career options.
- 4) Career placement, career planning, learning strategies and student development.
- 5) Consultants provide advice on the challenges of new jobs.
- 6) A creative approach to job implies taking the initiative and
  - Writing a small number of well targeted applications
  - Studying the business section of a newspaper
  - Studying new contacts
  - Building up a network of contacts

- 7) Telephone the right person before you send the application. Clearly state your job interest, explain why you have chosen to apply and show that you know about the job.

### Activity 2

- 1)
  - i) static
  - ii) explore
  - iii) consultants
  - iv) competitive
  - v) recruitment
- 2)
  - i) ambitions
  - ii) empathetic
  - iii) extrovert
  - iv) punctual
  - v) reliable
  - vi) persuasive
  - vii) practical
  - viii) creative
  - ix) energetic
  - x) sensitive
  - xi) dynamic
  - xii) cool-headed



### Tape script

This is radio Barkha. Well, it is time now for job advertisements. You may be the lucky one who has a job waiting for you. Best of luck all you job seekers, young and not so young - here we go.....

**This ad is for those interested in working**

**It is not for everyone.**

**It takes a lot to be a banking technology expert. And that's exactly what Fiserv needs.** The world's largest IT Company has a market cap of \$8 billion and over 17,000 clients. And it's now looking for people under the following heads.

### Banking Experts

**General Managers:** Candidates should be BE/B.Tech / ME / M.Tech/MBA/ CA. Excellent interpersonal, marketing skills and sound technical exposure is required. 11 or more years of experience in handling multiple projects in banking domains. PMP certification will be an added advantage.

**Project Managers:** Candidates should be BE/B.Tech/ME/M.Tech/ MBA/CA with over 8 years of experience. Excellent interpersonal skills and sound technical exposure is a must. PMP certification will be an added advantage.

**Project Leaders:** Candidates should be BE/B.Tech / ME / M.Tech/MBA/CA with over 6 years of experience. Hands on exposure to the given technologies is essential.

Candidates with B1 Visa would be preferred. Interested candidates may call at 91-9818327119 to get an interview scheduled or send their resumes to careers@fiserv.co.in

### Activity 3

- a) the banking sector
- b) banking
- c) technology
- d) interpersonal skills
- e) marketing skills
- f) sound technical exposure
- g) 11 eleven
- h) B.E /B.Tech or
- i) MBA/M.Tech / CA
- j) 8 (eight)
- k) hands on experience
- l) B1
- m) telephone
- n) resume



### Activity 4

- Omar:** Hi! My name is Omar. Are you waiting for the interview for the script writer for the radio station?
- Surayia:** I'm Surayia. Yes, although I didn't realize that this is going to be a "walk in" interview. I haven't really prepared.
- Omar:** Well, nor have I. I thought that we just have to submit the application.
- Surayia:** Well, is this your first job?
- Omar:** No, actually I have done a short stint with ARBC.
- Surayia:** Wow! Why did you leave?
- Omar:** Oh, it was a project for four months. What about you?
- Surayia:** This would be my first job, although I have done some script writing as part of my training.
- Omar:** Where were you trained?
- Surayia:** At the College of Mass Communication.
- Omar:** That's a really fine place.
- Surayia:** Where were you trained?
- Omar:** Oh, at a local vocational institute.

**Surayia:** Oh that's my name announced—see you.

### Activity 5

- 1) Many trees were pulled down.
- 2) Water is made from a mixture of hydrogen and oxygen.
- 3) My car was hit from the back.
- 4) The flag was unfolded by the Principal on Independence Day.
- 5) Radium was discovered by Madam Curie.
- 6) The winners of the Nobel Prize in Physics and Chemistry were announced yesterday.
- 7) The window was broken yesterday in the evening.
- 8) The fire will be put out by the fire brigade.
- 9) All the roads in the area have been cleared due to the movement of VIP.
- 10) A new mayor was elected yesterday.

### Activity 6

My name is Salmaan Anwar. I'm in my final year of Economics (Major). I have many dreams which I'm determined to fulfill. I wish to join UNESCO. Here I would like to work on projects involving underprivileged children. My dream is to create a world where no child goes hungry. My greatest joy is to see a smile on a child's face. In order to fulfill my ambition I am also a member of the college social welfare club. We have taken under our care a nearby slum cluster. I do voluntary teaching there. I teach both adults and children. I go there twice a week in the evenings.

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## UNIT 3 RESPONDING TO JOB ADVERTISEMENTS

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### Structure

- 3.0 Objectives
- 3.1 Warm Up
- 3.2 Reading Comprehension: Responding to Job Ads
- 3.3 Vocabulary: Related to Advertisements
- 3.4 Listening: To a Conversation
- 3.5 Speaking: Role Play, Telephoning
- 3.6 Grammar: Non-finites (Names of Skills, Intentions, kind of job)
- 3.7 Writing: Responding to an Advertisement
- 3.8 Let Us Sum Up
- 3.9 Answers

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### 3.0 OBJECTIVES

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This unit will help you to:

- Learn and practise structures around advertising and responding to advertisements
- Understand the language of an advertisement
- Develop vocabulary related to jobs
- Use polite language to make enquiries
- Be aware of language structures and vocabulary required to respond to advertisements

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### 3.1 WARM UP

---

Read the two advertisements given and discuss the following:

- 1) Who put in the advertisement?
- 2) What is the person/organization looking for?
- 3) What are the skills required for the job?
- 4) If you were interested in the job mentioned what would you want to know?
- 5) What is the basic difference between the two advertisements?

#### Advertisement 1

#### Positions of two full time Senior Consultants in Physics

**Location:** IGNOU, Maidan Garhi, New Delhi

**Date Listed:** 01-Aug-2...

The School of Sciences invites application from candidates for the positions of two full-time Senior Consultants in Physics. They will be involved in helping the faculty in developing theory and practical components of Physics electives

of B. Sc. (CBCS) programme, IGNOU Vacancy Details: No of posts: 02 Name of the post: Sr Consultant

**Age Limit:** The maximum age limit for these posts is 68 years on the date of advertisement.

**Essential Qualifications:** PhD. in Physics with minimum 10 years teaching experience at UG/PG level.

**Desirable:** 1. Teaching of Electronics, Optics, Electromagnetic Theory, Nuclear Physics, Quantum Mechanics, Thermodynamics and Statistical Mechanics at UG/PG level along with other Physics Courses. 2. Experience of writing text books and SLMs at UG/PG level.

**Selection Process:** Candidates will be selected through an Interview.

**How to Apply:** Eligible candidates can attend the interview along with application in the prescribed format with original documents and zerox copies of the same on 31.08.2018

**Last date of receipt of application:** 31.08.2...

## Advertisement 2

**Hotel Jobs in London**      **Ad ID:** 5849316

**Location:** London

**Date Listed:** 12-Aug-2...

A BRITISH MULTINATIONAL COMPANY IN HOTEL INDUSTRY BUSINESS IS LOOKING FOR WORKERS TO WORK IN BRITAIN. FLIGHT TICKETS AND ACCOMODATION IN LONDON WILL BE PROVIDED. VACANCY FOR CLEANERS, GARDENERS, STEWARDS, DRIVERS, BAR ATTENDANTS, PLUMBERS, P.R.MANAGERS, LANGUAGE TRANSLATORS, WATCHMAN, RECEPTIONIST, CLERKS, COOKS, ACCOUNTANTS, TECHNICIANS, WEB DESIGNERS, PROGRAMMERS, etc.

Interested? Contact: P.N.Suresh. (for Langdith Hotels Ltd)  
suresh@yahoo.com

(Adapted from the Internet)

---

## 3.2 READING COMPREHENSION: RESPONDING TO JOB ADS

---

Read the guidelines given for responding to an advertisement and then extract the relevant information from the advertisement that follows.

Thousands of employers use classified ads as a means to advertise vacancies and even more people respond to these ads, but only a few applicants ever get a positive response. You may think, so why bother with these ads? If you consider the competition for one job, it may seem a futile operation, but there are a few secrets for responding to job ads and if you make use of these tips, your chances of landing the job increase tremendously.



## Benefits of responding to job ads

The job ads are the ideal place to find a comprehensive directory of businesses that are looking for employees. There is normally a bit of information about the company and the best of all - you get an idea of what the companies are looking for, what they expect, and in some cases, what they are willing to pay.

## How to use the classified ads

It is better not to look for entry level jobs since these types of ads will be in the minority, rather scan the ads to find who is hiring and where possible, to find the names of the recruitment officers

### Step 1: Select the advertising vehicle

Subscribe or purchase newspapers that run job ads for the area where you would like to locate a job as well as any national papers or magazines that focus on your particular job industry. Make a list of Internet sites that run classified job ads and browse them regularly as well.

### Step 2: The scanning process

If you are a beginner, mark the entry level jobs and respond to them first. You should be prepared to be at the company first thing in the morning. You secondly, must also mark entry level openings in other job fields. They may not directly apply to you, but it indicates that the enterprise is willing to employ at the entry level.

Thirdly, scan the ads that indicate that experience and higher qualifications are needed. Even though you won't get the advertised job, you get valuable information such as who the manager is, the name of the recruitment officer, and the types of job responsibilities that you can expect.

### Step 3 Make a list

Before you start responding to job ads, you need to make a list of all the relevant hiring companies and the positions advertised.

## **Best time for responding to job ads**

If you saw a job ad in a weekend paper, you should respond on Monday. Don't mail your CV since it will only arrive later in the week. Emails only get read around Tuesday or Wednesday, so you need to be at their offices on Monday before the rest of the applicants respond. If the ad doesn't say "No calls" then you can make a phone call to enquire, but if it states that calls are not welcome, you should pay them a personal visit. Most employers urgently look for replacements and will be too happy not to deal with thousands of applicants and that is why you should help them out by responding on Monday. You need not call for an interview or meeting, just arrive at their offices with your CV and well prepared for an interview.

Now look at the advertisement given below:

**MY LADY JEWELLERS  
PVT LTD.**

A fast growing fashion jewellery manufacturing company based in Singapore is looking for the expansion of its Marketing Division.

REQUIRED ARE: SALES OFFICERS, AREA SALES MANAGER, ACCOUNTANT, OFFICE ASSISTANT CUM COMPUTER OPERATOR

Candidates must be graduates with 3-5 years of experience

SALARY NO BAR

For prior appointment contact:

9888833300 Fax: 22459876

**Activity 1**

Answer these questions:

- 1) i) What kind of information does one get from these classified advertisements?

.....  
.....  
.....  
.....  
.....  
.....

- ii) Where would you find classified advertisements? List them.

.....  
.....  
.....  
.....  
.....

- iii) Why do we call a newspaper an advertising vehicle?

.....  
.....  
.....  
.....  
.....  
.....

- iv) Which kind of jobs must you apply for? Why?

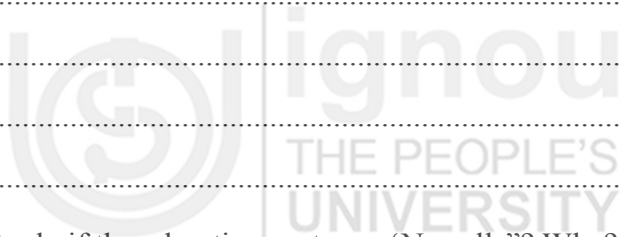
.....  
.....  
.....  
.....  
.....

v) Why must you mark the entry level jobs of the company even if they do not apply to you?

.....  
.....  
.....  
.....  
.....

vi) Why must one scan jobs that require 'experience' and 'higher qualifications'?

.....  
.....  
.....  
.....  
.....



vii) What is the best thing to do if the advertisement says 'No calls'? Why?

.....  
.....  
.....  
.....  
.....

2) Answer the following questions related to the advertisement.

i) In your opinion, what size company is 'My Lady Jewellers'?

.....  
.....  
.....  
.....  
.....

ii) Does the reader know where he/she will be posted? Why?

.....  
.....  
.....  
.....  
.....

iii) Match the post with the required skill/qualification. The skills are provided in the box below. One skill may be applicable to more than one post.

a) Sales Officer: .....

b) Accountant: .....

c) Office Assistant-cum-computer operator: .....

- |                                      |                                     |
|--------------------------------------|-------------------------------------|
| a) Taking notes in short-hand        | b) A degree in sales management     |
| c) A degree in Accountancy           | d) Operating a computer efficiently |
| e) Communicating effectively         | f) Telephoning                      |
| g) Keeping books and ledgers         | h) Convincing people                |
| i) Making spreadsheets               | j) Preparing and typing letters     |
| k) Interviewing people               | l) Preparing tour reports           |
| m) Guiding and training new recruits |                                     |

iv) Is the salary negotiable? Pick the sentence that illustrates this.

.....  
.....  
.....  
.....

v) Is there any entry level post? How can you tell?

.....  
.....  
.....

vi) In view of what we read in the passage ‘Responding to Job Ads’ would it be all right to walk into their office with your resume unannounced? What should one do first?

.....

.....

.....

.....

.....

vii) Why is the address of the company office not provided? Guess the possible reason(s).

.....

.....

.....

.....

.....

### 3.3 VOCABULARY: RELATED TO ADVERTISEMENTS

#### Activity 2

In the grid below are places where one may come across advertisements. Find them.

L	M	R	U	I	O	N	J	X	Y	C	T	U	H	W
K	S	G	F	I	L	E	A	A	W	A	T	R	M	D
H	T	B	S	N	E	W	Y	F	G	B	O	A	R	D
A	B	U	D	J	O	S	O	D	E	L	Q	A	W	G
N	J	L	R	O	O	P	O	S	T	E	R	D	Q	T
D	P	L	Q	P	I	A	K	I	L	L	A	S	T	E
B	I	E	W	X	N	P	O	D	D	S	D	Z	T	D
I	N	T	E	R	N	E	T	A	K	E	I	X	D	E
L	S	I	B	A	E	R	C	R	Y	S	O	W	R	T
L	W	N	O	Z	T	W	E	L	D	A	M	E	L	L
S	F	G	X	Z	L	A	L	D	M	V	N	E	G	K
D	Y	U	S	E	L	S	O	O	I	T	T	R	J	K

#### Clues:

i) Advertisements printed on small pieces of paper and distributed with the newspaper or stuck on walls or key places for people to see.

- ii) Places where people put notices and general information.
- iii) What one surfs on the computer when one wants information? We need a telephone or cable connection for this.
- iv) Another word for the network we can access using the computer and the cable.
- v) That which provides us connectivity to different sources of relay and telecast and which allows us to watch things telecast in far off places on our television sets.
- vi) That which brings in the news and a fund of information every morning.
- vii) Large printed matter on thick paper which we find stuck on public places.
- viii) The device that brings across songs, plays, news and jingles without pictures.

---

### 3.4 LISTENING: TO A CONVERSATION

---

#### Activity 3

Listen to the conversation and tick the correct alternative.

- i) Super Designers advertised/did not advertise the job in newspaper.
- ii) There was/were only one/a few jobs advertised.
- iii) The post of the Illustrator was at number 3 /4.
- iv) The receptionist connected Martin Day to the design/arts department.
- v) Martin Day has a degree in fine arts/commercial art.
- vi) He has the required/less than the required experience.
- vii) Martin Day needs/does not need an appointment for a walk-in-interview.
- viii) The time given to him is 11.30 on Thursday/Wednesday.
- ix) Lilian Thomas was encouraging/not so encouraging in her replies to Martin Day.
- x) He has been advised to bring in some landscapes/portraits that he has drawn.

---

### 3.5 SPEAKING: ROLE PLAY, TELEPHONING

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#### Activity 4

You have just listened to a conversation between a candidate for a job and the office staff of the company.

Now play the roles of the following persons in pairs.

#### Role 1

<p>Geoffrey Baldwin: is aspiring to become a Sales Officer in a publishing house, called Indigo Publishers. Has a post graduate degree in commerce. Has experience of working as a Sales Executive in a firm that deals in computer parts (three years and five months, one year and seven months less than the 5-7 years mentioned in the advertisement). Wishes to change his line a bit. Willing to learn how to market books.</p>
---

Mary Thomas is the front office assistant. She receives the call and after the initial talk transfers it to Usmaan Khan, the Sales Manager.  
Usmaan Khan enquires about his qualifications. He also asks him about his experience. Asks him why he wants to shift. Asks him whether he would be able to learn how to market books.

### 3.6 GRAMMAR: NON-FINITES (NAMES OF SKILLS, INTENTIONS, KIND OF JOB)

#### Activity 5

- I) When we talk of the skills required for a job or the abilities one has we often tend to use words like: typing, contacting, marketing, handling, issuing, working on a computer, designing etc.

Look at these sentences:

- a) I have some knowledge of **accounting** but **preparing** excel sheets would be difficult for me initially.
- b) **Handling** the Excel Programme is not very difficult. You will learn it in no time.
- c) Try **telephoning** the manager after 5.30 in the evening. He is usually back from his field work by then.
- d) Are you good at **convincing** people?

You will notice that the highlighted words are formed by adding 'ing' to a verb and are used as nouns. They can be the subject or the object of a verb. These verb-nouns are called **Gerunds**.

- 1) Complete the sentences given below using gerunds.
  - i) Your job will include.....(**write**), I mean ..... (**type**) letters, ..... (**answer**) the telephone, ..... (**take**) dictation and ..... (**maintain**) the files.
  - ii) Sir, there's Mr. Randhawa on the telephone. He has been ..... (**call**) since morning.
  - iii) Think carefully before.....(**join**) your new assignment. Remember in order to do so you will be.....(**quit**) a comfortable job.
  - iv) The skill of .....(**read**) and .....(**write**) in English is essential for an office boy's job here.
  - v) Simply .....(**place**) an advertisement in a popular daily will fetch us many candidates.
  - vi) .....(**respond**) to job advertisements is a skill that freshers must learn.

- vii) The Manager is always busy nowadays. ....(interview) candidates for different jobs takes up most of his time.
- viii).....(market) designer clothes can be tricky. One never knows when someone will simply copy them instead of .....(buy) them.

II) So far you have learnt one function of the verb+ ing form (as a noun). Now look at these sentences and say whether they are functioning as nouns or something else.

- i) The two Companies had **conflicting** interests.
- ii) The General Manager of the Company saw his staff **coming** in late.
- iii) The lady **sitting** near the counter is the next candidate for the interview.
- iv) The lady I spoke to had a very **encouraging** tone when I asked about my chances of getting the job.

You will notice that these words are functioning as describing words or adjectives and telling us more about the nouns they are qualifying. Hence **encouraging** voice, **conflicting** interests, **coming** in late, **sitting** near the counter. These are present participles.

Similarly we have past participles formed by adding 'ed' to a verb (published, cleaned) or the third form of irregular verbs (fallen, driven).

- 2) Complete the sentences using the appropriate participles.
- i) The .....(type) letters are ready for dispatch.
- ii) Please remove the .....(break) chairs from the hall.  
We shall have our meeting here.
- iii) Joan and Raul reached the .....(meet) point well before the appointed time. They wanted to be punctual on the day of the informal interview.
- iv) I think a line is .....(miss) in the letter. Please insert it and have it ..... (dispatch).
- v) Please show me a few samples of a .....(cover) letter.
- vi) This is a ..... (well-pay) job. Everyone wants it.
- vii) The ..... (attend) patients looked settled while the ..... (un, attend) ones looked..... (dis, satisfy).
- viii)The company has changed its name. All the letter heads have been printed afresh. Please use the .....(change) letterheads.

---

### 3.7 WRITING: RESPONDING TO AN ADVERTISEMENT

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After you have decided that you would like to apply for a particular post you need to send them your CV or resume which you will read about in a later unit.



You would need to prepare a covering letter with your application.

You will now read a covering letter in response to a job advertisement. The important thing in this letter is that you need to show that your skills match the job you are applying for.

### Activity 6

Imagine that you have received training in film scripting from the Institute of Mass Communication, Ireland after getting a degree in Film Production. You have worked as an assistant with a Scriptwriter at Ronald and Smith Studios for over five years.

You are applying for the job of Junior Script Writer at Worldwide Films, Riverwalk, Tampa, Florida.

Say you are looking for an opportunity to work with a big film company. Also mention that since you have a special degree and five years of experience you would be happy to assist with the script of a full-fledged film.

Say that you can be reached at the above address and telephone number. Tell them when you would call to find out about the status of your application.

Your language needs to be polite but not ingratiating.

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## 3.8 LET US SUM UP

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It is important for us to keep looking at various vehicles of advertisements and read them carefully for the information given in them. In case we have queries we can call them up and clarify our doubts unless they have clearly indicated that they would not entertain any calls. When we visit them we should take all our necessary papers so that we are prepared for an impromptu interview. It is important to give a complete picture of your skills and qualifications and be honest with them while answering their queries. A polite but confident covering letter goes a long way in ensuring that your application will be read and you will be considered for the job.

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## 3.9 ANSWERS

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### Warm Up

#### Advertisement 1

- 1) IGNOU, New Delhi
- 2) Inviting applications for the post of Senior Consultants.
- 3) Experience of writing text books and SLMs at UG/PG level
- 4) Whether the recruiters will consider freshers/candidates without any work experience.
- 5) The first advertisement is of an academic institution while the second is from hospitality sector.

## Advertisement 2

- 1) A British Multinational in the Hotel Business.
- 2) Candidates looking for jobs ranging from cleaners, gardeners, stewards, drivers, computer programmers to managers related to the hospitality industry to work in Britain.
- 3) Each job requires the relevant qualification or skill:  
Cleaners: skill of using various gadgets for cleaning  
Gardeners: skill of planting, growing and maintaining gardens and lawns.  
Stewards: Diploma in Hotel Management, etc.
- 4) Since it is already mentioned that flight tickets and stay will be looked after by the employers the candidates would want to know the salary, working hours, holidays, the perks and the retirement benefits.
- 5) This advertisement is different from the first one as it has been placed by an organization looking for fresh recruits.

## Reading Comprehension

### Activity 1

- 1)
  - i) One gets to know a bit about the company and what it is willing to pay for a job and the qualifications they are looking for in the candidate for a specific job. You also get to know the names of the recruiting officers.
  - ii) One can find these advertisements in newspapers, magazines and Internet sites.
  - iii) A newspaper is an advertising vehicle because it carries a lot of different kinds of advertisements and is still the most popular place to look for advertisements.
  - iv) Since one is a fresher one must apply for the entry level jobs. One can apply for the higher level jobs once one has obtained experience.
  - v) We need to mark these jobs to identify the companies and organizations that employ at entry level. They may have jobs suiting one at a later stage. So one can keep them handy.
  - vi) These jobs give a good picture of who the manager will be or the name of the recruiting officer and the job responsibilities one can expect.
  - vii) The best thing to do is to pay them a visit personally. This means they do not welcome calls and telephonic enquiries. Of course, one needs to carry one's resume and the relevant papers in case they decide to interview immediately.
- 2) Answers related to advertisement.
  - i) 'My Lady Jewellers' is a middle-sized company

- ii) The place of posting or the location of its new Marketing Division is not mentioned. Either it is not yet finalized or they want to take people who would be willing to move and would come with an open mind.
- iii) a) Sales Officer: **A degree in Sales Management, communicating effectively, preparing tour reports, guiding and training new recruits, convincing people.**  
b) Accountant: **A degree in Accountancy, keeping books and ledgers, making spreadsheets, operating a computer efficiently.**  
c) Office Assistant-cum-Computer Operator: **Communicating effectively, convincing people, taking notes in short-hand, telephoning, preparing and typing letters.**
- iv) Yes. The line 'Salary No Bar' shows this.
- v) There is no entry level post since they are asking for experience of 3-5 years.
- vi) No, it would be right to first telephonically contact them and fix an appointment.
- vii) Possibly the area of posting is not decided or they do not want to reveal it. They might also wish to know who would be willing to move out of their city.

## Vocabulary

### Activity 2

- i) Advertisements printed on small pieces of paper and distributed with the newspaper or stuck on walls or key places for people to see- **Handbills**
- ii) Place where people put notices and general information- **Board (Notice)**
- iii) What one surfs on the computer when one wants information... We need a telephone or cable connection for this- **Internet**
- iv) Another word for the network we can access using the computer and the cable- **Web**
- v) That which provides us connectivity to different sources of relay and telecast and which allows us to watch things telecast in far off places on our television sets- **Cable**
- vi) That which brings in the news and a fund of information every morning- **Newspaper**
- vii) Large printed matter on thick paper which we find stuck on public places- **Poster**
- viii) The device that brings across songs, plays, news and jingles without pictures- **Radio**

## Listening

### Activity 3

#### TAPESCRIPT

- A) (Female voice): Hello, Superb Designers. How may I help you?
- B) (Male voice): Hello, my name is Martin Day. I called up regarding a job you have advertised in the Sunday edition of the Times of Dubai.
- A: Which particular job are you talking about?
- B: The job of an Illustrator. It is at number 4 in your advertisement.
- A: Right. Let me just connect you with our arts department. Ms. Lilian Thomas will assist you.  
(Pause)
- C) (Different female voice): Hello, this is the arts department. I am Lilian Thomas. What is your query, sir?
- B: I have a graduation certificate from the School of Arts, Addis Ababa. I have graduated in commercial art.
- C: Yes. That's good.
- B: But I don't have five years experience. My experience is just over four years. Do you think I should apply?
- C: A little over four years, you said. Umm.. Well, there is no harm in trying your luck.
- B: You have mentioned a walk-in-interview. Can you give me an appointment for the same?
- C: Let me check. Wednesday at 11.30 would be fine. I hope it suits you.
- B: Yes. I shall be there. One last question. What would you advise me to carry with me apart from my resume and certificates?
- C: It would be a good idea to bring some of your sketches. Have you done any human figures or portraits?
- B: Yes, a few.
- C: Bring them along. All the best. (Click)

### Activity 3

- i) Super Designers **advertised** the job in newspaper.
- ii) There were only **a few** jobs advertised.
- iii) The post of the Illustrator was at number **4**.
- iv) The receptionist connected Martin Day to the **arts department**.
- v) Martin Day has a degree in **commercial art**.

- vi) He has **less than the required** experience.
- Vii) Martin Day **needs** an appointment for a walk-in-interview.
- viii) The time given to him is 11.30 on **Wednesday**.
- ix) Lilian Thomas was **encouraging** in her replies to Martin Day.
- x) He has been advised to bring in some **portraits** that he has drawn.

## Speaking

### Activity 4

#### The dialogue might be like this.

- Mary Thomas: Indigo Publishers. Can I help you?
- Geoffrey Baldwin: I wanted to enquire about the post of Sales officer in your publishing house.
- Mary: Hold on, I'll connect you to Mr. Usman Khan, our Sales Manager.
- Geoffrey: Thank you.
- Mary: Go ahead. You are through.
- Usmaan Khan: Hello.
- Geoffrey: Hello, my name is Geoffrey Baldwin. I wanted to apply for the post of Sales Officer in your Publishing House.
- Usmaan: May I know your qualifications Mr. Baldwin, if you don't mind?
- Geoffrey: Yes, of course. I have a Post Graduate degree in Commerce.
- Usmaan: Good, and do you have any experience of sales?
- Geoffrey: Yes, I do. I am working as a Sales Executive in a firm that deals in computer parts.
- Usmaan: For how many years have you been working?
- Geoffrey: For three years and five months. Do you think I should apply since my experience is one year and seven months short?
- Usmaan: There is no harm in applying. But why do you wish to shift to selling books, Mr. Baldwin?
- Geoffrey: I want a change.
- Usmaan: You will have to learn marketing of books very quickly. Would you be able to do that?
- Geoffrey: Oh yes, I am willing to learn the trade as fast as I can.
- Usmaan: Good. In that case come to the office with your resume and your certificates at 11.30 a.m. on Thursday. I hope that suits you.
- Geoffrey: Oh that's fine. I'll be there. Thank you for your time, sir.  
(Click)

**Grammar****Activity 5**

- 1)
  - i) Your job will include **writing**, I mean **typing** letters, **answering** the telephone, **taking** dictation and **maintaining** the files.
  - ii) Sir, there's Mr. Randhawa on the telephone. He has been **calling** since morning.
  - iii) Think carefully before **joining** your new assignment. Remember in order to do so you will be **quitting** a comfortable job.
  - iv) The skill of **reading** and **writing** in English is essential for an office boy's job here.
  - v) Simply **placing** an advertisement in a popular daily will fetch us many candidates.
  - vi) **Responding** to job advertisements is a skill that freshers must learn.
  - vii) The Manager is always busy nowadays. **Interviewing** candidates for different jobs take up most of his time.
  - viii) **Marketing** designer clothes can be tricky. One never knows when someone will simply copy them instead of **buying** them.
- 2)
  - i) The **typed** letters are ready for dispatch.
  - ii) Please remove the **broken** chairs from the hall. We shall have our meeting here.
  - iii) Joan and Raul reached the **meeting** point well before the appointed time. They wanted to be punctual on the day of the informal interview.
  - iv) I think a line is **missing** in the letter. Please insert it and have them **dispatched**.
  - v) Please show me a few samples of a **covering** letter.
  - vi) This is a **well -paid** job. Everyone wants it.
  - vii) The **attended** patients looked settled while the **unattended** ones looked **dissatisfied**.
  - viii) The company has changed its name. All the letter heads have been printed afresh. Please use the **changed** letterheads.

**Activity 6**

(You may write your name and address here and your telephone number)

Date

.....(Any name)

Worldwide Films

44, Riverwalk

Tampa

Florida, FL 0000888

Dear Mr./Ms .....,

I have been working as an assistant with Scriptwriter at Ronald and Smith Studios for the last five years. I have received training in film scripting from the Institute of Mass Communication, Ireland after getting a degree in Mass Communication from an institute in Durban. I believe that my qualifications and experience will help me to be a good Junior Script writer, the post I aspire for, in your, company.

Although I am happy working at the Ronald and Smith Studios assisting in writing scripts for the television, I wish to have some experience in films. So I am looking for an opportunity to work with a big film company. Since I have a special degree in film scripting and five years of experience with television I am very interested in assisting with the script of a full-fledged film. Here, I wish to add that my communication skills are excellent and I am very comfortable working in a team.

I have attached the testimonials along with my application. Should you find my application suitable for the post of Junior Scriptwriter you may contact me at the address or the telephone number given above. I shall be calling your office within ten days to find out the status of my application. I look forward to hearing from you.

Sincerely,

(Signature)

(Name)



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## UNIT 4 PREPARING FOR THE JOB

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### Structure

- 4.0 Objectives
- 4.1 Warm Up
- 4.2 Reading Comprehension: You are in Control
- 4.3 Vocabulary: Words in Context
- 4.4 Language Focus
- 4.5 Listening: Off the Beaten Track
- 4.6 Writing and Speaking: Some Frequently Asked Questions
- 4.7 Let Us Sum Up
- 4.8 Answers

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### 4.0 OBJECTIVES

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This unit will help you to

- Understand the selection criterion in an interview
- Identify the skills needed
- Practice answering some Frequently Asked Questions (FAQS)
- Familiarize yourself with new interview formats like the telephone interview and videoconferencing

You will also be provided with

- Vocabulary inputs
- Quick tips
- Sentence structures for effective answers
- Sample interviews for analysis

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### 4.1 WARM UP

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Talk to people who have faced interviews in the last year. Find out what they have to say about

- The experience of their first interview
- The best / worst moment
- About the interviewer(s)
- How did their preparation help?
- What would they change if they could?

Don't worry if you come across some negative experiences or opinions. Don't let it scare you - its all part of the job-hunting game.

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### 4.2 READING COMPREHENSION: YOU ARE IN CONTROL

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**What is an interview about? And is there a perfect interview? Read on to find out.**



One of the most important things you can learn about job interviewing is that you - yes, that's right, you can exercise a remarkable degree of control over the entire process. Understanding, using and expanding on the control you have over the interview may be the single most important factor in your ability to get the job you want and build it into a job you love.

### What does it take?

There are some folks who just attract other people to them. I'm not talking about physical attractiveness here. I'm talking of personal traits such as friendliness, courtesy, genuine interest in the other person, good listening skills, an ability to influence the environment rather than being controlled by it. A person who radiates a sense of control communicates competence, calm and confidence. Your interview goal is to communicate that you are the best person for the job. With control you exude a sense of certainty, predictability and lowered risk. These are subtle qualities all interviewers are looking for. When you feel not in control, you tend to present yourself both personally and professionally in a way that does not attract other people.

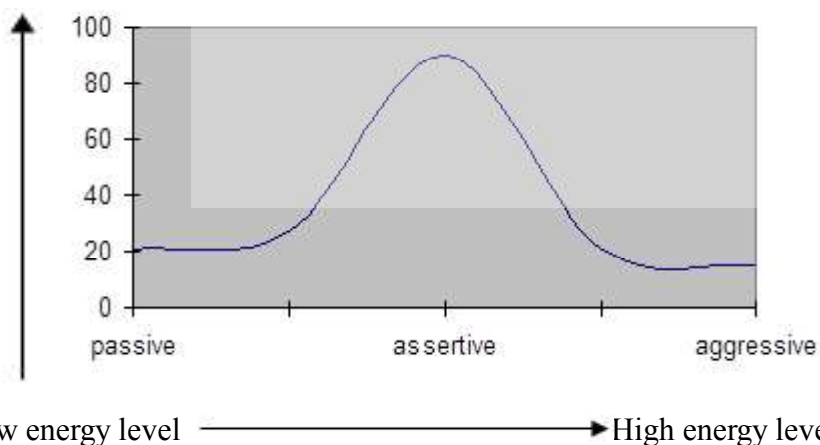
By taking control I do not mean charging into the room like a star from the world wrestling shows, physically overwhelming the space with your body language and cologne while verbally dominating the conversation by not letting the interviewer get a word in edgewise. It might be kind of fun to watch but it sure won't get you the job.

Two things I'm absolutely sure of - (a). You do want to exhibit the appropriate level of assertiveness in the interview to demonstrate you are capable and (b). You do not want to cross the invisible line between assertiveness and aggression.

### Get Feedback

How do you know what you talk like? What your presentation is like? - Get feedback, real feedback. Take a look at this **Communication Effectiveness Model**

High Communicative Effectiveness



Next because you are the best source of information about yourself, ask yourself the following question:

When do I communicate in the passive zone /assertive zone / aggressive zone?

What am I doing most frequently?

## Be Heard

No job interviewer is going to sit there trying to pry information out of you. If you are too passive in your communication it shows non-interest and “not - good-with-people”. On the other hand, maybe you have determined that you are much too aggressive in the way you communicate. This is also bad news because you will be seen as ‘hard to work’ with and not a team player. No interviewer is going to recommend hiring you if you come across as opinionated.

**Answer this - whose interview is it anyway?** I want you to actually stop for a minute or two to think about this. Sure your potential employers are interviewing you but they are interviewing other candidates as well. This makes the time you spend for your interview very precious. It is your time to be seen as a winner, it’s your time to shine. This interview is yours and you need to take responsibility for it.

Remember the interviewer assumes more or less that you can do the job. In today’s hectic world, no one has the spare time to interview someone who they think can’t do the job, do they? Only the best candidates, only the most appropriately skilled individuals, only those who the interviewer actually hopes can do the job, will be called for the interview. Of course, it’s up to you to communicate that you actually can do the job.

The interview is a two way street. You are not going to be interrogated like an enemy agent in some war movie. They have work that needs to be done and the money to pay for it. You have the skills and the attitude. They are trying to determine if you are the best person for them and you are trying to find out if this is the best place to work in at this point of your career.

Remember in many ways a job interview is like skydiving -you don’t get a “do over”, if you blow it on the first try, you never get a second chance to make a first impression.

### Activity 1

**1) Read the passage given above and mark T/F according to the passage.**

- i) An interview is meant to give the candidate a hard time.
- ii) No one doubts your basic ability since you were called in the first place.
- iii) The passive and aggressive styles of communication are very high on effectiveness.
- iv) Interpersonal communication skills are under observation from the moment we enter the job market.
- v) Attitude judgments about people are old fashioned; they don’t happen in the modern workplace.
- vi) The fear of powerlessness doesn’t affect interview performance.
- vii) In spite of somebody else doing the questioning the candidate actually can control the interview.
- viii) In an interview the two parties are trying to decide on a mutually beneficial agreement.

2) Based on the passage you have just read, complete the list.

Selection criterion for the winning candidates.

The candidate should have the following:

Ability to \_\_\_\_\_

Quality of \_\_\_\_\_

Must \_\_\_\_\_

Should have \_\_\_\_\_

The candidate must not

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3) Complete the following:

i) Aggressive communication styles are harmful because \_\_\_\_\_

ii) Being in control helps because \_\_\_\_\_

iii) Feeling powerless during the interview stops us from \_\_\_\_\_

iv) The interviewer is looking for subtle qualities like \_\_\_\_\_

v) The way we converse with each other is important because it shows \_\_\_\_\_

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### 4.3 VOCABULARY: WORDS IN CONTEXT

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#### Activity 2

1) Find words from the passage, which mean the same as the following:

i) knowing in advance what is going to happen

ii) too much of anything; a person or situation that is too dominating

iii) speaking or acting in a forceful way so that people notice you

iv) behaving in an insistent and forceful way without caring about other people

v) somebody who has very distinct opinions and puts them across aggressively

vi) very busy

vii) questioned

viii) another chance

- 2) The word grid below hides ten adjectives which have the qualities that you must cultivate at the workplace. Locate them.

E	F	F	I	C	I	E	N	T	P	L	E	A	S	A	N	T
C	A	P	A	B	L	E	T	F	R	I	E	N	D	L	Y	Z
C	Z	X	Y	R	E	S	T	F	U	L	W	X	E	A	S	Y
O	W	U	V	P	E	R	F	E	C	T	I	O	N	I	S	T
N	F	X	Y	N	F	F	A	B	C	A	L	B	J	S	L	L
S	R	Z	O	G	E	D	F	U	N	M	L	V	O	E	O	E
I	E	H	A	R	D	I	D	E	T	B	I	I	Y	R	W	A
D	Q	U	I	A	H	F	S	G	C	I	N	O	A	I	F	R
E	U	S	J	R	L	F	K	O	B	T	G	U	B	O	I	N
R	E	U	P	E	M	I	K	O	A	I	I	S	L	U	V	I
A	N	A	Q	O	N	C	W	D	D	O	X	V	E	S	Z	N
B	T	L	R	S	I	U	X	Y	Z	U	Y	R	E	A	L	G
L	L	L	T	U	A	L	E	R	T	S	K	I	L	L	E	D
E	Y	Y	Q	V	Z	T	O	U	G	H	Z	K	C	A	L	M

- i) having the abilities or qualities necessary to do something.
- ii) a kind and friendly person
- iii) a person who does a job well and successfully without wasting time and energy
- iv) a person who does not show undue worry or excitement
- v) someone you enjoy being with because s/he is humorous, friendly and happy
- vi) someone with talent and expertise in their job
- vii) someone who pays full attention to things and is ready to deal with anything that might happen.
- viii) someone with a strong desire to be successful and powerful
- ix) someone who likes the company of most people
- x) a person who refuses to accept anything that is not perfect

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#### 4.4 LANGUAGE FOCUS

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Here are a few language structures that can be used in interviews. Practise them whenever the opportunity arises.

**Answering ice breakers**

Q: Good morning/ good evening... How are you? Could we have your name? Ayushi Rajwar right? Hope you haven't had to wait too long? Are you comfortable?

A: Good morning/ good evening... Fine thank you. Ayushi Rajwar / I am... Yes that's right. Not at all... Of course, thank you ...

**Asking questions, asking for clarifications / for time** May I/could I have a moment to think about this... I'd like to know some thing... I have a question... Could I get back to this question in some time? (If you don't mind) Could you repeat the question, please? May I ask if... There is something I'd like to know... May I know / I'd like to know the pay package/remuneration you are offering.

**Activity 3**

Given below are two parts of brief conversations between two different persons on various occasions in daily life. Match part A of the conversation with part B.

<b>A</b>	<b>B</b>
i) Hello! Savita! How are you?	a. Thank you very much, sir. You helped a lot.
ii) Hi Vikas! Coming to see the movie?	b. Yes, here it is.
iii) May I know your name please?	c. Thanks! I need the good wishes.
iv) Many thanks for the lovely birthday present.	d. Fine, thank you.
v) Congratulations, Rehman. You've done very well in the exams.	e. Certainly sir. I'll bring it in a moment.
vi) Can I help carry your books Mrs. Rao?	f. Of course not. In a moment.
vii) May I borrow your camera for a day, please?	g. I'm Roopa Trivedi.
viii) Good luck with exams, Sarita	h. Sorry. Not a paisa on me.
ix) Excuse me, could you tell me the way to the station?	i. Oh that's very kind of you. Thank you very much.
x) Excuse me. Can I have another glass of water?	j. No thanks. I've had enough.
xi) Like another cup of tea?	k. Yes, of course.
xii) Like to come for a drink?	l. Sure. Go straight and then turn right.
xiii) Have you any change on you?	m. My pleasure. I hope you liked it.

xiv) May I take my calculator into the examination hall, please?	n. That's out of the question. They're not allowed.
xv) Would you mind moving your car, please?	o. Love to.

### 4.5 LISTENING: OFF THE BEATEN TRACK

Interview techniques have expanded hugely. It now caters to the time bound and technologically advanced world of work. Listen to a call center HR supervisor talking about new interview formats.

#### Activity 4

- 1) Complete the following in your own words with ideas from what you just heard:
  - i) Since the interviewer can't see you nodding in response to what they are saying on the phone \_\_\_\_\_
  - ii) The speakerphone is not a good idea because \_\_\_\_\_
  - iii) How you sound on the phone is important. Your voice should not \_\_\_\_\_
  - iv) In case the interviewer doesn't give us a chance to talk about our skills then \_\_\_\_\_
  - v) If there is no invitation for a meeting then \_\_\_\_\_
  - vi) The phone interview is the first level before \_\_\_\_\_
  - vii) Helpful ideas to prepare for an interview via videoconferencing are to \_\_\_\_\_

- 2) Listen to David's advice for **telephonic interviews** and fill out the following checklists

Dos	Don'ts
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

### 4.6 WRITING AND SPEAKING: SOME FREQUENTLY ASKED QUESTIONS

Given below are some FAQs (Frequently asked questions) at interviews. Write out your answers. Then practise a mock interview with a friend/colleague

- 1) What are your career goals?
- 2) Where do you see yourself 5/10 years from now?
- 3) Why should we hire you?

- 4) What are your extracurricular interests?
- 5) What did you enjoy most in your college/university?
- 6) What appeals to you most in this job?
- 7) What are your greatest achievements?
- 8) At this point in life what is the most important thing for you?
- 9) How would your friends describe you?
- 10) What motivates you?
- 11) What do you want out of life?
- 12) What are your strengths and weaknesses?
- 13) Tell us about yourself?
- 14) How would you judge your interpersonal skills?
- 15) What do you know about our company?

This is just a small sample. The range of possible questions is infinite but what makes interviews predictable is that the questions are from a few basic categories.

Here is a table that will help you. Look at the “best answer option” and answer the sample questions.

Question category	Sample	Best answer option	What’s your answer? Use the suggested structures to answer the questions ...
Testing attitudes	Do you like teamwork? How do you handle criticism? What bores you and what do you do about it?	<ul style="list-style-type: none"> <li>• Give examples to support what you claim is your belief. <i>For example, Yes I enjoy teamwork. In fact most of my projects have been in teams.</i></li> <li>• Talk about the importance of that attitude in your work.</li> <li>• Be honest and positive. <i>For example, if the criticism is constructive I’m okay with it but if it is uncalled for I do feel bad but I know these things happen sometimes</i></li> </ul>	I am... I like /enjoy / prefer... I am comfortable in /doing /with ... I am good in/ at / with... I believe I am... I consider myself...

Testing behavior	<p>How would you deal with conflicts with colleagues?                  How do you deal with stress?                  Tell us about a time when you solved a problem in a creative way?</p>	<ul style="list-style-type: none"> <li>• Describe how you behave in a certain way and why and what the experience has taught you</li> <li>• Provide a concrete illustration</li> <li>• Keep the answer small and include only important aspects</li> <li>• Know exactly which of your experiences reflect which aspect of your behavior</li> <li>• <i>For example, I believe talking it through can solve most problems, I used to do that during my work in the students council....</i></li> </ul>	<p>I believe...                  I enjoy...                  I like/prefer to...                  I'd like to tell you about...                  During ...                  When I was...                  Let me give you an example ...                  Like the time when I ...                  I used to...</p>
Testing skills	<p>How comfortable are you with new technology?                  Are you better at verbal skills or written skills?                  Are you proficient in the latest software?</p>	<ul style="list-style-type: none"> <li>• Describe your skills and relate it with the what the job requires</li> <li>• Be ready with proof either in your C.V or experiences that you can relate to prove that you have the skill.</li> <li>• If you want to talk about your qualities relate them to the skill you are asked about.</li> <li>• <i>For example I'm good at computers particularly the kind of software required for ...</i></li> </ul>	<p>I am good in/ at/ with ...                  I have done a lot of ...                  I have a lot of / considerable experience in ...                  My skills are ...</p>
Industry knowledge	<p>What do you know about our company?                  What do you know about our products and services?</p>	<ul style="list-style-type: none"> <li>• Know the company</li> <li>• Know the industry</li> <li>• Don't just state statistics, give your analysis of a situation</li> </ul>	<p>Based on my research...                  I'd say...                  It's obvious that...                  It seems that ...                  The trend is ...</p>



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## 4.7 LET US SUM UP

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Preparing for job interviews is an essential activity for any job hunter in the present competitive world. Being prepared is the sign of a good interviewee. This unit focuses on how you can be in control during the interview and the skills needed to be counted as a winning candidate. It also provides ideas and structures to help you deal with frequently asked questions.

The “vocabulary” sections introduce you to a range of words useful for interview. The grammar section deals with question answers. The unit also provides a few helpful navigation tools through the writing and speaking sections.

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## 4.8 ANSWERS

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### Activity 1

1) i. F ii. T iii. F iv. T v. F vi. F vii. T viii. T

2) Selection criterion ...

Ability to influence the environment

Quality of competency, calm and confidence

Must exhibit friendliness, courtesy, genuine interest in the other person, good listening skills

Should have the appropriate level of assertiveness and conversational skills

The candidate must not

- Feel powerless
  - Overwhelm the interviewer with body language
  - Verbally dominate the conversation
  - Ignore the possibility of attitude judgments
  - Communicate aggressively
  - Communicate passively
- 3) i) ...the candidate is seen as a difficult person to get along with and thus a bad choice as an employee. It means low interpersonal skills, which is a huge drawback in the workplace.
- ii) ... it shows competence, calm and confidence. All three are essential qualities for a winning candidate.
- iii) ... being positive and effective in our personal or professional presentation.
- iv) ... a sense of certainty, predictability of action and therefore lowered risk for the employer
- v) ... how we would manage everyday situations at work.

**Activity 2**

- 1)
  - i) predictability
  - ii) overwhelming
  - iii) assertive
  - iv) aggression
  - v) opinionated
  - vi) hectic
  - vii) interrogated
  - viii) do-over
  
- 2)
  - i. capable
  - ii. pleasant
  - iii. efficient
  - iv. calm
  - v. fun
  - vi. skilled
  - vii. alert
  - viii. ambitious
  - ix. friendly
  - x. perfectionist

E	F	F	I	C	I	E	N	T	P	L	E	A	S	A	N	T
C	A	P	A	B	L	E	T	F	R	I	E	N	D	L	Y	Z
C	Z	X	Y	R	E	S	T	F	U	L	W	X	E	A	S	Y
O	W	U	V	P	E	R	F	E	C	T	I	O	N	I	S	T
N	F	X	Y	N	F	F	A	B	C	A	L	B	J	S	L	L
S	R	Z	O	G	E	D	F	U	N	M	L	V	O	E	O	E
I	E	H	A	R	D	I	D	E	T	B	I	I	Y	R	W	A
D	Q	U	I	A	H	F	S	G	C	I	N	O	A	I	F	R
E	U	S	J	R	L	F	K	O	B	T	G	U	B	O	I	N
R	E	U	P	E	M	I	K	O	A	I	I	S	L	U	V	I
A	N	A	Q	O	N	C	W	D	D	O	X	V	E	S	Z	N
B	T	L	R	S	I	U	X	Y	Z	U	Y	R	E	A	L	G
L	L	L	T	U	A	L	E	R	T	S	K	I	L	L	E	D
E	Y	Y	Q	V	Z	T	O	U	G	H	Z	K	C	A	L	M

**Activity 3**

- i) d
- ii) k
- iii) g
- iv) m
- v) a
- vi) i
- vii) b
- viii) c
- ix) l
- x) e

- xi) j
- xii) o
- xiii) h
- xiv) n
- xv) f

### **Tape Script**

Hi, I'm David Smith. I'm here to talk to you about two interviews that companies like ours are going in for in a big way - Telephonic and video conferencing.

Well, the first contact with a potential employer is almost always by phone. Even in this age of online interviews, the phone remains important. Add to that the huge number of call centers and BPOs whose lifeline is the phone.

Whatever the cause of the telephonic interview you must be prepared. You have to make that interview lead up to the face to face and if it is an interview for a voice based job well-this is the interview.

You know the call usually comes in when we are least prepared for it – when you just reached home or you're sleeping late...

How do you prepare?

Firstly the most obvious and neglected point is that the recruiter has only your voice to judge...which, by the way, is enough. So record yourself... how do you sound? Remember there's no perfect voice but it shouldn't be too high-pitched or too loud or too soft. If anyone's ever told you that you speak too fast – slow down. You need to come across as confident and alert (not hyperactive and fidgety), pleasant (not funny) and attentive (no long thoughtful pauses, please)

Second, take a surprise call in your stride, instead of letting your caller hear a gulp, nervous breathing and shaky sentences say something like, "Thank you for calling, would you wait just a moment while I close the door". Take a deep breath, slow your heart beat down, pull out your documents, the company information, smile and get back on the phone. Now you are in control. The smile changes the way you sound, it improves voice quality - makes it more pleasant. So even if they can't see you, smile.

Next let the caller do the major talking but keep up your end of the conversation. Over the phone they can't see your body language signs... like a nod or a shift in the chair - a long silence while you are listening could mean you're not there. Fill it with hmm... ok, yes, I understand, mm.... in moderation they work wonders.

Next very importantly - be brief, thorough but brief. You must stick to the point, no long winded explanations. Then again something about the technology - don't use a speaker phone unless it is of a very good quality. The speaker leaves your hands free but makes you sound like you are speaking from another planet – voices echo badly. When holding the phone keep the receiver an inch from your mouth and speak directly into it.

The next bit is important. One of the mystical things about a phone is that it can pick up and amplify every background sound like whirring fans, your nervously tapping feet, too many deep breaths, gum being chewed or smoke being inhaled or exhaled and papers rustling. Imagine the scene yourself, you wouldn't be happy with the candidate either.

And now what's the video conferencing thing... new kid on the block really, but increasingly common. Do everything that you would do for a face-to-face interview. Additionally remember - don't take notes, don't wear too many accessories, also don't make too many hand gestures - the transmission makes them very jerky and rainbow colored, there will be a time gap before the audio reaches you and they will be watching you all the time - so show yourself the way you want to be seen. Do remember we tend to notice more details when we are watching someone on camera.

**Finally for both the videoconference and telephonic interview here are a few tips.**

One - if the interviewer doesn't give you an opening to sell your skills - you need to salvage the situation - have some work related questions ready and while you are getting an answer, wait for a pause and tell that you have worked on similar things before. Push your skills but not aggressively.

Two - Ask questions related to the job requirements.

Three - If you haven't already been asked or invited to meet the interviewer, take the initiative like - "It sounds very exciting. I'd certainly be interested. Could we meet to discuss this?"

Last - don't talk about money. Financial negotiations are too important to be discussed over the phone. Just make sure you get the face-to-face interview...

#### **Activity 4**

- i) ... you must use words like 'I understand' or 'ok' or fillers like hmm, but in moderation.
  - ii) ... it makes us sound too far away and creates too much echo.
  - iii) ... sound too high-pitched or too loud or too soft.
  - iv) ... we will need to find an opportunity to do so / we could ask a question and in response to what is said, mention our skills.
  - v) ... we should ask for an appointment.
  - vi) ... the face to face interview.
  - vii) ... do everything that we would do for a face-to-face interview, be extra careful about our body language and presentation and not make too many gestures.
- 2) This is our checklist. You should have identified at least 5 points each

#### **Dos**

- i) Sound confident, alert and attentive
- ii) Sound pleasant

- iii) Speak at a moderate pace
- iv) Smile during the conversation
- v) Be prepared for surprise calls
- vi) Give verbal cues to show that you are listening
- vii) Give thorough but brief answers
- viii) Keep the mouthpiece one inch away from your mouth and speak directly into it
- ix) Take initiatives, ask relevant questions, seek further appointments

**Don'ts**

- i) Sound hyperactive, fidgety
- ii) Speak too fast, loud or slow
- iii) Have long pauses or long sentences in your answers
- iv) Talk more than the interviewer
- v) Use speaker phone unless of a very good quality
- vi) Smoke /chew gum/tap feet while on the phone
- vii) Have distracting background sounds
- viii) Talk about money



