



Tecnicatura Universitaria en Programación

INGLÉS II

Unidad Temática N° 5:
Inserción Laboral

Material Teórico
1° Año – 2° Cuatrimestre



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UNIDAD Nº 5: INSERCIÓN LABORAL

Selection. Selección.

1. Look at the following statements about job applications and interviews, and decide whether you agree or disagree with them.

	Agree	Disagree
1. A curriculum vitae should be no longer than two A4 pages.		
2. It is good practice to include a photograph on a curriculum vitae.		
3. It is not necessary for applicants to put their date of birth on their application.		
4. References which candidates supply with their applications could be false so you shouldn't always believe them.		
5. You should enclose copies of certificates and exam results with a job application.		
6. It is a good idea to supply applicants with a job description and person specification before the interview.		
7. Applicants should never wear jeans to an interview.		
8. At an interview, it is appropriate to ask female applicants about their plans for starting a family.		

Note:

A *curriculum vitae* or CV in the U.K. (United Kingdom) is called a *résumé* in the U.S. (The United States).

A *reference* is a letter written by someone who knows the applicant (usually the current or a former employer) and can give information about the applicant's abilities. The person who supplies a reference is called a *referee* (U.K.).

2. Match the phrases from the Virgin Atlantic advert (1 – 8) to the definitions on the right (a – h).

1. To create rapport	a. To have the right to extra advantages on top of salary
2. To understand their needs	b. To get extra money for working "unsociable" hours
3. To provide advice	c. To suggest the best way to do something
4. To promote a range of services	d. To visit a company to discuss a job
5. To attend an interview	e. To develop a good relationship
6. To be notified of the outcome	f. To be told the results of a decision
7. To receive a shift allowance	g. To attract people's attention to what you offer
8. To be entitled to a benefits package	h. To know what they want

3. Read the Virgin Atlantic advert carefully.

Travel Adviser – The Office, Crawley
<p>The Image</p> <p>At Virgin Atlantic, we're renowned for our high standards of customer service and know that first impressions count.</p> <p>Our Reservations Team creates a rapport with our callers, understanding their</p>

needs, and providing advice and assistance on all their travel requirements. The responsibilities are varied and include promoting Virgin's ever expanding range of services, whilst maintaining our high levels of customer service.

The Demands

Speaking to around 100 callers each day, you need to be self-motivated whilst maintaining high levels of accuracy in this busy environment. On your shift pattern there will be a variety of start and finish times, including some early mornings and late nights. Don't forget, shift work means you might have to work weekends and bank holidays.

The Interview

The interview process consists of a group interview, which will last approximately one and a half hours. You will then take part in a series of exercises. Our experienced recruitment assessors will monitor your performance and look for specific competences such as customer relationships, service orientation, and attention to detail. If you are successful through the group stage, you will be asked to attend an individual interview with two recruitment assessors. You will be notified of the outcome of this final stage in writing.

The Rewards

The starting salary is generous and, as a shift worker, you will also receive a shift allowance. There is an increase to the basic salary on successful completion of your six-month probationary period.

On completion of the probationary period, you will be entitled to a generous holiday allowance and a discretionary benefits package which includes a pension, life assurance, Virgin Group discount scheme, and concessionary travel (one of the best in the business!)

4. Some applicants had questions about the job. Read the advert again and supply the answers.

1. "What are the hours of work exactly?"

2. "What are the main responsibilities of the job?"

3. "How many calls will I have to handle a day?"

4. "Where is the job located?"

5. "What will the interview consist of and how will we learn the results?"

6. "Are there any other payments in addition to the basic salary?"

7. "What other benefits do you offer?"

8. "Does everyone receive the same benefits package?"

5. Complete the sentences with some of the expressions below.

Did you know?

When a company employs new staff, they are taken on (U.K.) or hired (U.S.). When these employees then decide to leave, they resign or hand in their notice / resignation.

When employees have to leave because they did something wrong, they are dismissed or their contracts are terminated. More informally, they are sacked (U.K.) or fired (U.S.). If they have to leave because a company can no longer employ them (e.g. due to bankruptcy or downsizing), the employee is made redundant (U.K.) or let go (U.S.), or even offered early retirement.

When an employee is laid off (to lay off), it is usually only temporary (for a season or because of a drop in production), but sometimes it can be permanent.

1. My best marketing assistant _____.
She's got herself another job with more money!
2. Will we be able to _____ a replacement
when John hands in his _____?
3. We can't continue working in these freezing temperatures, so
we'll have to _____ six workers until the
end of February.
4. Those staff who can't relocate to the new factory in the north
when we close down will be _____.
5. Fill me in on the details; I believe one of our shop assistants has
been _____ for stealing, is that right?
6. A new directive from head office has been introduced that all
employees over 63 will be _____.

6. Listen to the extracts from Jenny's interview with Melanie Smith. Listen to the first extract and match the numbers to what they represent.

- | | |
|----------|-------------------------------|
| 1. Five | a. Days a week |
| 2. Eight | b. Years in previous company |
| 3. Seven | c. Team leaders |
| 4. Ten | d. Years with present company |
| 5. Six | e. Call center operators |

7. Listen to the second extract and tick (✓) the call center problems they discuss.

1. Difficulties with customer complaints. _____
2. Staff shortages. _____
3. High absenteeism. _____
4. Staff relationships. _____
5. Stress. _____

8. Listen to the third extract and complete the following sentences.

1. I particularly _____ dealing with customers.
2. I have an _____ to build a good rapport with people on the telephone.
3. I believe I am _____ at it.
4. My _____ has a good job in this area.
5. My company asked me if I would _____.

9. How important is age in the selection of candidates? Listen to five speakers and complete the phrases.

1. It is not relevant to ask someone's age. You can work it out roughly from their ⁽¹⁾ _____ and, anyway, the important thing is whether or not they have the ⁽²⁾ _____ to do the job, not how old they are.
2. Yes, I totally agree and older people have a lot of experience and ⁽³⁾ _____ to offer. Plus they are often better ⁽⁴⁾ _____.

- _____ than their younger colleagues - they're more reliable and take less time off work.
3. I'm afraid I can't agree with you on that. Older people are not as ⁽⁵⁾ _____, they expect higher ⁽⁶⁾ _____ and they get sick a lot. And they have trouble fitting into a young team. Companies want younger employees who can bring in fresh ideas and are not so expensive!
4. You can't run a company efficiently with young, ⁽⁷⁾ _____ people. You need to retain older managers to train the younger ones and you have to organize effective succession planning in a company. There should be capacity for a broad age ⁽⁸⁾ _____ and diverse experience in all areas of the business.
5. I think laws on age ⁽⁹⁾ _____ are wrong. Why should the government be able to tell us who to hire? Only the companies know which people are right - or wrong - for the ⁽¹⁰⁾ _____. The government shouldn't tell us how to run our business.

Currículum Vitae (Castellano – Inglés).



CURRÍCULUM VITAE


INFORMACIÓN PERSONAL

Indicar nombre(s) y apellido(s)

[Todos los campos son opcionales. Suprimir cuando no corresponda.]

 Indicar calle, número, código postal y país

 Indicar número de teléfono  Indicar número del móvil

 Indicar dirección de correo electrónico

 Indicar página web personal

Fecha de nacimiento: dd/mm/yyyy | Nacionalidad:
nacionalidad(es)

PUESTO

Indicar puesto solicitado / función / empleo deseado / estudios

SOLICITADO /
FUNCIÓN /
EMPLEO
DESEADO /
ESTUDIOS
REQUERIDOS /
OBJETIVO
PROFESIONAL

requeridos / objetivo profesional
(borre los epígrafes que no correspondan de la columna de la izquierda)

EXPERIENCIA
PROFESIONAL

[Describa por separado cada experiencia profesional. Empezar por la más reciente.]

Indicar las fechas
(desde - a)

Indicar profesión o cargo desempeñado
Indicar nombre del empleador y localidad (si necesario, dirección completa y página web)
Indicar funciones y responsabilidades principales
Sector de actividad Indicar tipo de sector de actividad

EDUCACIÓN Y
FORMACIÓN

[Describa por separado cada experiencia de formación. Empezar por la más reciente.]

Indicar las fechas
(desde - a)

Indicar cualificación o título obtenido
Indicar nombre de la institución de formación y localidad o país
Indicar principales materias cursadas y/o competencias adquiridas

COMPETENCIAS
PERSONALES

[Suprimir cuando no corresponda]

Lengua
materna

Indicar lengua/s materna/s

Otros
idiomas

COMPRENDER	HABLAR	EXPRESIÓN ESCRITA
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	Comprensión auditiva	Comprensión de lectura	Interacción oral	Expresión oral	
Indicar idioma	Especificar nivel	Especificar nivel	Especificar nivel	Especificar nivel	Especificar nivel
Indicar los título/s o certificado/s de lenguas. Especificar el nivel si se conoce.					
Indicar idioma	Especificar nivel	Especificar nivel	Especificar nivel	Especificar nivel	Especificar nivel
Indicar título/s o certificado/s de lenguas. Especificar nivel si se conoce.					

Nivel: A1/A2: usuario básico - B1/B2: usuario independiente - C1/C2: usuario competente

Marco común Europeo de referencia para las lenguas

Competencias comunicativas	Indicar competencias comunicativas. Especificar en qué contexto se han adquirido. Ejemplo: <ul style="list-style-type: none"> Buenas dotes comunicativas adquiridas durante mi experiencia como responsable de ventas.
Competencias de organización/gestión	Indicar capacidades de organización/gestión. Especificar en qué contexto se han adquirido. Ejemplo: <ul style="list-style-type: none"> Liderazgo (en la actualidad, responsable de un grupo de 10 personas)
Competencias relacionadas con el empleo	Indicar competencias profesionales de su entorno laboral no descritas en otras secciones. Especificar en qué contexto se han adquirido. Ejemplo: <ul style="list-style-type: none"> Buena capacidad para el control de calidad (actual responsable de la auditoría de calidad en mi empresa)

Competencia digital	AUTOEVALUACIÓN				
	Tratamiento de la información	Comunicación	Creación de contenido	Seguridad	Resolución de problemas
	Especificar nivel	Especificar	Especificar	Especificar	Especificar

	nivel	nivel	r nivel	ar nivel
Nivel: usuario básico - usuario independiente - usuario competente				
<u>Competencias digitales - Tabla de autoevaluación</u>				

Indicar lo/s certificado/s TIC

Indicar otras competencias informáticas. Especificar en qué contexto se han adquirido. Ejemplo:

- dominio de la suite ofimática (procesador de textos, hoja de cálculo, software de presentación)
- dominio de software de edición fotográfica adquirido como fotógrafo aficionado

Otras
competencias

Indicar competencias no descritas en otras secciones. Especificar en qué contexto se han adquirido. Ejemplo:

- carpintería

Permiso de conducir
INFORMACIÓN ADICIONAL

Indicar tipo(s) del permiso(s) de conducir. Ejemplo: B

Publicaciones

Suprimir campos que no sean necesarios de la columna de la izquierda.

Presentaciones / Proyectos /

Ejemplo de publicación:

- Como escribir su currículum adecuadamente, Publicaciones Rive, Madrid, 2002.

Conferencias /

Ejemplo de proyecto:

- Nueva biblioteca de Segovia. Arquitecto principal, encargado del diseño, producción, licitación y supervisión de la construcción (2008-2012).

Seminarios / Premios y distinciones /

Pertenencia

grupos/as
ociaciones
/
Referencia
s / Citas /
Cursos /
Certificaci
ones
ANEXOS


Indicar lista de documentos adjuntos a su CV. Ejemplos:


- copias de diplomas y cualificaciones
 - certificados de trabajo o prácticas
 - publicaciones de trabajos de investigación
-

PERSONAL
INFORMATI
ON


[All CV headings are optional. Remove any empty headings.]

500 Hipólito Yrigoyen Ave., Córdoba, ZIP CODE/ POSTCODE: 5000, ARGENTINA
400 Los Alamos St, La Rufina, PC: 5151, Córdoba, Argentina
Manzana 100 Lote 21

 Replace with house number, street name, city, postcode, country

 005493514603140 / +549351....

Replace with telephone number  Replace with mobile number

 State e-mail address:

 State personal website(s)

Date of birth: dd/mm/yyyy | Nationality: nationality/-ies

JOB JUNIOR PROGRAMMER
APPLIED Replace with job applied for / position / preferred job / studies applied
FORfor /

POSITION personal statement (delete non relevant headings in left column)
PREFERRE
D JOB
STUDIES
APPLIED
FOR

WORK EXPERIENCE

[Add separate entries for each experience. Start from the most recent.]

November 2000 - Replace with occupation or position held JUNIOR
2018 PROGRAMMER
Replace with employer's name and locality (if relevant, full address and website) CUCHUFLITO, Córdoba, Argentina
Replace with main activities and responsibilities
Business or sector Replace with type of business or sector

EDUCATION AND TRAINING

[Add separate entries for each course. Start from the most recent.]

1992-1996 Social studies degree
Replace with education or training organization's name and locality (if relevant, country)
Replace with a list of principal subjects covered or skills acquired

PERSONAL SKILLS

[Remove any headings left empty.]

Mother tongue(s) Replace with mother tongue(s) Spanish

ENGLISH	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
	basic/elementary				
Replace	intermediate				
with	A1	Enter level	Enter level	Enter level	Enter level
language	A2				
	B1				

B2

C1

Replace with name of language certificate. Enter level if known.

Replace
with
language

Enter level Enter level Enter level Enter level Enter level

Replace with name of language certificate. Enter level if known.

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user

Common European Framework of Reference for Languages

Communication skills Replace with your communication skills. Specify in what context they were acquired. Example:

- good communication skills gained through my experience as sales manager

Organizational / managerial skills Replace with your organizational / managerial skills. Specify in what context they were acquired. Example:

- leadership (currently responsible for a team of 10 people)

Job-related skills Replace with any job-related skills not listed elsewhere. Specify in what context they were acquired. Example:

- good command of quality control processes (currently responsible for quality audit)

Digital competence	SELF-ASSESSMENT				
	Information processing	Communication	Content creation	Safety	Problem solving
	Enter level	Enter level	Enter level	Enter level	Enter level

Levels: Basic user - Independent user - Proficient user

Digital competences - Self-assessment grid

Replace with name of ICT-certificate(s)

Replace with your other computer skills. Specify in what context they were acquired. Example:

- good command of office suite (word processor, spread sheet,

presentation software)

- good command of photo editing software gained as an amateur photographer

Other skills Replace with other relevant skills not already mentioned.
Specify in what context they were acquired. Example:

- carpentry

Driving license Replace with driving license category/-ies. Example: B

ADDITIONAL INFORMATION

Publications / Presentations / Projects / Conferences / Seminars / Honours and awards / Memberships / References / Citations / Courses / Certifications	Replace with relevant publications, presentations, projects, conferences, seminars, honors and awards, memberships, references. Remove headings not relevant in the left column. Example of publication: ▪ How to write a successful CV, New Associated Publishers, London, 2002. Example of project: ▪ Devon new public library. Principal architect in charge of design, production, bidding and construction supervision (2008-2012).
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ANNEXES

Replace with list of documents annexed to your CV. Examples:

- copies of degrees and qualifications;
- testimonial of employment or work placement;
- publications or research.

Cartas de Presentación. Cover Letters.

Cover Letter 1

HATSON S.A.
Human Resources Department
General Paz Ave.
5000 – Córdoba

Ignacio Sani
2655 Sur Ave.
5000 - Córdoba
Te: 0351-4225511
isani@xxx.com

Córdoba, 12th July, 2003

Position: Technician in Business Administration

Dear Ms Marteen,

I am writing this letter which I attach to my curriculum vitae to apply for the position as Technician in Business Administration in your Human Resources Department, which you advertised in “La Voz del Interior” on 23rd June.

I consider that my application can be of your interest as I meet the requirements you are asking for. As my curriculum vitae shows, I have had 4-year experience in designing and controlling working areas in ALMACENAJE Y REPARTO S.A., where I have been responsible for the execution and development of projects of reconversion of the human resources in the company.

I have known your company since I began my studies in Specific Professional Formation as an exemplary organization in project quality. Since then, I have had an interest in becoming a member of your staff.

I hope you consider my curriculum vitae and I would appreciate the opportunity to discuss the details of my previous experience at your convenience.

I am looking forward to your answer. // I am looking forward to hearing from you.

Sincerely, (Nota: *Usamos este saludo final cuando sabemos el nombre de nuestro destinatario*)

Ignacio Sani

Cover Letter 2

Buenos Aires,

Dear Sir/Madam,

*I have been training for years to increase the sales in your company.
Call me! I am available.*

My name is Walter w. Walter and I am a "Salesperson." I am writing to you in relation to the job opening advertised in(donde apareció el aviso) on ... (fecha) which makes reference to the search of a person with my profile.

I am naturally trained for selling, attaining objectives, effective dealing with clients and good management of interpersonal relations. In addition, my excellent performance with internal working groups characterizes a productive action.

My CV details these skills, studies and personal references.

I am able to satisfy your needs and, as I am applying for a position I know and perform with excellence, I know I can be useful for your company.

I am looking forward to hearing from you.

Faithfully, (Nota: *Usamos este saludo final cuando NO sabemos el nombre de nuestro destinatario*)

Walter W. Walter

Tel: AB12-3434

P/S: I am a "Salesperson," I know the job and I accompany my performance with my CV and very good references.

Cover Letter 3

Buenos Aires,

Dear Sir/Madam,

My name is Walter w. Walter and I am writing to you in relation to the job opening advertised in (donde apareció el aviso) on ... (fecha) which makes reference to the search of a salesperson.

I have an innate ability to sell, shown by the achievement of marketing objectives, sales quota and clients' loyalty. In addition, I can show an excellent performance with colleagues in the sales team, basic qualities that characterize an efficient job.

The enclosed CV shows, in detail, my previous working experience, my studies and personal references.

Finally, I would like to mention my interest in getting this job as it is a job I know and perform well. Therefore, I would like to contribute with my experience and to develop myself in your company. I am available for an interview so as to expand what I have mentioned.

Faithfully,

Walter W. Walter

Tel: AB12-3434

P/S: You need a salesperson. I know the job and I prove my excellent performance with my CV and references.

Entrevista Laboral. Traditional Job Interview Questions.

It is best to prepare some answers to potential questions beforehand, but you don't have to memorize your answers. You can have an outline or script ready. Here is a list of sample interview questions job-seekers can expect for more traditional interviews:

1. How would you describe yourself?
2. Why did you leave your last job?
3. What are your long range and short-range goals and objectives?
4. What specific goals other than those related to your occupation?
5. What do you see yourself doing five years from now? Ten years from now?
6. What do you really want to do in life?
7. What are your long-range career objectives?
8. How do you plan to achieve your career goals?
9. What are the most important rewards you expect in your career?
10. Can you explain this gap in your employment history?
11. How well do you work with people? Do you prefer working alone or in teams?
12. How would you evaluate your ability to deal with conflict?
13. Have you ever had difficulty with a supervisor? How did you resolve the conflict?
14. What do you consider to be your greatest strengths and weaknesses?
15. How would a good friend describe you?
16. Describe the best job you've ever had.
17. Describe the best supervisor you've ever had.
18. What would your last boss say about your work performance?
19. What motivates you to go the extra mile on a project or job?
20. Why should I hire you?
21. What makes you qualified for this position?
22. How do you determine or evaluate success?
23. In what ways do you think you can make a contribution to our company?

24. Do you have any hobbies? What do you do in your spare time?
25. Have you ever been fired or forced to resign?
26. What qualities should a successful manager possess?
27. Do you consider yourself a leader?
28. What are the attributes of a good leader?
29. Describe the workload in your current (or most recent) job.
30. Which is more important: creativity or efficiency? Why?
31. What's the most recent book you've read?
32. Describe the relationship that should exist between the supervisor and those reporting to him or her?
33. What two or three accomplishments have given you the most satisfaction? Why?
34. Describe the most rewarding experience of your career so far.
35. In what kind of work environment are you most comfortable?
36. How do you work under pressure?
37. Are you good at delegating tasks?
38. What's one of the hardest decisions you've ever had to make?
39. How well do you adapt to new situations?
40. What can you tell us about our company?
41. What interests you about our products?
42. What do you know about our competitors?
43. Are you willing to relocate?
44. Are you willing to travel for the job?
45. What major problem have you encountered and how did you deal with it?
46. What have you learned from your mistakes?
47. What have you accomplished that shows your initiative and willingness to work?

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Atribución-No Comercial-Sin Derivadas

Se permite descargar esta obra y compartirla, siempre y cuando no sea modificado y/o alterado su contenido, ni se comercialice. Referenciarlo de la siguiente manera:

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