

8.4 Work skills: A job interview

1

skills: excellent communication skills; personal qualities: enthusiastic and motivated; experience: at least two years' customer service experience

2

team leader in customer services for a retail company

3A

1 F 2 T 3 F 4 T 5 T 6 F 7 F 8 T

3B

- 1 Angela's first job was as a ~~Personal Assistant (PA)~~ **shop assistant**.
- 3 She says ~~speaking~~ **listening** is the most important communication skill.
- 6 She says her job can sometimes be stressful when customers are ~~bored~~ **angry**.
- 7 She wants to work for the bank because it has an excellent reputation for ~~social media~~ **customer service**

4A

1 tell 2 strengths 3 helped 4 had 5 want
6 leave 7 see 8 questions

4B

1 c 2 d 3 e 4 h 5 a 6 g 7 b 8 f

Extra activities 8.4

A

- 1 started, moved
2 experience
3 set
4 good
5 done
6 problems
7 develop
8 reputation

B

- a work b What c for d motivate
e people f Where

C

- a 1 b 2, 4, 5 c 8 d 3 e 6 f 7

8.5 Business workshop: The interviewer and the candidate

1

a About our company **b** Your role and responsibilities **c** Your skills and experience

2

Suggested answers

Essential skills/personal qualities:

Previous management experience in transport operations

IT skills – the Operations Manager needs to use software programs

analytical – the person needs good problem-solving skills

organised – the person needs to meet project deadlines

communication skills – the person needs to manage and motivate managers and staff and deal with clients

Useful skills/personal qualities:

Language skills are not mentioned in the job advertisement.

hard-working, motivated, team worker – these are not obvious from the job advert but are always useful qualities to have.

3

1 c 2 d 3 b 4 a 5 e

4

1 Have you ever worked 2 Have you managed

3 Have you ever dealt with 4 Have you used

5 Have you ever worked