

## TEST 3

### PART 1

SALLY:	Good morning. Thanks for coming in to see us here at the agency, Joe. I'm one of the agency representatives, and my name's Sally Baker.	
JOE:	Hi Sally. I think we spoke on the phone, didn't we?	
SALLY:	That's right, we did. So thank you for sending in your CV. We've had quite a careful look at it and I think we have two jobs that might be suitable for you.	
JOE:	OK.	
SALLY:	The first one is in a company based in North London. They're looking for an administrative assistant.	
JOE:	OK. What sort of company is it?	
SALLY:	They're called Home Solutions and they design and make <u>furniture</u> .	Q1
JOE:	Oh, I don't know much about that, but it sounds interesting.	
SALLY:	Yes, well as I said, they want someone in their office, and looking at your past experience it does look as if you fit quite a few of the requirements. So on your CV it appears you've done some data entry?	
JOE:	Yes.	
SALLY:	So that's one skill they want. Then they expect the person they appoint to attend <u>meetings</u> and take notes there ...	Q2
JOE:	OK. I've done that before, yes.	
SALLY:	And you'd need to be able to cope with general admin.	
JOE:	Filing, and keeping records and so on? That should be OK. And in my last job I also had to manage the <u>diary</u> .	Q3
SALLY:	Excellent. That's something they want here too. I'd suggest you add it to your CV – I don't think you mentioned that, did you?	
JOE:	No.	
SALLY:	So as far as the requirements go, they want good computer skills, of course, and they particularly mention spreadsheets.	
JOE:	That should be fine.	
SALLY:	And interpersonal skills – which would be something they'd check with your references.	
JOE:	I think that should be OK, yes.	
SALLY:	Then they mention that they want someone who is careful and takes care with <u>details</u> – just looking at your CV, I'd say you're probably alright there.	Q4
JOE:	I think so, yes. Do they want any special experience?	
SALLY:	I think they wanted some experience of teleconferencing.	
JOE:	I've got three years' experience of that.	
SALLY:	Let's see, yes, good. In fact they're only asking for <u>at least one year</u> , so that's great. So is that something that might interest you?	Q5
JOE:	It is, yes. The only thing is, you said they were in North London so it would be quite a long commute for me.	
SALLY:	OK.	
SALLY:	So the second position might suit you better as far as the location goes; that's for a warehouse assistant and that's in South London.	
JOE:	Yes, that would be a lot closer.	
SALLY:	And you've worked in a warehouse before, haven't you?	
JOE:	Yes.	

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SALLY:	So as far as the responsibilities for this position go, they want someone who can manage <u>the</u> stock, obviously, and also <u>deliveries</u> .	Q6
JOE:	That should be OK. You've got to keep track of stuff, but I've always been quite good with numbers.	
SALLY:	Good. <u>that's</u> their first requirement. And they want someone who's computer literate, which we know you are.	
JOE:	Sure.	
SALLY:	Then they mention organisational skills. They want someone who's well organised.	
JOE:	Yes, I think I am.	
SALLY:	And <u>tidy</u> ?	Q7
JOE:	Yes, they go together really, don't they?	
SALLY:	Sure. Then the usual stuff; they want someone who can communicate well both orally and in <u>writing</u> .	
JOE:	OK. And for the last warehouse job I had, one of the things I enjoyed most was being part of a <u>team</u> . I found that was really essential for the job.	Q8
SALLY:	Excellent. Yes, <u>they</u> do mention that they want someone who's used to that, yes. Now when you were working in a warehouse last time, what sorts of items were you dealing with?	
JOE:	It was mostly bathroom and kitchen equipment, sinks and stoves and fridges.	
SALLY:	So you're OK moving <u>heavy</u> things?	Q9
JOE:	Sure. I'm quite strong, and I've had the training.	
SALLY:	Good. Now as far as experience goes, they mention they want someone with a licence, and that you have experience of driving in London – so you can cope with the <u>traffic</u> and so on.	
JOE:	Yes, no problem.	
SALLY:	And you've got experience of warehouse work ... and the final thing they mention is <u>customer</u> service. I think looking at your CV you're OK there.	Q10
JOE:	Right. So what about pay? Can you tell me a bit more about that, please ...	