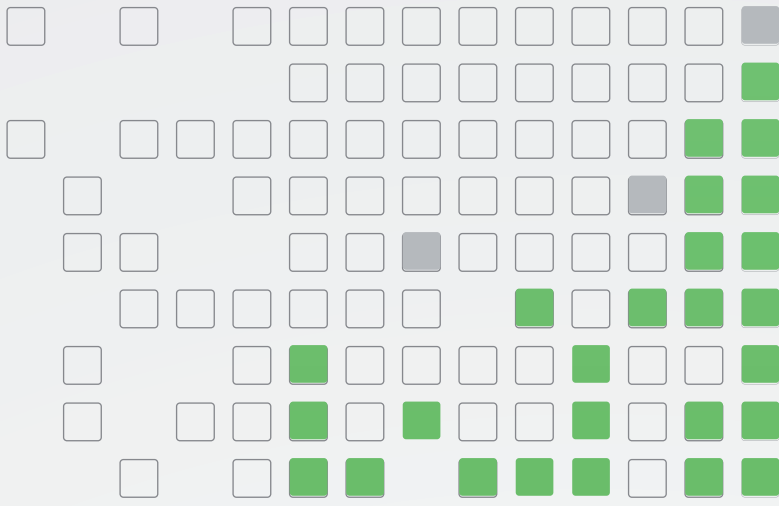




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# JOB INTERVIEW

business english course



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## Teacher's tips

### Lessons 1-5

Plan of the lesson:

#### 1. Warm-up: (3-5 min)

Here we read and discuss the quote. Try to motivate your student. Announce the topic and aim of the lesson.

#### 2. Main part:

##### a) Home task (3-5 min)

Ask student some words that he/she had to learn, check and analyze mistakes from prepared answers to the questions.

##### b) Useful vocabulary (5-7 min)

Read and translate useful vocabulary. Make some interesting sentences for translation.

##### c) Useful collocations (5-7 min)

Read and translate useful collocations. Make some interesting sentences for translation.

##### d) Practice (20-25 min)

Role play. Here we read and answer questions. You need to lead your student to correct answer. Do not forget to correct mistakes and write unknown words in Skype. Make student use words from useful vocabulary and useful collocations.

P.S. There is a chance that you will need to give a student some grammar to revise. For this topic, you will need:

#### Lesson 1:

1. The verb TO BE (Englishdom grammar pre-intermediate Lesson 1 p. 2)
  2. The verb TO HAVE (Englishdom grammar pre-intermediate Lesson 2 p. 3)
  3. Present simple tense (Englishdom grammar pre-intermediate Lesson 3 p. 4)
- Do not explain grammar. Give some grammar home task.

#### Lesson 2:

1. Simple tenses (Englishdom grammar pre-intermediate Lesson 14 p. 17)

#### Lesson 3:

1. Modal verbs (Englishdom grammar pre-intermediate Lesson 4-7 p. 7-11)

#### 3. End of lesson

Give home task. Point out the importance of video lesson (Link under home task). Here you also need to say about **useful tips**. Student has to read it.

**Optionally:** if student doesn't have a resume – cut practice time to explain the student main points of resume writing + student has to write a resume as a part of his/her home task (Use prepared resume file).

## **Lessons 5-8**

Plan of the lesson:

### **1. Warm-up: (3-5 min)**

Here we read and discuss the quote. Try to motivate your student. Announce the topic and aim of the lesson.

### **2. Main part:**

#### **a) Home task (3-5 min)**

Ask student some words that he/she had to learn, check and analyze mistakes from prepared answers to the questions.

#### **b) Practice (25-30 min)**

Role play. There is a list of questions in each lesson. Practice all of them. Make student be confident in his/her answers. You need to lead your student to correct answer. Do not forget to correct mistakes and write unknown words in Skype. Make student use words from useful vocabulary and useful collocations.

### **3. End of lesson**

Give home task. Point out the importance of video lesson (Link under home task).

## **Lesson 8**

This is the last lesson. Do not forget to motivate the student at the end of the course. There is some nice motivating text in lesson 8. You need to encourage student. Make positive feedback and wish student good luck!

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## Lesson 1a

### About yourself

*Whenever you are asked if you can do a job,  
tell them, 'Certainly, I can!'—and get busy and find out how to do it."*

**Theodore Roosevelt**  
26th president of US (1858 - 1919)

#### Active vocabulary

1. accurate	точный
2. active	активный
3. adaptable	адаптируемый
4. broad-minded	широкого кругозора
5. competent	компетентный
6. conscientious	добросовестный
7. determined	решительный
8. honest	честный
9. outgoing	общительный
10. reliable	надежный
11. self disciplined	дисциплинированный
12. sense of humor	чувство юмора
13. successful	успешный
14. tactful	тактичный
15. trustworthy	заслуживающий доверия

#### Useful collocations

1. **to be good in figures** – хорошо справляться с цифрами
2. **to be a people person** – быть открытым, общительным человеком
3. **to be a good listener** – уметь хорошо слушать
4. **to have a "can do" attitude** – иметь жизненную позицию «смогу!»
5. **work well in team** – работать хорошо в команде
6. **have an eye for detail** – быть внимательным к деталям
7. **get the best out of other people** – получать лучшее от других людей
8. **be good at using your own initiative** – уметь хорошо использовать собственную инициативу
9. **be able to meet tight deadlines** – быть способным придерживаться плотного графика
10. **keep calm under pressure** – быть спокойным под давлением

## **The list of questions:**

### **1. Tell me about yourself**

The most often asked question in interviews. You must prepare this answer beforehand and think about everything that can be helpful. Talk about things you have done and jobs you have had. Start with the first important information up to the present.

### **2. Are you a team player?**

You are, of course, a team player. Be sure to have examples ready. Here should be the information that shows your work for the good of the team rather than for yourself. This is a good example of your team work.

### **3. Why should we hire you?**

Show how you meet what the organization needs. Do not mention any other candidates to make a comparison.

### **4. What irritates you about co-workers?**

This is a trap question. Think very hard but do not mention anything that irritates you. A short statement that you seem to get on with different people is great.

### **5. What is your greatest strength?**

Numerous answers are good, just stay positive. A few good examples: Your ability to find key points, Your problem-solving skills, Your ability to work under pressure, Your ability to focus on projects, Your professional qualities, Your leadership skills, Your positive attitude .

### **6. What kind of person would you refuse to work with?**

Do not be trivial. You should mention disloyalty to the organization, violence or lawbreaking to answer this question.

### **7. Tell me about your ability to work under pressure.**

You may say that you never panic and do everything to solve a problem. Give an example that relates to the type of position applied for.

### **8. What motivates you to do your best on the job?**

This is a personal feature that only you can say, but good examples are: Challenge, Achievement, and Recognition

## 9. Do you have any blind spots? (негативные стороны)

Trick question. If you know about your blind spots, they are no longer blind spots. Do not think about real negative sides. Say that you are too hardworking and responsible.

## 10. Are you an ambitious person? In what way?

Here you need to tell about your goals that you've already achieved and that you would like to achieve in future. Think about it and talk about real tasks that can improve you like a person and good employee.

**Home task:** To learn the useful vocabulary and collocations. To write and send to the teacher answers to each question in the list. To be prepared to answer each of these questions.

<http://www.youtube.com/watch?v=qR-lhZJOq3U>

### USEFUL TIPS

<http://www.englishdom.com/profile/top/business-tips/getting-ready-for-interview/>

#### First Impressions

The first impression you make on the interviewer can decide the rest of the interview. It is important that you introduce yourself, shake hands, and be friendly and polite. The first question is often a «breaking the ice» type of question. Don't be surprised if the interviewer asks you something like:

- How are you today?
- Did you have any trouble finding us?
- Isn't this great weather we're having?

This type of question is common because the interviewer wants to put you at ease (help you relax). The best way to respond is in a short, friendly manner without going into too much detail.

Examples of correct responses	Examples of incorrect responses:
<p><b>Interviewer:</b> How are you today? <b>You:</b> I'm fine, thank you. And you? OR <b>Interviewer:</b> Did you have any trouble finding us? <b>You:</b> No, the office isn't too difficult to find. OR <b>Interviewer:</b> Isn't this great weather we're having? <b>You:</b> Yes, it's wonderful. I love this time of year.</p>	<p><b>Interviewer:</b> How are you today? <b>You:</b> So, so. I'm rather nervous actually. OR <b>Interviewer:</b> Did you have any trouble finding us? <b>You:</b> As a matter of fact it was very difficult. I missed the exit and had to return via the highway. I was afraid I was going to be late for the interview. OR <b>Interviewer:</b> Isn't this great weather we're having? <b>You:</b> Yes, it's wonderful. I can remember this time last year. Wasn't it awful! I thought it would never stop raining!</p>

# Job Interviewing

## Lesson 1b

### Materials: Vocabulary Words (Word Document) and Website

**Goal:** Assess Student, Introduce Vocabulary, Web Links, Student's Self-Assessment of Positive Traits

1. What is the student's experience with interviewing? None 1-3 interviews More than 3
2. What is the student's present status?  
In college? Which level? Major field of study?  
College graduate? Bachelor's? Master's? Higher?
3. Has the student prepared a resume? (If no, encourage the student to prepare a resume.)
4. Has the student prepared a cover letter? (If no, explain to the student that we can provide a resource link to assist with a cover letter.)
5. Introduce the Vocabulary List. Look at the list together. Which words does he/she need help with? Discuss meanings. (encourage the use of google translator or [www.dictionary.com](http://www.dictionary.com))
6. Activity: The student and teacher will choose positive traits that reflect this student. The student will give concrete examples to show how he/she fits this trait. Example: The student says he is punctual. I was always punctual to my college classes and received an award for this when I graduated. The student says she is reliable. When my professor gave an assignment to be completed with group members, the others could rely on me to complete my part of the assignment.
7. Show the student the list of action verbs to be used when describing accomplishments or completed tasks during the job interview. These verbs are important to use in a job resume as well. Examples: Managed the payroll or Provided customer service or Maintained inventory. Have the student name one accomplishment using an action verb.
8. Introduce this website to the student:

[www.career.vt.edu/interviewing/AskQuestions.html](http://www.career.vt.edu/interviewing/AskQuestions.html)

Click on the website and send link to the student.

Show the student the different links he/she can click on, such as attire/dress, handshakes, quick tips for interview success, don's/do not's

### Home Task:

1. From this website, the student should become familiar with the site. Read the do's and do not's, attire, handshakes, tips for interview success.
2. Continue to list more (3) positive traits and examples.
3. List at least 3 job achievements or accomplishments. Use action verbs from the list. If the student is still in school, then he/she can list achievements from school years.



## Lesson 2a

### Education and Experience

*"The difference between a job and a career is the difference between 40 and 60 hours a week."*  
**Robert Frost**

#### Active Vocabulary

1. accomplished	выполнил,
2. administered	руководил
3. advised	рекомендовал
4. applied	применял
5. approved	утверждал
6. arranged	организовывал
7. assisted	ассистировал
8. attained	достигнул
9. completed	завершил
10. coordinated	координировал
11. created	создал
12. dealt	договорился
13. developed	разработал
14. increased	увеличил
15. overcame	преодоле

#### Useful phrases

1. **major accomplishment** – крупное достижение
2. **a thirst for knowledge/education/information** - огромное желание обрести знания, учиться, получать информацию.
3. **to be able to work without supervision** – быть способным работать самостоятельно.
4. **to be able to handle multiple projects simultaneously** – быть способным справляться с несколькими заданиями одновременно.
5. **to have short and long-term goals** – иметь краткосрочные и долгосрочные цели.
6. **to have extensive experience** – иметь большой опыт.
7. **to have first-hand experience** – иметь первый собственный опыт.
8. **to have rich educational background** – иметь солидное образование.
9. **with the benefit of experience** – базируясь на полученном опыте
10. **long range planning** – перспективное планирование

## Questions:

### 1. Tell me please about your educational background and working experience.

Think about everything that can be useful. Mention all the jobs that can show your qualification and do not be modest. Say about the achieved goals and made projects. You need “to sell” your achievements.

### 2. What experience do you have in this field?

Speak about everything that is useful for this position. If you do not have specific experience, get as close as you can.

### 3. What have you done to improve your knowledge in the last year?

Try to include improvement activities that are connected to job. Different interesting activities can be mentioned as positive self-improvement.

### 4. What would your previous supervisor say your strongest point is?

There are numerous good possibilities: Loyalty, Energy, Positive attitude, Leadership, Team player, Expertise, Initiative, Patience, Hard work, Creativity, Problem solver

### 5. Tell me about a problem you had with a supervisor?

Biggest trap of all. This is a test to see if you will speak badly of your boss. Do not say about anything that can show that your ex- boss was not right or bad. Stay positive and say that you do not remember about any trouble with a supervisor.

### 6. What has disappointed you about a job?

Don't get trivial or negative. You can mention: not enough of a challenge, dead-end job, and no job satisfaction.

### 7. What have you learned from mistakes on the job?

Here you have to remember something that you did wrong but then improved your skills and corrected a mistake. Think about small mistake that was just an accident and say about a positive lesson learned.

### 8. Tell me about a time when you helped to resolve a dispute between others.

Pick a specific incident. Concentrate on what you did, but not on the problem itself.

## 9. What has been your biggest professional disappointment?

Be sure that you talk about something that was beyond your control. Show that you understand everything and do not show negative feelings.

## 10. Tell me about the most fun you have had on the job.

Talk about having fun by doing something for the organization.

### Home task:

To learn the useful vocabulary and collocations. To write and send to the teacher answers to each question in the list. To be prepared to answer each of these questions.

<http://www.youtube.com/watch?v=vVEQDI4-iK4>

### USEFUL TIPS

<http://www.englishdom.com/profile/top/business-tips/talking-about-accomplishments/>

What is the most important?

Talking about your experience and credentials (qualifications) is the most important part of any job interview. Your qualifications include your education from High School on and any special training you may have done in the past. Your experience is any work that you have done that is directly or indirectly related to the job you are applying for.

Education

Remember that your education took place in the past. Therefore you need to use the past tenses, for example:

I attended the University of Helsinki from 1987 to 1993.

I graduated with a degree in agricultural planning.

Etc.

If you are currently a student you should use the following present tenses:

I am currently studying at the University of New York and will graduate with a degree in Economics in the spring.

I am studying English at the Borough Community College.

Etc.

Remember to include any training you may have had when talking about your education. This includes any computer training, correspondence courses, etc. Make sure to mention your English studies. This is very important as English is not your first language and the employer may be concerned about this fact. Assure the employer that you are continuing to improve your English skills by any courses you may be taking, or by saying that you study a certain number of hours a week to improve your skills.

## Experience and Qualifications

Work experience is by far the most important topic of any job interview (at least in the United States and Britain). Therefore, it is important to explain what experience you have in detail. Generally, employers want to know exactly what you did and how well you accomplished your tasks. This is not the time to be modest. Be confident, and talk freely about your accomplishments in past employment.

The tenses you should use are the following:

When talking about current employment be careful to use the present perfect or present perfect continuous. This signals that you are still performing these tasks at your current job, for example:

Smith and Co. have employed me for the last 3 years as a salesperson.

I have been creating customer contacts for 6 months.

Etc.

When talking about past employers use the past tenses to signal that you are no longer working for that company, for example:

I was employed by Jackson's from 1989 to 1992 as a clerk.

I worked as a receptionist at the Ritz while I was living in New York.

Etc.

## Talking about Responsibilities

Most importantly, you will need to demonstrate your qualifications and skills, which are required for the job you are applying for. The job skills that you have acquired in the past may not have been for the same exact job. Therefore, it is important to show how the capabilities you do have relate to the job you are applying for.

I remember a wonderful example of adapting skills to fit the job desired. I had a student from Moscow who had worked as the manager of an important theater in Moscow. Unfortunately, he had to start from the beginning in New York and therefore wanted to get a job as a rodent exterminator (someone who kills rats!). When asked what kind of experience he had, he replied that, as the manager of the theater, he had had to make sure that the theater was always rodent free and was therefore capable of doing the job well! This is a fantastic example of the type of adaptability most employers in the United States are looking for.

## Job Interviewing

### Lesson 2b

**Materials:** Word Document called “ Step-by-Step Job Interview Preparation” and website

[www.career.vt.edu/interviewing/AskQuestions.html](http://www.career.vt.edu/interviewing/AskQuestions.html)

**Goal:** The student will understand the step-by-step Job Interview Preparation Process.

1. Warm up: Discuss the student's home task from Lesson 1. Does the student have questions about the website? Do's and Do Not's? Attire? Handshakes? Tips for Interview Success?
2. Discuss the 3 positive traits with examples. Discuss 3 job or school achievements. Check the use of action verbs.
3. Introduce today's focus: Step-by-Step Job Interview Preparation (send the student the Word Document)
4. Discuss: When You Get the Call, Before the Interview, Things to Take With You to the Interview, During the Interview, and After the Interview  
  
What new information is there for the student? Is there any new vocabulary to discuss?
5. Focus now on the list of questions that he/she should prepare. Direct the student to the website. [www.career.vt.edu/interviewing/AskQuestions.html](http://www.career.vt.edu/interviewing/AskQuestions.html)
6. View the “Tips” for asking questions.
7. Activity: The student will write questions that he/she will ask at the interview?

### Home Task:

1. The student will prepare 5 questions he/she can ask at the job interview. Use the website as a guide.
2. The student will research the website of a company or business that he/she will be interviewing with or would like to interview with. Take brief notes on its history, its business goals, products, and services.

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## Lesson 3a

### Your previous job and why our company?

*"The best way to appreciate your job is to imagine yourself without one."*

Oscar Wilde

#### Active vocabulary

1. benefit	выгода
2. lack (of)	недостаток
3. absence	отсутствие
4. privilege	привилегия
5. growth	рост
6. opportunity	возможность
7. dissatisfaction	неудовлетворение
8. striving	стремление
9. ambitions	амбиции
10. willingness	готовность
11. expectations	ожидания
12. overestimate	переценивать
13. underestimate	недооценивать
14. overcome	преодолевать
15. self-realization	самореализация

#### Useful collocations

1. **dead-end job** – работа без перспективы
2. **career prospects** – карьерное развитие
3. **to be made redundant** – быть сокращённым
4. **to be fired** – быть уволенным
5. **to seek recognition** – искать признания
6. **labor of love** – любимое дело
7. **personal growth** – персональный рост
8. **overwhelming/burning desire** – очень сильное желание
9. **to be the part of** – быть частью
10. **to be bitterly disappointed** – быть горько разочарованным

## **The list of questions:**

### **1. Why did you leave your last job?**

Stay positive whatever happened in your past. Never say about a major problem with management and never speak bad of supervisors, co-workers or the organization. If you do, you will be the one looking bad. Keep smiling and talk about leaving for a positive reason such as an opportunity, a chance to do something special or other reasons.

### **2. Have you ever been fired?**

Tell the truth. Try to explain the reason and add how much you are sorry for your previous mistakes.

### **3. What would make you stay at your previous job?**

Here you need to speak about benefits that you didn't have earlier and that you would have at this job. Do not say anything about money. Put the main accent on your personal development.

### **4. Are you applying for any other organizations?**

Tell the truth. Still, you definitely need to say that this company is your main goal.

### **5. What do you know about this organization?**

This question is one reason to do find information about the organization before the interview. Find out where they have been and where they are going. What are the current issues and who are the major players?

### **6. Why do you want to work for this organization?**

Here you need to show that you really want to work here. Do not mention money. Think about different opportunities, your long-term career goals.

### **7. Explain how you would be an asset to this organization**

You should be happy and careful when you answer this question. It gives you a chance to show your best points.

### **8. Why should we hire you?**

Show how your assets meet what the organization needs. Do not mention any other candidates to make a comparison.

## 9. Why do you think you would do well at this job?

Give several reasons and include skills, experience and interest.

## 10. How this organization differs from your previous one?

Speak about the main goals of the company. Here you need to show how much you admire this organization. Still, do not say anything bad about your previous place.

**Home task:** To learn the useful vocabulary and collocations. To write and send to the teacher answers to each question in the list. To be prepared to answer each of these questions.

[http://www.youtube.com/watch?v=rr7\\_D0kyAX8&feature=relmfu](http://www.youtube.com/watch?v=rr7_D0kyAX8&feature=relmfu)

<http://www.youtube.com/watch?v=-ZjN6EMO55U&feature=related>

### USEFUL TIPS

<http://www.englishdom.com/profile/top/business-tips/stress-questions/>

## Job Interviewing

Note for the teacher: The focus of Lessons 3-7 is to role play with the student by asking interview questions, and he/she practices an effective response. With the teacher as the guide, the student will correct sentence structure and grammar. The student will improve word choice. The teacher will offer suggested answers. The teacher will type into the chat box the corrected and improved answer so that the student can practice these responses.

### Lesson 3b

**Materials:** The teacher can use as a guide [www.jobinterviewquestions.org](http://www.jobinterviewquestions.org) or [www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm](http://www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm)

**Goal:** The student will demonstrate his/her ability to answer a commonly asked interview question.

1. Warm up: The student shares his/her 5 questions he/she will ask at the job interview.
2. The student will talk about the company's history, its business goals, products, services, and any other information the student has. The teacher offer corrections in speaking by typing in the chat box.
3. Begin today's focus: asking an interview question and the student will practice responses

(The teacher can decide upon specific interview questions to ask. The ones listed are suggestions. The student may also have questions he/she feels the company could ask, or the student has had in an interview some specific questions he/she would like to practice.)



Explain to the student that in the next few lessons the student and teacher will role play interview questions and answers and that the student will leave each lesson with an answer he/she can use. The goal is to cover about 5 questions in each lesson.

4. Begin role playing: (type the question into the chat box; type his/her answer into the chat box; type the improved response into the chat box.) The student practices speaking.
  - a. What were your responsibilities at your previous job?
  - b. What major challenges and problems did you face? How did you handle them?
  - c. What was the biggest accomplishment in this position? What are your other achievements you would like to add? (focus on answers using the action words)
  - d. Why are you leaving your present job?
  - e. How would you describe yourself? (use vocabulary adjectives; student should give examples)
  - f. Give me some examples of how you can work as a team member.

Home Task:

The student will write answers to these interview questions: Describe a difficult work situation and how you solved this problem. What type of work environment do you prefer?

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## Lesson 4a

### Future intentions and your career plan

*Whatever your life's work is, do it well.*

*A man should do his job so well that the living, the dead, and the unborn could do it no better.*

**Martin Luther King, Jr.**

#### Active vocabulary

1. career ladder	карьерная лестница
2. crucial	решающий
3. short-range	кратковременный
4. foremost	прежде всего
5. contribution	вклад
6. target	цель
7. promotion	продвижение
8. financial independence	финансовая самостоятельность
9. low-key	неброский
10. sedentary work	сидячая работа
11. realize	реализовать
12. contribution	вклад
13. social status	социальный статус
14. self-expression	самовыражение
15. professional success	профессиональный успех

#### Useful collocations

Stating an opinion	<ul style="list-style-type: none"><li>• In my opinion...</li><li>• The way I see it...</li><li>• If you want my honest opinion....</li><li>• According to ...</li><li>• As far as I'm concerned...</li><li>• If you ask me...</li></ul>
Asking for an opinion	<ul style="list-style-type: none"><li>• What's your idea?</li><li>• What are your thoughts on all of this?</li><li>• How do you feel about that?</li><li>• Do you have anything to say about this?</li><li>• What do you think?</li><li>• Do you agree?</li><li>• Wouldn't you say?</li></ul>

Expressing agreement	<ul style="list-style-type: none"> <li>• I agree with you 100 percent.</li> <li>• I couldn't agree with you more.</li> <li>• That's so true.</li> <li>• That's for sure.</li> <li>• You're absolutely right.</li> <li>• Absolutely.</li> <li>• That's exactly how I feel.</li> <li>• Exactly.</li> <li>• I'm afraid I agree with .....</li> <li>• No doubt about it.</li> <li>• <b>(agree with negative statement)</b> Me neither.</li> <li>• <b>(weak)</b> I suppose so./I guess so.</li> <li>• You have a point there.</li> <li>• I was just going to say that.</li> </ul>
Expressing disagreement	<ul style="list-style-type: none"> <li>• I don't think so.</li> <li>• <b>(strong)</b> No way.</li> <li>• I'm afraid I disagree.</li> <li>• <b>(strong)</b> I totally disagree.</li> <li>• I beg to differ.</li> <li>• <b>(strong)</b> I'd say the exact opposite.</li> <li>• Not necessarily.</li> <li>• That's not always true.</li> <li>• That's not always the case.</li> <li>• No, I'm not so sure about that.</li> </ul>
Interruptions	<ul style="list-style-type: none"> <li>• Can I add something here?</li> <li>• Is it okay if I jump in for a second?</li> <li>• If I might add something...</li> <li>• Can I throw my two cents in?</li> <li>• Sorry to interrupt, but...</li> <li>• <b>(after accidentally interrupting someone)</b> Sorry, go ahead. <b>OR</b> Sorry, you were saying...</li> <li>• <b>(after being interrupted)</b> You didn't let me finish.</li> </ul>
Settling an argument	<ul style="list-style-type: none"> <li>• Let's just move on, shall we?</li> <li>• Let's drop it.</li> <li>• I think we're going to have to agree to disagree.</li> <li>• (sarcastic) Whatever you say. / If you say so.</li> </ul>

## **The list of questions:**

### **1. Are you willing to put the interests of the organization ahead of your own?**

Do not worry about the real sense of this question. Just say yes.

### **2. Would you be willing to relocate if required?**

You should talk about this with your family before the interview if you think that this is possible. Do not say yes just to get the job if the real answer is no. This can create a lot of problems later on in your career. Be honest.

### **3. Are you willing to work overtime? Nights? Weekends?**

This is up to you. Be totally honest.

### **4. What is more important to you: the money or the work?**

Money is always important, but the work is the most important. There is no better answer.

### **5. How long would you expect to work for us if hired?**

Do not say exact time (2 years, 5 years – NO!). Something like this should work: I'd like it to be a long time. Or: As long as we both feel I'm doing a good job.

### **6. What kind of salary do you need?**

Hard question. Do not answer it. Instead, say something like: That's a tough question. Can you tell me the range for this position? In most cases, the interviewer will tell you. If not, say that it can depend on the details of the job.

### **7. What is your vision of your career in 5 years?**

Here you need to state what you really want to achieve. Think about the goals that are really important for you.

### **8. How do you imagine the highest point of your possible career ladder?**

Speak about your real dreams and do not be ashamed to say that you want to have the highest possible position.

### **9. What salary would you like to have in 5 years?**

Questions about money are always tricky. Here you need to say that your target is to get professional development and you understand that the more and better you work – the better you will be paid.

## 10. Are you prepared to work really hard to achieve your goals?

There is no better answer than “I am ready and waiting”. The only thing you need in addition to this answer is to be really ready to do your best.

**Home task:** To learn the useful vocabulary and collocations. To write and send to the teacher answers to each question in the list. To be prepared to answer each of these questions.

[http://www.youtube.com/watch?v=opYjNr\\_4A5k&feature=related](http://www.youtube.com/watch?v=opYjNr_4A5k&feature=related)

### USEFUL TIPS

<http://www.englishdom.com/profile/top/business-tips/basic-employers-candidates-questions/>

## Job Interviewing

### Lesson 4b

**Materials:** The teacher can use as a guide [www.jobinterviewquestions.org](http://www.jobinterviewquestions.org) or [www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm](http://www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm)

**Goal:** The student will demonstrate his/her ability to answer a commonly asked interview question.

1. Warm up: The student shares his/her answers to the home task. Describe a difficult work situation and how you solved this problem. What type of work environment do you prefer? The teacher and student will correct and improve the answers. Type into the chat box.
2. Continue role playing with interview questions and answers. The following questions are suggestions. The goal is to cover at least 5. The teacher types the response into the chat box. The student helps to correct and improve the answer. The student speaks the answer.
  - a. What is your greatest weakness as an employee? (the teacher can also ask for more than one weakness to give the student practice with addressing all weaknesses)
  - b. How will your greatest strength help you perform with our company?
  - c. Describe your work style.
  - d. How do you handle stress and pressure?
  - e. What do you like to do in your leisure time?
  - f. How would you describe your ability to work as a team member?

### Home Task:

The student will write answers to this interview questions: What interests you about this job?

Encourage the student at this point to work toward having a completed resume and a practice cover letter. Say that at the end of the course in the last lesson, he/she would have the opportunity to send the resume and cover letter to the teacher for suggestions/corrections. Tell him/her this is not a requirement, however.



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## Lesson 5a

### Your own questions

*Find a job you like and you add five days to every week.*

**H. Jackson Brown**

#### Active vocabulary

##### Giving examples

For example - например  
For instance - например  
Namely - а именно  
And - и  
In addition - в дополнение  
As well as - А также  
Also - также  
Too - тоже  
Furthermore - кроме того  
Moreover - более того  
Apart from - кроме  
In addition to - В дополнение к  
Besides - кроме того

##### Summarising

In short - короче говоря  
In brief - вкратце  
In summary - в итоге  
To summarise - подводя итоги  
In a nutshell - в двух словах  
To conclude - в заключение  
In conclusion - в заключение

##### Sequencing ideas

The former, ... the latter - первый из них, ... последний  
Firstly, secondly, finally- во-первых, во-вторых, в конце концов  
Lastly - наконец  
The following - следующие

##### Giving a reason

Due to / due to the fact that - из-за / в связи с тем, что  
Owing to / owing to the fact that - из-за / в связи с тем, что  
Because - потому что  
Because of - из-за  
Since - поскольку  
As - в качестве

##### Giving a result

Therefore - поэтому  
So - так  
Consequently - следовательно  
This means that - это означает, что  
As a result - в результате

##### Contrasting ideas

But - но...  
However - однако  
Although / even though - несмотря на то, / хотя  
Despite / despite the fact that - несмотря на / несмотря на то, что  
In spite of / in spite of the fact that - несмотря на в / в, несмотря на то, что  
Nevertheless - тем не менее  
Nonetheless - тем не менее  
While - в то время как  
Whereas - в то время как  
Unlike - в отличие от  
In theory... in practice... - В теории ... На практике

## 15 Questions YOU Can Ask:

1. To whom would I report?
2. What is the most important (crucial) part of this job?
3. What is your management style?
4. Is relocation necessary or mandatory after a certain period of time?
5. How much will I be expected to travel?
6. Could you describe your perception of an ideal candidate for this position?
7. On what is promotability based? What is a typical career path for this position?
8. What is your perception of what I'll be doing on a daily (weekly) basis?
9. What are some of your company's foremost aims and goals?
10. What are the short/long term goals for this department and how do they relate to the company as a whole?
11. Where does this company see itself five years from now?
12. How would you describe the environment I'll be working in?
13. How would my performance be assessed?
14. Please describe the organization of the company.
15. When could I start?

## The list of questions:

1. Tell me about yourself
2. Are you a team player?
3. Are you a team player?
4. Do you have any blind spots?
5. Tell me please about your educational background and working experience.
6. What have you done to improve your knowledge in the last year?
7. Tell me about a problem you had with a supervisor?
8. What have you learned from mistakes on the job?
9. Why did you leave your last job?
10. What do you know about this organization?

**Home task:** To write at least 10 questions you can ask at the interview and send to the teacher. To be prepared to answer each of questions from all lessons.

[http://www.youtube.com/watch?v=DPHhDnk\\_0XA&feature=relmfu](http://www.youtube.com/watch?v=DPHhDnk_0XA&feature=relmfu)

<http://www.youtube.com/watch?v=huGdv-lnj1c>

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## USEFUL TIPS

Even though the interview is over, your work is far from complete...

After each interview mentally review the questions asked by the interviewer and your responses to them. Were you caught “off-guard” by any questions? Could you have answered a question better, in more detail, or in a more focused manner? Quiz yourself after each interview and take notes. This will enhance future interview efforts.

It is advisable to send a thank you letter to the person(s) who interviewed you within twenty-four hours after the interview. It reinforces your interest in the position and can serve as an additional opportunity to separate you from the other candidates by recalling a notable topic or attribute discussed in your interview.

Most employers will tell you when you can expect to hear from them. If you do not hear by that date, it is appropriate for you to call them.

If the employer requests additional materials, such as an application, transcript, or references, send them as soon as possible.

If an employer indicated an interest in pursuing things further with you, but you are no longer interested in the opportunity, inform him/her of that fact as soon as possible.

Here are some things you can do:

Type or handwrite the letter. E-mail is not as personal, therefore it should be used in conjunction with a personal letter. If you absolutely cannot write a letter, an e-mail is better than not following up at all.

The letter should be brief and include the following:

1. Thank the interviewer for his/her time.
2. State the position for which you are applying.
3. Mention something from your interview to remind the interviewer who you are.
4. Describe in one or two sentences why you are the best applicant.

Address it to the recruiter, by name and title

Mention the names of the people you met at the interview.

Send a letter to appropriate individuals you interviewed with (always send to the main interviewer).

Keep the letter short, less than one page.

Mail the letter within 24 hours of the interview.

Thank the interviewer for his/her time.

Send a thank you letter for every interview you go on.

Demonstrate employer knowledge in 2-3 sentences.

Restate employment objective.

Answer the question – “What can you do for them?” based on something specifically discussed during your contact. Use accomplishment/ results statements that demonstrate your ability to meet those needs.

## Job Interviewing

### Lesson 5b

**Materials:** The teacher can use as a guide [www.jobinterviewquestions.org](http://www.jobinterviewquestions.org) or [www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm](http://www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm)

**Goal:** The student will demonstrate his/her ability to answer a commonly asked interview question.

1. Warm up: The student shares his/her answers to the home task. What interests you about this job? The teacher and student will correct and improve the answers. Type into the chat box.
2. Ask the student about the status of his/her resume. Is there a completed one? Is there a cover letter? Remind the student that these documents can be proofread for him/her in the last session. (it is not a requirement)
3. Continue role playing with interview questions and answers. The following questions are suggestions. The goal is to cover at least 5. The student practices speaking the answer. Type the corrected answers into the chat box.
  - a. What applicable experience do you have for this job?
  - b. Why are you the best person for this job?
  - c. What do you know about this company?
  - d. What challenges are you looking for in a position?
  - e. Are you willing to travel?

Home Task:

The student will write an answer to this interview question: How would you describe good customer service in a company? Review the do's and do not's of job interviewing. Do you have any concerns or questions? We can discuss in tomorrow's lesson.

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## Lesson 6a Practice

*Nothing worthwhile comes easily. Work, continuous work and hard work,  
is the only way to accomplish results that last.*

**Hamilton Holt**

### List of questions:

#### Basic Interview Questions:

1. Tell me about yourself.
2. What are your strengths?
3. What are your weaknesses?
4. Why do you want this job?
5. Where would you like to be in your career five years from now?
6. What's your ideal company?
7. What attracted you to this company?
8. Why should we hire you?
9. What did you like least about your last job?
10. When were you most satisfied in your job?
11. What can you do for us that other candidates can't?
12. What were the responsibilities of your last position?
13. Why are you leaving your present job?
14. What do you know about this industry?
15. What do you know about our company?
16. Are you willing to relocate?
17. Do you have any questions for me?
18. What kind of personality do you work best with and why?
19. What are you most proud of?
20. What do you like to do?
21. What are your lifelong dreams?
22. What do you ultimately want to become?
23. What is your personal mission statement?
24. What are three positive things your last boss would say about you?

**Home task:** To revise all useful vocabulary and collocations. To be prepared to answer each of these questions.

<http://www.youtube.com/watch?v=JYqI0mAp2AY>

## Job Interviewing

### Lesson 6b

**Materials:** The teacher can use as a guide [www.jobinterviewquestions.org](http://www.jobinterviewquestions.org) or [www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm](http://www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm)

**Goal:** The student will demonstrate his/her ability to answer a commonly asked interview question.

1. Warm up: The student shares his/her answer to the home task. How would you describe good customer service in a company? Type the question into the chat box. Type the student's response. Then correct and improve. The student speaks the answer.
2. Are there any questions about the do's and do not's of a job interview? Is the student reviewing the links? Any questions there?
3. Continue role playing with interview questions and answers. The following questions are suggestions. The goal is to cover at least 5. Type into the chat box, correct, and let the student practice speaking.
  - a. How long do you expect to remain employed with this company?
  - b. What are your goals for the next 5 years? (the same question could be stated as.. Where do you see yourself in a few years?)
  - c. What were your starting and final levels of compensation?
  - d. What was it like working for your supervisor?
  - e. If you know your boss is 100% wrong about something, how would you handle this situation?

#### Home Task:

The student should practice the answers from the interview questions. The student should write (or type) on paper the questions and answers for safe keeping. In the next lesson, the teacher will ask an interview question, and the student will practice giving the answer. We will role play the interview from beginning to end. Review the etiquette suggestions.

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## Lesson 7a Practice

*We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better.*

**Jeff Bezos**

### List of questions:

#### Behavioral Interview Questions:

1. What was the last project you headed up, and what was its outcome?
2. Give me an example of a time that you felt you went above and beyond the call of duty at work.
3. Can you describe a time when your work was criticized?
4. Have you ever been on a team where someone was not pulling their own weight? How did you handle it?
5. Tell me about a time when you had to give someone difficult feedback. How did you handle it?
6. What is your greatest failure, and what did you learn from it?
7. What irritates you about other people, and how do you deal with it?
8. If I were your supervisor and asked you to do something that you disagreed with, what would you do?
9. What was the most difficult period in your life, and how did you deal with it?
10. Give me an example of a time you did something wrong. How did you handle it?
11. Tell me about a time where you had to deal with conflict on the job.
12. If you found out your company was doing something against the law, like fraud, what would you do?
13. What assignment was too difficult for you, and how did you resolve the issue?
14. What's the most difficult decision you've made in the last two years and how did you come to that decision?
15. Describe how you would handle a situation if you were required to finish multiple tasks by the end of the day, and there was no conceivable way that you could finish them.

#### Salary Questions:

1. What salary are you seeking?
2. What's your salary history?
3. If I were to give you this salary you requested but let you write your job description for the next year, what would it say?

**Home task:** To revise all useful vocabulary and collocations. To be prepared to answer each of these questions.

<http://www.youtube.com/watch?v=XGdTTbXizYI&feature=relmfu>

## Job Interviewing

### Lesson 7b

**Materials:** The teacher can use as a guide [www.jobinterviewquestions.org](http://www.jobinterviewquestions.org) or [www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm](http://www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm)

Word Document called “Dialogue for the Interview”

**Goal:** The student and teacher will role play a complete interview from greetings to closings.

1. Warm up: The teacher asks if the student has written or typed the interview questions and answers. Are there any questions that need to be reviewed?
2. Today's lesson will be to role play a complete interview. (Use the word document as a teacher's guide.) As the student gives any incorrect responses or forgets responses that require proper etiquette, the teacher can respond with suggestions. Point out the positives of the student's progress during the course.
3. Explain to the student that there is one lesson remaining in the course. There are possibilities for this last lesson (open to the teacher's decision based upon his/her student's needs). Suggestions:
  - a. Does the student wish to have the teacher proofread a resume or cover letter that has already been written? The student can send these to the teacher to be used in Lesson 8.
  - b. Does the student need to review any other interview questions not already answered?
  - c. Does the student wish to practice the interview questions and answers again?
  - d. Would the student like to review meanings of vocabulary words?
  - e. Would the student like to discuss the tips for writing a follow-up letter?  
[www.career.vt.edu/interviewing/AfterThanksFollowUp.html#PURPOSE](http://www.career.vt.edu/interviewing/AfterThanksFollowUp.html#PURPOSE)  
This site has sample letters.
  - f. Other needs determined by the teacher and student?

Home Task:

The student should decide what he/she needs help with in the last lesson, Lesson 8. He/she should locate the resume and/or cover letter if he/she decides to send to the teacher.

## Lesson 8a Practice

*I feel sorry for the person who can't get genuinely excited about his work.  
Not only will he never be satisfied, but he will never achieve anything worthwhile.*

**Walter Chrysler**

### List of questions:

#### Career Development Questions:

1. What are you looking for in terms of career development?
2. How do you want to improve yourself in the next year?
3. What kind of goals would you have in mind if you got this job?
4. If I were to ask your last supervisor to provide you additional training or exposure, what would she suggest?

#### Getting Started Questions:

1. How would you go about establishing your credibility quickly with the team?
2. How long will it take for you to make a significant contribution?
3. What do you see yourself doing within the first 30 days of this job?
4. If selected for this position, can you describe your strategy for the first 90 days?

#### More About You:

1. How would you describe your work style?
2. What would be your ideal working environment?
3. What do you look for in terms of culture -- structured or entrepreneurial?
4. Give examples of ideas you've had or implemented.
5. What techniques and tools do you use to keep yourself organized?
6. If you had to choose one, would you consider yourself a big-picture person or a detail-oriented person?
7. Tell me about your proudest achievement.
8. Who was your favorite manager and why?
9. What do you think of your previous boss?
10. Was there a person in your career who really made a difference?

**Home task:** To revise all useful vocabulary and collocations. To be prepared to answer each of these questions.

<http://www.youtube.com/watch?v=GVvh08YtMp0&feature=relmfu>

## **MOTIVATION!!!!!!!**

**I am SMART!  
I am CONFIDENT!  
I have a good EXPERIENCE!  
I am WELL-PREPARED!  
I am PATIENT!  
I am CALM!  
I am a PROFECCIONAL!  
I am STRONG!  
I am ready to be the BEST!  
Because  
I AM THE BEST!!!!!!!**

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## Job Interviewing

### Lesson 8b

**Materials:** Based upon student's needs and Word Document "What's the Better Answer"?

**Goal:** The student will follow up with one of several tasks in this last lesson.

1. Does the student want the resume and/or cover letter proofread? If so, have the student send. Read for word choice, spelling, and grammar. Ask the student how we could correct this mistake? Explain reason.
2. Are there other interview questions to discuss?
3. Does the student wish to practice answering the interview questions?
4. Does the student wish to review meanings of vocabulary words and phrases?
5. Does the student wish to discuss the tips for writing a follow-up letter?

Use this link: [www.career.vt.edu/interviewing/AfterThanksFollowUp.html#PURPOSE](http://www.career.vt.edu/interviewing/AfterThanksFollowUp.html#PURPOSE)

Does he need helping in writing this letter?

6. Summarize the positive accomplishments for the student so that he/she sees results.
7. If in this lesson, you and this student have completed the study so that the student feels confident, then a "fun" suggested exercise is to play the game called "What's the Better Answer"? (Use the Word Document called "What's the Better Answer"?)

The teacher can read the interview question and then give the wrong answer. Tell the student that these are real answers that an applicant gave in an actual interview. Then ask the student to answer the interview question correctly.

8. The teacher offers encouraging remarks to the student at the end of the lesson. It's so nice to have worked with you!

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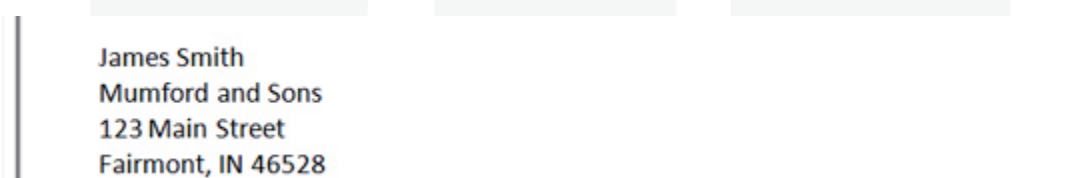
## Steps

**At the top of the letter, add a letterhead.** Your letterhead should include your full name, address, telephone number, and e-mail address. Some guidelines to follow when creating your letterhead:



- **Your name** should be in bold, 14-point or 16-point, font.
- **Your address and other contact information** should be in normal, 12-point, font.
- **The font of your letterhead** does not need to be Arial or Times New Roman, like the rest of your letter, but it should be professional looking and easy to read. The most important thing to remember is to include up-to-date information so that you make it easy for the employer to contact you.
- **You may want to include an extra line under the letterhead** in order to create visual appeal and to separate the letterhead from the rest of the letter.

**Below the letterhead, write the recipient's name and address.** The inside address of a letter includes the addressee's name and address with one item per line. It does not matter whether you put the date first or last, or how many blank lines you include between them, as long as it looks professional.



**Note the date and address the recipient.** The date is typically right-aligned. Be sure to refer to the recipient by his or her proper title (Mrs., Mr., Dr., etc.). If you're not sure who the recipient is, write, "To Whom It May Concern:" or "Dear Sir or Madam"; however, it is always best to address a cover letter to a real person to make it look like you're not sending form letters.



**In the first paragraph, state your purpose.** Tell the employer why you are writing to them in two or three sentences. State the position for which you are applying (or the one you would like to have should it become available).

I am happy to have this opportunity to apply as a paralegal at Mumford and Sons. As a Harvard graduate with several years of paralegal experience, I'm confident that I can be an asset to your team.

- o **It is unnecessary to specify how you became aware of the position** – unless it was through a mutual contact or recruiting program, in which case you should make the most of the connection.
- o **If you are writing a letter of interest** (also known as a prospecting or inquiry letter) in which you are asking about positions that might be available, specify why you are interested in working for the employer.

**In the middle paragraph(s), outline your qualifications.** Make sure to match them to the requirements of the position. If you are writing to inquire about open positions, tell the employer how you can contribute to their bottom line, not what you want to get out of the deal. To do this, use what you have researched about the employer's background and history.

For the past four years, I worked for Iggy and the Stooges, Inc., where I took on over 150 cases covering everything from deed transfers to estate taxes to mortgage renegotiations. Although my projects were varied, a typical week meant researching cases to find relevant facts and precedents, interviewing clients and witnesses, preparing court documents, and maintaining a complex system of dockets and files.

As is typical with small businesses, I regularly took on other miscellaneous projects like coordinating meetings, training new employees, and troubleshooting computers and equipment. To increase efficiency, I also rebuilt the company's filing system from scratch and digitized 8 years' worth of case files.

- o **Make your qualifications jump out at the reader** by researching the company to which you are applying for a job and tailoring your letter accordingly. This will also be useful if you get an interview. Some questions to keep in mind as you write are:

- **What is the employer's mission?** What do they promote as the one thing that sets them apart from their competitors?
- **What kind of customer base does the employer have?** Who is their target audience?
- **What is the company's history?** Who founded it? How has the business evolved? What are the main highlights of the company's performance over the past few years?

**In the final paragraph, include a positive statement or question that will motivate the employer to contact you.** Make this closing paragraph between two to four sentences. Direct the employer to your enclosed resume and make sure you specify that you're availability for an interview. Finish off by thanking the recruiter for their time and consideration, and welcome them to get in touch with you to continue the conversation.

Given my experience, I feel that I could be a valuable contribution to Mumford and Sons and would love to hear more about the details of this position.

**Write an appropriate closing.** It's a good idea to thank the reader for his or her time, as this is the only thing you can be assured of receiving from them. After that, write "Sincerely," "Respectfully," or "Regards," leave several spaces, and print your name.

Thank you very much for your time.

Sincerely,

Jane Peterson

**Add your signature.** If you will be submitting your cover letter digitally, it's a good idea to scan and add your signature, write it in with a digital writing pad, or make a digital signature stamp with appropriate software.

Thank you very much for your time.

Sincerely,



Jane Peterson

**Make a notation of the enclosures.** If you enclose something, such as a resume, with a letter, you should indicate that the letter contains enclosures by making the notation "Enclosure" or "Enclosures" at the bottom of the letter (or the email you used to send the letter).

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## Questions to Ask Yourself when Preparing Your Cover Letter

### 1.1

Find your answers to these important questions before you start writing your cover letter:

1. **What is the complete name of the company** to which you are applying for a job?
2. **What is the name of the person** to whom you are addressing the cover letter?
3. **What is the address** of the person to whom you are sending the letter?
4. **What is the title of the job** for which you are applying and does it also have a reference number that you should include?
5. **What is the type of job or level of the position** you are seeking.
  - ☐ “entry-level”
  - ☐ “management”
  - ☐ “senior level”
6. **What skills do you possess that you are not using enough** in your current role? Would the ideal candidate for this new role be required to make more use of those types of skills? What opportunities are missing in your current role? Answering these questions will help you explain why you are interested in leaving current position. For example, are you looking for:
  - ☐ “room for advancement”
  - ☐ “an opportunity to learn new skills”
7. **What is your current job or educational position?** This may seem like an obvious question, but knowing how to clearly define your current role is a tremendous asset. For example, you could be a:
  - ☐ “graduate student in environmental science”
  - ☐ “customer service professional specializing in the high-end retail market”
8. **What is a general description of your accomplishments/experiences** in the field to which you are applying? For example, you could have:
  - ☐ “fifteen years of excellent customer service experience”
  - ☐ “an outstanding background in scientific research and discovery”
  - ☐ “a solid history of dependability in the automotive industry”
9. **What assets can you offer** to the company? List a few in your cover letter, such as:
  - ☐ “extensive experience with start-ups”
  - ☐ “demonstrated ability to solve problems”
  - ☐ “refined ability to manage teams”
10. **What will you help the company accomplish**, if given the job you desire?
  - ☐ “increase its bottom line”
  - ☐ “meet its goal of providing only the best in customer service”
  - ☐ “expand its customer base and increase its revenue”

<http://www.youtube.com/watch?v=u0suKZ-oU8s>

## How to Create a Professional Resume

Your resume needs to be professional and polished.

Writing a resume in English can be very different than in your native tongue. The most important step in how to write a resume is to take the time to prepare your materials thoroughly. Taking notes on your career, educational and other accomplishments and skills will ensure that you can shape your resume to a wide variety of professional opportunities.

1. First, take notes on your work experience - both paid and unpaid, full time and part time. Write down your responsibilities, job title and company information. Include everything!
2. Take notes on your education. Include degree or certificates, major or course emphasis, school names and courses relevant to career objectives.
3. Take notes on other accomplishments. Include membership in organizations, military service and any other special accomplishments.
4. From the notes, choose which skills are transferable (skills that are similar) to the job you are applying for - these are the most important points for your resume.
5. Begin resume by writing your full name, address, telephone number, fax and email at the top of the resume.
6. Write an objective. The objective is a short sentence describing what type of work you hope to obtain.
7. Begin work experience with your most recent job. Include the company specifics and your responsibilities - focus on the skills you have identified as transferable.
8. Continue to list all of your work experience job by job progressing backwards in time. Remember to focus on skills that are transferable.
9. Summarize your education, including important facts (degree type, specific courses studied) that are applicable to the job you are applying for.
10. Include other relevant information such as languages spoken, computer programming knowledge etc. under the heading: Additional Skills
11. Finish with the phrase: REFERENCES Available upon request
12. Your entire resume should ideally not be any longer than one page. If you have had a number of years of experience specific to the job you are applying for, two pages are also acceptable.



## Resume Template

### Contact Information

The first section of your resume should include information on how the employer can contact you.

First Last Name

Street Address

City, State, Zip

Phone (Cell/Home)

Email Address

### Objective (optional)

What do you want to do? If you include this section it should be a sentence or two about your employment goals. A customized objective that describes why you are the perfect candidate for the job can help your resume stand out from the competition.

### Career Highlights / Qualifications (optional)

A customized section of your resume that lists key achievements, skills, traits, and experience relevant to the position for which you are applying can serve dual purposes. It highlights your relevant experience and lets the prospective employer know that you have taken the time to create a resume that shows how you are qualified for the job.

### Experience

This section of your resume includes your work history. List the companies you worked for, dates of employment, the positions you held and a bulleted list of responsibilities and achievements.

Company #1

City, State

Dates Worked

Job Title

Responsibilities / Achievements

Company #2

City, State

Dates Worked

Job Title

Responsibilities / Achievements

### Education

In the education section of your resume, list the colleges you attended, the degrees you attained, and any special awards and honors you earned.

College, Degree  
Awards, Honors

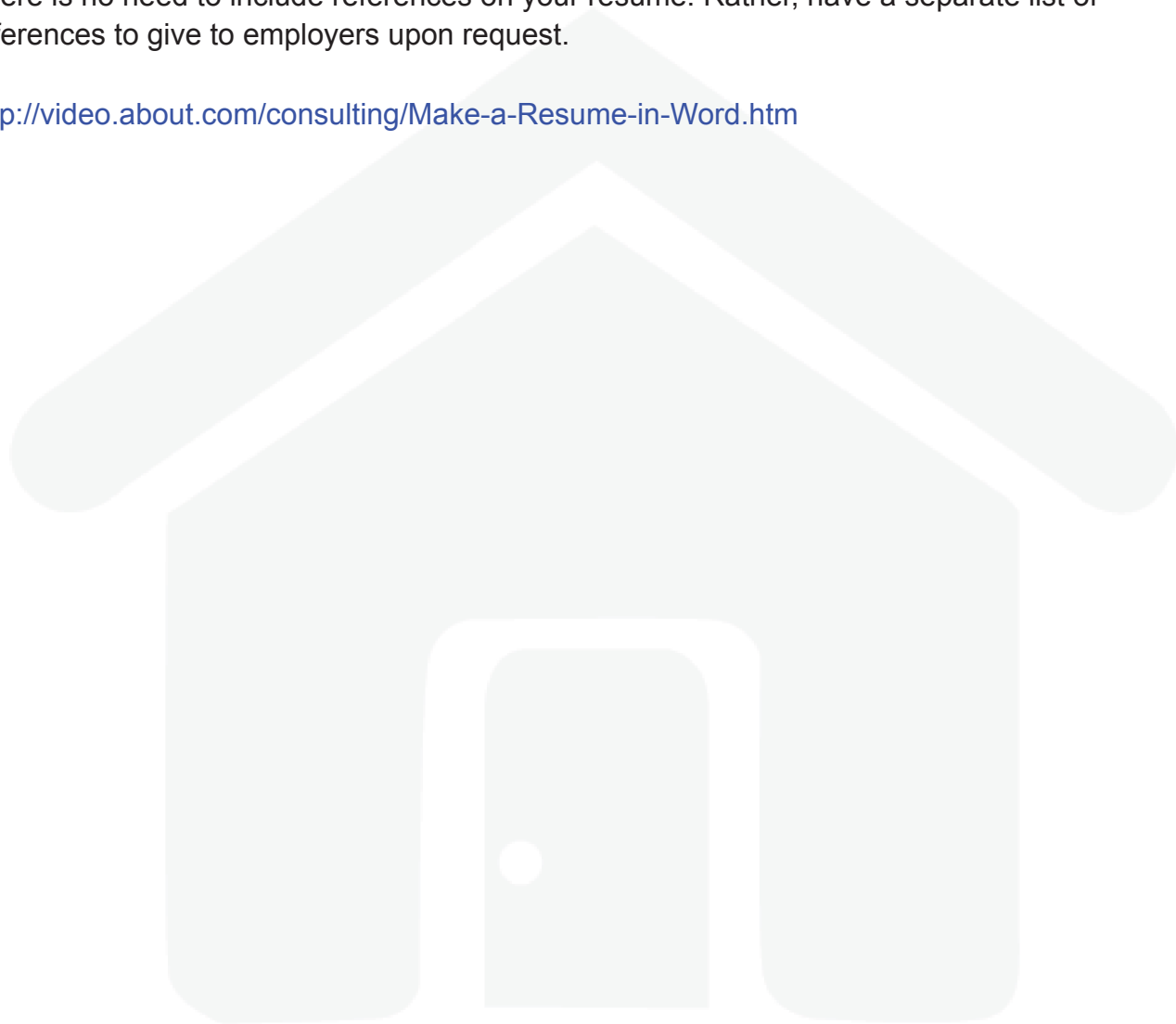
### Skills

Include skills related to the position / career field that you are applying for i.e. computer skills, language skills.

References available upon request

There is no need to include references on your resume. Rather, have a separate list of references to give to employers upon request.

<http://video.about.com/consulting/Make-a-Resume-in-Word.htm>



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## Step-by-Step Job Interview Preparation (Lesson 2)

Things to remember when an employer phones to schedule a job interview:

- Be positive and enthusiastic.
- Write down the date and time of the interview.
- Write down the name, title, and department of the person you'll be meeting.
- Ask about parking lots or public transportation and where to enter the building.
- Ask if there is anything specific the interviewer would like you to take to the meeting.
- Thank the caller and confirm the date and time.

("Thanks again, Mr. Jones. I look forward to meeting you on Monday, the 10<sup>th</sup>, at 9:00 A.M.")

Things to remember to do before the interview:

- Look closely at the company's web site to study its culture, business goals, products, services, financial reports, and history.
- Search the internet for news or information about the company.
- Write a clear, brief summary of your unique skills and qualification that you could deliver in about two minutes. Then recite this summary several times.
- Prepare and practice answers to typical interview questions. (We will do in Lessons 3-7.)
- Make a list of questions to ask during the interview.
- Write down examples of past successes that you can discuss during the interview.
- Contact your three or more references and tell them they may be getting a call soon.
- Look up the exact location of your interview. Decide if you need a map. How will you get there?
- Before the interview, go to the place of your interview if possible.
- Plan your attire ahead of time. Unless the person told you to dress casually, you need to "dress up." Wear business clothing.

Things to take with you to the interview:

- Carry a professional-looking briefcase or organizer that contains what you will need.
- A photo ID (passport, driver's license)
- Detailed dates of employment and salary history if needed to complete the job applications (do not provide salary history unless it is mandatory) You may have already filled out the job application.

- List of names and dates of people you have talked with already at the company (recruiter, phone screener, hiring manager)
- Name, title, and phone number of the person to ask for upon arrival
- Pen and paper
- Copy of the job description
- List of at least five questions you plan to ask the interviewers about the company or position
- Three copies of your resume and cover letter you sent to the employer. It should be printed on quality paper.
- Three copies of your references list
- Samples of related work you have done in the past

#### Things to do during the interview:

- Remember that you are creating an impression from your very first smile to the final handshake.
- Silence your cell phone and keep it in your pocket or purse.
- Treat all people with respect. Be friendly. Be polite to all.
- Stand and shake hands with each interviewer who enters the room.
- Listen attentively and ask questions when appropriate. Take brief notes.
- Be prepared to present your short summary of who you are and what you can offer to the company.
- Present your skills in positive terms. (emphasize your strengths and how they relate to the job)
- Ask for business cards or ask for names. (will use for the follow-up letter)
- Do not ask about salary or benefits in a first interview unless the interviewer initiates this
- Ask when you might hear from them again.
- Ask if it is OK to contact them if you have not heard by a certain date. How would they like to be contacted? Email? Phone?

#### Things to do after the interview:

- Send a thank you note/letter as soon as possible to each person you talked to.
- Contact them on the agreed date.
- Did they ask you for any documents or any other information? If so, make sure you send it.

**Job Interviewing**  
**Dialogue for a Practice Interview**  
**Teacher's Resource in Lesson 7**  
**Send this practice dialogue to the student.**

The interview is conducted on Monday at 9:00 A.M. with the Human Resources Director with Company (the student could choose a company). Decide at this point which job the applicant is applying for (ask the student).

As the applicant is seated in the waiting area outside of the human resources office, the receptionist begins speaking:

**Receptionist:** Mr. or Ms. or Mrs. (name), right this way please. Mr. Jones, the Human Resources Manager is ready to see you.

**Student:**

(enter the office)

**Mr. Jones:** Good morning, my name is Andrew Jones. I'm the Human Resources Manager for ..... I will be conducting your interview this morning. (Shake hands). Please have a seat. Would you care for some coffee or a soda or water?

**Student:**

**Mr. Jones:** Well, let's begin. I imagine you have brought with you some documents that you have prepared. Feel free to get them from your briefcase. If you need to take some notes, that would be fine.

**Student:**

**Mr. Jones:** We are interviewing you for the position of.....We are looking for someone with good communication skills and a proven ability to work with a team. We are looking for someone who is dependable and gets along with others. Now, I have your resume with me. (at this time, you would want to have a copy of your resume so you can look at it) So, Mr. ...., let's begin with some questions, ok?

**Student:**

**Mrs. Jones:** Now, I see that you presently work for.....What are your responsibilities for this job?

**Student:**

**Mr. Jones:** I see. What were any major challenges and/or problems you have faced since working for this company? And could you please explain how you handled these situations?

**Student:**

**Mr. Jones:** That's impressive because this position you are applying for would need a person to be a problem solver. So, how would you describe yourself? I'd like to see from your description what kind a worker you are.

**Student:**

**Mrs. Jones:** Nicely done. Thank you. I'm interested in knowing what was your biggest accomplishment to date in your present position? Also, include any other achievements that you think are significant that could be related to this position you are applying for.

**Student:**

**Mr. Jones:** Mr.....Our company is very big on team work here. We like a person to be able to work independently, but team work is necessary on many of our projects. Would you give me some examples of how you can work as a team member?

**Student:**

**Mr. Jones:** Thank you. Now, unfortunately, not everyone is perfect, right? So, I would ask you to describe to me your greatest weakness as an employee?

**Student:**

**Mr. Jones:** So, if you view this as a weakness, how have you tried to improve?

**Student:**

**Mr. Jones:** Well, I admire you then for those efforts to solve the problem. It sounds like you have turned a weakness into a positive for yourself and for the company. May I ask you how you handle stress or pressure on the job?

**Student:**

**Mr. Jones:** Now, we value our employees' strengths and how they can contribute to the company's success. Mr....what do you think your greatest strength is and how would this help you perform with our company?

**Student:**

**Mrs. Jones:** I need to understand why you feel you are the best person for this position. Can you describe your experience that would apply to this position? And why do you feel you're the best person for this job?

**Student:**

**Mr. Jones:** Sounds good. Thank you. Now, what exactly do you know about our company?

**Student:**

**Mrs. Jones:** Ah, I see you've done your research! That's great. Are you willing to travel?

**Student:**

**Mr. Jones:** Oh, come on in Andrew. Mr. ....I'd like to introduce you to Andrew Martin, the head of the department that has posted this job opening. (student would stand, shake hands etc.) Andrew, this is Mr..... He is interviewing for the opening in your department.

**Mr. Martin:** Well, hello. It's certainly nice to meet you. I suppose Mr. Jones has been working you hard!

**Student:**

**Mr. Jones:** Mrs. Martin, feel free to have a seat and ask Mr....any questions.

**Mr. Martin:** Thanks. Well, I would like to ask you to describe your goals for the next 5 years.

**Student:**

**Mr. Martin:** Thank you. Now if you get this position, you know I would be your boss, so I have an interesting question for you. If you know that I am 100% wrong about something, say a decision I've made, how would you handle this with me?

**Student:**

**Mrs. Martin:** And I think I would be able to respond to that action very positively. Thank you. Well, I need to get back into my office. It was my pleasure to meet you. Please excuse me.

**Student:**

**Mrs. Jones:** That was perfect timing that you should get to meet Mr. Martin. He's been with our company for almost 15 years now. So, Mr....at this time, I'd like to offer you the opportunity to ask me some questions. What would you like to know?

**Student:**

Mr. Jones would now answer each question.

**Mrs. Jones:** Well, I thank you for coming in today.

**Student:** (should be asking about a follow up contact here)

**Mr. Jones:** Yes, why don't you give me a call in two weeks. If I'm not here, please leave a message with the receptionist, and I will return your call. May I reach you on your cell phone?

**Student:**

**Mr. Jones:** Well, that's it. I do thank you for coming in today.

**Student:** (offers to shake hands)

End of Role Playing

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## “What’s the Better Answer”? Game to Use with Lesson 8

The teacher will see an interview question, followed by a “bad” answer. These answers were actually given in a real interview. Read the bad answer, have a good laugh, and then ask the student to give an appropriate answer.

1. Why do you want to work in the retail industry? I love to shop. Even as a kid, I spent hours flipping through catalogues and magazines looking at clothes.

Suggested better answer: I’ve always loved shopping, but my interest in retail marketing really started when I worked at a neighborhood boutique. I knew our clothes were amazing, but I knew we weren’t marketing them properly. I worked with management to come up with a marketing strategy that increased our sales by 25% in one year.

2. What do you think of your previous boss? He was completely incompetent and a nightmare to work with, which is why he moved on to another company.

Suggested better answer: My last boss taught me the importance of time management. Deadlines were important to him. His attitude pushed me to work harder and to meet deadlines I never thought were possible.

3. Why are you leaving your current role? I can’t stand my boss or the work I’m doing.

Suggested better answer: I’ve learned a lot from my current role, but now I’m looking for a new challenge. I see the potential for growth in this position.

4. Where do you see yourself in five years? Probably relaxing on the beach in Hawaii or maybe I’ll have your job!

Suggested better answer: In five years I would like to have an even better understanding of this industry. Since I like working with people, I’d like to be in a managerial role at this company where I can use my people skills.

5. What salary are you looking for? In my last job I earned \$35,000, so now I’m looking for \$40,000.

Suggested better answer: (try not to give an exact number) I’m more interested in the role itself than with the pay. I would expect to be paid the appropriate range for this job based upon my five years of experience. I also think a fair salary would go along with the high cost of living in this city.

6. Why do you want to work for us? I am desperate, and no one else will hire me.

Suggested better answer: I read your website and found that the company’s growth is quite impressive with a 40% sales increase. I think it would be rewarding to be a part of a company that is a leader in this industry.

7. Why should I hire you? I really need the money to pay off my gambling debts.

Suggested better answer: My skills and experience are a perfect match for this job. I know that I can hit the ground running with this company.

## Vocabulary Words and Phrases

### Job Interviewing

1. Work experience/record of employment
2. Vacation/holiday
3. Employer/employee
4. Applicant/job candidate
5. Medical insurance
6. Bachelor's Degree
7. Master's Degree
8. MBA
9. Training
10. Salary/compensation
11. Overtime
12. Housing
13. Promotion
14. Work environment
15. Transcripts
16. Experience
17. Personality
18. Language abilities
19. References
20. Letters of recommendation
21. Honesty
22. Equality
23. Grades
24. Office
25. Work schedule
26. Breaks
27. Benefits
28. Promotion
29. Fired
30. Laid off
31. Career goals
32. Work as part of a team
33. Hobbies
34. Paid vacation

37. Team building
38. Motivation at work
39. Resume

#### Positive Traits of a Worker

1. Communication Skills
2. Honesty/integrity
3. Teamwork Skills
4. Work Ethic
5. Motivation/motivates
6. Initiative/initiative
7. Flexibility/adaptability
8. Analytical Skills
9. Computer Skills
10. Organizational Skills
11. Punctuality/punctual
12. Problem Solving
13. Confidentiality
14. Respect/respectful
15. Lifelong learning
16. Reliability/dependability
17. Cheerful
18. Optimistic
19. Works independently
20. Can follow a routine
21. Accuracy/accurate
22. Empathy toward others
23. Curious
24. Effective listener
25. Follows directions
26. Able to accept criticism
27. Sense of humor/can laugh
28. Energetic
29. Competent



- 35. Weaknesses/strengths, work achievements/contributions
  - 36. Leisure time
  - 37. Deductions from a pay check
  - 38. Military service
  - 39. Willing to travel
  - 40. Supervisor/boss/ head of department
  - 41. Terminated
  - 42. Laid off
30. Resourceful

Action Verbs to Help with Describing Your Accomplishments, Responsibilities, and Tasks Performed:

- |                  |                 |
|------------------|-----------------|
| 1. Achieved      | 21. Formulated  |
| 2. Analyzed      | 22. Initiated   |
| 3. Budgeted      | 23. Introduced  |
| 4. Communicated  | 24. Launched    |
| 5. Delegated     | 25. Organized   |
| 6. Devised       | 26. Prepared    |
| 7. Gathered      | 27. Researched  |
| 8. Implemented   | 28. Presented   |
| 9. Managed       | 29. Taught      |
| 10. Administered | 30. Trained     |
| 11. Applied      | 31. Wrote       |
| 12. Completed    | 32. Planned     |
| 13. Coordinated  | 33. Recommended |
| 14. Directed     | 34. Revised     |
| 15. Generated    | 35. Supervised  |
| 16. Improved     | 36. Tested      |
| 17. Negotiated   | 37. Designed    |
| 18. Arranged     | 38. Created     |
| 19. Computed     | 39. Trimmed     |
| 20. Developed    | 40. Evaluated   |



## Winning the Job Interview: A Course for Success

### Web Resources

Used during the lessons:

[www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm](http://www.jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm)

Description: Interview Questions and Answers

Work history, About You, About the New Job and Company, About the Future, Behavioral Interview Questions, Interview Questions Listed by Type of Job, Phone Job Interview Questions, Interview Questions to Ask, and Related Article

Used during the lessons:

[www.career.vt.edu/interviewing/AskQuestions.html](http://www.career.vt.edu/interviewing/AskQuestions.html)

Description: Interview questions to ask, Do's and Do Not's, Interview Follow Up, Sample Letters, Etiquette, Handshakes, Attire

Links for further study:

[www.esl.about.com/library/weekly/aa120797.htm](http://www.esl.about.com/library/weekly/aa120797.htm)

Description: Essential Job Interview Tips and Tricks, Sample questions, answers with suggestions

<http://csportal.engr.wisc.edu/students/interview.php>

Description: The Importance of Attitude in Job Interviewing and 25 Worst Job Interview Mistakes

[www.jobsearch.about.com/cs/interviews/a/phoneinterview.htm](http://www.jobsearch.about.com/cs/interviews/a/phoneinterview.htm)

Description: Tips and Advice for a Phone Interview

[www.jobinterviewquestions.org](http://www.jobinterviewquestions.org)

Description: interview questions and answers, first impressions, links for resume samples, resume sample cover letters, and much more