

# 8.1

# Work experience

## Lesson outcome

Learners can talk about their previous work experience.

**Lead-in** 1 Think of someone you like working with. Say why you like working with him/her.

calm hard-working friendly funny intelligent organised polite reliable

*I like working with my manager. She's organised and helpful.*

## Vocabulary Skills and personal qualities

2 Read the blog post from a job website and answer the questions.

- 1 Who did the blog writer interview? Why?
- 2 What two things are good to talk about at a job interview?
- 3 What can people with no work experience do at an interview?

### What employers want

We interviewed 100 employers about the skills and qualities they want when recruiting employees. Here are the top eight:

- |                             |                   |
|-----------------------------|-------------------|
| 1 good communication skills | 5 IT skills       |
| 2 organised                 | 6 motivated       |
| 3 team worker               | 7 hard-working    |
| 4 analytical                | 8 language skills |

They also say it's important that employees are reliable, know about the company's products and have a friendly personality.

### Top Tip!

Next time you have a job interview, prepare to talk about real-life examples of the skills and personal qualities that are important for the job. For example, 'I'm very analytical. I've **analysed** sales data and **written** sales reports.' Or 'I'm a team worker. I've **worked** in international teams to solve problems on projects.' Or 'I'm very organised. I've **never missed** an important deadline.'

If you **haven't had** any work experience, give other examples from your life, interests and studies. For example, 'I have excellent communication skills. I've **written** blogs for a website.' Or 'I'm a good communicator and team worker. I've **given** many team presentations in my university classes.'

★ 3 Complete the table with the skills/qualities (1-8) in the blog post.

What employers want	Examples
1 _____	complete tasks on time, meet deadlines
2 _____	express ideas well when speaking and writing, listen to others
3 _____	work with other people on projects
4 _____	assess information, analyse data, solve problems
5 _____	speak German, English and Spanish
6 _____	use Microsoft Word and Excel
7 _____	have a positive 'can-do' attitude to work
8 _____	make a lot of effort to do a good job

★ 4 Match the correct skill/quality (1-8) in the blog post with the sentences (a-h).

- a I do a lot of work when I'm at the office.
- b I can work with many different software programs.
- c I try to solve problems in a logical way.
- d I know how to give a clear presentation and explain my ideas.
- e I'm good at planning things.
- f I can read emails in Portuguese.
- g I really want to achieve success in my work.
- h I work well with colleagues in my department.

5 Look at page 124. Complete the questionnaire with your own examples.

## Communicative grammar

## TALKING ABOUT EXPERIENCES

→ Grammar reference: page 111

- + I've written sales reports.  
You've worked in international teams.  
She's given many presentations.
- I've never missed an important deadline.  
You haven't had any work experience.  
He hasn't had much experience in sales.

? Have you ever written blogs? Yes, I have. / No, I haven't.  
Has she worked on international projects? Yes, she has. / No, she hasn't.

## ★ 6 Complete the sentences with the correct form of the verbs in brackets.

They <sup>1</sup> \_\_\_\_\_ (work) in over ten countries. He <sup>2</sup> \_\_\_\_\_ (not have) much experience in the UK, and she <sup>3</sup> \_\_\_\_\_ (not write) any reports in English.

I <sup>4</sup> \_\_\_\_\_ (give) lots of sales presentations with this software, and you have <sup>5</sup> \_\_\_\_\_ (use) a similar program. However, I <sup>6</sup> \_\_\_\_\_ (never present) in a large organisation.

## ★ 7A Put the words in the correct order to make questions.

- ever / a team / managed / you / Have / ? \_\_\_\_\_
- for / many / have / companies / you / How / worked / ? \_\_\_\_\_
- or region / you / Have / lived in / another country / ever / ? \_\_\_\_\_
- you / in an international / Have / team before / worked / ? \_\_\_\_\_
- Have / in English / ever / written emails / you / ? \_\_\_\_\_
- for / Where / travelled / have / work / you / ? \_\_\_\_\_

## B Match the answers (a-f) with the questions (1-6) in Exercise 7A.

- |   |   |
|---|---|
| a No, I haven't. I've only lived in this country.                   | d Yes, I have. I manage a team in my current job.                       |
| b I've worked for three different companies since university.       | e Yes, I have. Our company has lots of European and Japanese employees. |
| c I've travelled a lot around Germany and visited our Paris office. | f Yes, I have. I write them for our UK sales team.                      |

★ T Teacher's resources: extra activities

## ★ VIDEO 8A Watch the start of the video. What type of companies do the two speakers work for?



## B Watch the complete video. What skills and personal qualities does each person need? Write James (J), Polly (P) or Dan (D) next to the words in the box.

analytical skills   communication skills   decisive   organised  
positive attitude   reliable   team worker   write well

## C Watch the interview again. Complete the notes.

James has worked for <sup>1</sup> \_\_\_\_\_ companies as a <sup>2</sup> \_\_\_\_\_ and an editor. He's also <sup>3</sup> \_\_\_\_\_ his own company. James was an English teacher in Malta for <sup>4</sup> \_\_\_\_\_ years. He also worked in Valencia, Spain, from <sup>5</sup> \_\_\_\_\_ to \_\_\_\_\_. He worked in Singapore as an editor for <sup>6</sup> \_\_\_\_\_ months.

Polly has worked in Amsterdam, Eindhoven, <sup>7</sup> \_\_\_\_\_ and Paris. In Paris, she spent <sup>8</sup> \_\_\_\_\_ months working on a <sup>9</sup> \_\_\_\_\_ project.

Dan set up the advertising agency <sup>10</sup> \_\_\_\_\_ years ago. He worked for <sup>11</sup> \_\_\_\_\_ large businesses before Creature. The team at Creature are very <sup>12</sup> \_\_\_\_\_.

## 9 Work in pairs. Ask and answer the questions in Exercise 7A.

*Yes, I have. I've written emails to suppliers in China.*

*No, I've never been to another country for work but I've been to lots of places on holiday.*

TASK







## 8.2 The best person for the job

### Lesson outcome

Learners can compare people's skills and experience and choose the best person for a job.

### Lead-in 1 Look at the job advertisements. Where do companies usually advertise vacancies?

We have these vacancies. If you are interested, please click the link below.

	<b>Sales Consultant</b> GF Hospitality Group, London	<a href="#">View Job &gt;</a>
	<b>Sales Assistant</b> Townsend's Logistics, Birmingham	<a href="#">View Job &gt;</a>
	<b>Sales Executive</b> Middleton Pharmaceuticals, Coventry	<a href="#">View Job &gt;</a>
	<b>Sales Manager</b> Danotex Chemicals, Birmingham	<a href="#">View Job &gt;</a>

### Vocabulary Job requirements

#### 2A Read the email from Dan Baker to Elsa Hernández at Danotex Chemicals. What does Dan want Elsa to do?



**From:** Dan Baker  
**To:** Elsa Hernández  
**Subject:** Sales Manager Vacancy

Hello Elsa,

Here's a list of the skills and experience we need for the Sales Manager **vacancy**. Can you put these details in the job **advertisement**?

#### Essential skills and experience

- has Sales Manager or Sales Representative experience
- has managed staff
- has worked in chemical or related industry
- has excellent communication and negotiation skills
- is a team worker

#### Useful skills and experience

- has a **degree** in business administration or a similar university **qualification**
- can speak languages, especially German
- has experience in international sales

Can you **choose** the best **candidates** for me to interview? Let's talk on the phone after you speak to them.

Best wishes,

Dan Baker

Assistant Sales Director



Danotex Chemicals

#### B What is the difference between 'essential' and 'useful' skills?

## ★ 3 Choose the correct option, a, b or c.

- We have two \_\_\_\_\_ in our production department at the moment.  
a advertisements    b qualifications    c vacancies
- There are a lot of \_\_\_\_\_ for IT jobs on this website.  
a advertisements    b qualifications    c vacancies
- We need staff with \_\_\_\_\_ in science, engineering and technology.  
a advertisements    b qualifications    c vacancies
- Language skills are \_\_\_\_\_ for the job, but not essential.  
a excellent    b similar    c useful
- It's important to \_\_\_\_\_ the best person for the job.  
a need    b choose    c manage
- There are ten \_\_\_\_\_ for this new job.  
a candidates    b degrees    c vacancies
- Why did you study for a \_\_\_\_\_ in economics?  
a candidate    b experience    c degree
- You need strong analytical skills. They are \_\_\_\_\_ in this job.  
a excellent    b essential    c similar

Teacher's resources:  
extra activities

## Listening Choosing job candidates

## ★ 4A 8.01 Listen to Dan's conversation with Elsa. Who is going to interview the candidates?

B Listen again and complete the profile for each candidate.

	Vicki Grant	Sam Gowan	Isaac Lange
Impression of candidate	Very friendly, good <sup>1</sup> _____ skills.	Knows a lot about our company, good <sup>4</sup> _____ skills.	Good team worker, has a ' _____ personality.
Essential	<sup>2</sup> _____ years' experience in sales, manages a team of twelve staff.	Three years' experience in sales, manages a team of <sup>3</sup> _____ staff.	<sup>8</sup> _____ years' experience in sales, manages a team of twenty staff.
Useful	Works in pharmaceutical industry, degree in chemistry, speaks <sup>3</sup> _____.	Works for a <sup>6</sup> _____ chemical company, has business degree, has worked in Germany, excellent German.	Works for paint manufacturer, has travelled for work, <sup>9</sup> _____ German.



→ page 101 See Pronunciation bank: 8.2 The vowel /ɒ/. The letter 'o' as /ɒ/, /əʊ/ and /ʌ/

## ★ 5 Look at the information about the candidates in 4B. Complete true sentences with the positive or negative form of the verbs in brackets.

- Vicki hasn't worked (work) in the chemical industry.
- She \_\_\_\_\_ (study) German, but she \_\_\_\_\_ (study) French.
- Sam \_\_\_\_\_ (live) and \_\_\_\_\_ (work) in another country.
- Sam \_\_\_\_\_ (work) for a bigger company than Danotex.
- Isaac \_\_\_\_\_ (have) the most experience as a sales manager.
- Isaac \_\_\_\_\_ (travel) for work.
- Vicki and Sam \_\_\_\_\_ (go) to university but Isaac \_\_\_\_\_.
- Sam \_\_\_\_\_ (work) in the chemical industry but Vicki and Isaac \_\_\_\_\_.

## Speaking 6A Describe each candidate's experience.

*Vicki has a degree in chemistry. She has worked in pharmaceutical industry and has managed a team. She can speak ...*

## B Work in pairs. Compare your sentences from Exercise 6A. Who do you think is the best candidate for the job? Why?

*I think Sam is the best candidate. He's worked in Germany and he's had experience in the chemical industry.*



## 8.3 Professional profiles

### Lesson outcome

Learners can write a simple profile for a professional website.

**Lead-in 1** Which of these photos would be best for 1) a social media website, 2) a professional website? Why?



**★ Reading 2** Label the online parts of the online profile with the words and phrases in the box.

Current job Full name Job title Location Past positions Qualifications Skills summary

1 Full name



Elsa Hernández Garcia

Human Resources Manager  
Birmingham, UK

2

3

Motivated, organised and creative HR Manager. I **have worked** in large organisations across different industries. I am friendly, a team worker and have excellent communication skills. I **have designed** HR strategies, **organised** staff recruitment and **managed** HR teams for companies. I **have also worked** on projects with other departments and **planned** training programmes.

4

Specialties and interests: HR Strategy • Recruitment • Talent Management • Employee Relations

5

### Experience



**Human Resources Manager**  
Danotex Chemicals  
Birmingham, UK  
Feb 2019–present date

I am responsible for HR operations across the UK. I design HR strategy, organise recruitment and staff-training programmes. I work on projects with other department managers.



**HR Officer**  
CUG Engineering Group  
Leicester, UK  
Jan 2016–Feb 2019

I **worked** for CUG Engineering for three years. I **was** responsible for recruitment in the UK. I **designed** the company's internship programme in 2017 and **trained** interns. I **managed** a small HR team.

6



**Recruitment Specialist**  
Oscar Lane Recruitment International  
London, UK  
Sept 2013–Dec 2015

I **was** responsible for recruiting across Europe. I **advertised** vacancies and **interviewed** and **recruited** candidates for our clients.

### Education



**Master's in Human Resources Management**  
Filton Business School  
2015–2018



**BA (Hons) Degree in Psychology**  
Drumford University  
2009–2012

7

### TALKING ABOUT EXPERIENCES AND COMPLETED PAST EVENTS

→ Grammar reference: page 113

#### + Experiences

I **have worked** in large organisations across different industries.  
I **have organised** staff recruitment for companies.

#### + Completed past events

I **worked** for CUG Engineering **for three years**.  
I **designed** the company's internship programme **last year**.

→ page 101 See Pronunciation bank: Silent letters

### ★ 3 Choose the correct option to complete the sentences.

- 1 She *has worked* / *worked* for several companies in this industry. She *has started* / *started* working for this company two years ago.
- 2 He *has been* / *was* a Project Manager with Danotex Chemicals from 2017 to 2020. He *had* / *has had* a lot of management experience.
- 3 I *have studied* / *studied* web design in 2018. I *have designed* / *designed* e-commerce websites for over fifty corporate clients.
- 4 She *has been* / *went* to Germany on business many times. She *has been* / *went* there again last month to visit clients.
- 5 I *have managed* / *managed* many international teams in my career. I *have worked* / *worked* on a difficult project last year.

### ★ 4 Complete the sentences with the correct form of the verbs in brackets.

- 1 She \_\_\_\_\_ (finish) her degree two years ago. Then she \_\_\_\_\_ (spend) a year working in France.
- 2 I \_\_\_\_\_ (write) marketing materials for different companies. In 2018 I \_\_\_\_\_ (start) my own marketing blog.
- 3 Susan \_\_\_\_\_ (work) on many projects. She \_\_\_\_\_ (produce) many creative solutions on the last project.
- 4 He \_\_\_\_\_ (organise) several events. Last year he \_\_\_\_\_ (help) to prepare the annual sales conference.

★ T Teacher's resources:  
extra activities

### ★ 5 Complete the parts of a profile with the correct form of the verbs in brackets.

I am a confident, experienced Retail Sales Manager with excellent customer service skills.

I <sup>1</sup> \_\_\_\_\_ (work) for several companies in the retail industry. I <sup>2</sup> \_\_\_\_\_ (manage) and <sup>3</sup> \_\_\_\_\_ (motivate) large teams of sales staff. I <sup>4</sup> \_\_\_\_\_ (train) staff to give excellent customer service.

From 2016 to 2019 I <sup>5</sup> \_\_\_\_\_ (be) the Assistant Manager in a large department store. I <sup>6</sup> \_\_\_\_\_ (interview) and <sup>7</sup> \_\_\_\_\_ (recruit) sales staff during the time I was there. I also <sup>8</sup> \_\_\_\_\_ (help) staff when they <sup>9</sup> \_\_\_\_\_ (have) questions and problems. I <sup>10</sup> \_\_\_\_\_ (prepare) training sessions. I <sup>11</sup> \_\_\_\_\_ (analyse) sales data and <sup>12</sup> \_\_\_\_\_ (write) monthly reports.

### Writing 6 Choose an option. Either: Imagine yourself in five years' time. Use the form below to write a profile. You can invent information. Or: Imagine you are Jay Peters. Look at page 127.

 Your photo	FULL NAME	_____
	JOB TITLE (you have or want)	_____
	LOCATION	_____
	EXPERIENCE (current job)	_____
	EXPERIENCE (past positions)	_____
	EDUCATION	_____