

CAREER PROSPECTS

Навчально-методичний посібник
Видання друге, перероблене та доповнене



1. Try to highlight your skills at the interview. 2. He knows he will work under pressure but pays no attention to it. 3. If the project fails I will be fired because of bad performance. 4. At the beginning of the interview the employer asked to state career goals and interests in the company. 5. Jane was surprised when the hiring manager turned out to be her schoolmate. 6. If I were you I would show my organizational skills. 7. The interviewer usually asks the candidate about past experience to gauge his skills. 8. If you had stayed positive at the interview you would have got that job. 9. Jack works hard to benefit the company.

3. Fill in prepositions.

1. I have applied ... the position at the University as I have Master's Degree ... Sociology. 2. He was so desperate that he started to search ... a job and took the first one that came along. 3. Instead ... watching TV you'd better focus ... your report. 4. John works overtime and he is a real workaholic, he has been ... banking for 15 years. 5. I'd like to be promoted and that's why I ask you to put ... a good word ... me ... the manager. 6. Yesterday I handed ... my resignation. At last I can realize my ambition to go abroad. 7. He has been ... sick leave ... more than three months. 8. What do you do ... a living? - I am an engineer and I work shifts. 8. He had never been able to hold ... a job.

Івано-Франківськ
2011

УДК 811.111: 316.477

ББК 81.2 Англ.

К - 22

Career Prospects. Навчально-методичний посібник / Артиш О.О., Білик О.І., Ловчук Ю.Ю., Пилячик Н.Є. – Вид. 2-ге, перероб. і доп. – Івано-Франківськ, 2011. – 120 с.

Посібник складено згідно з програмовими вимогами.

Метою даного посібника є забезпечення цілеспрямованого вивчення лексичного й граматичного матеріалу, збагачення словникового запасу студентів, покращення вимови і правопису, що пов'язане з усіма аспектами вивчення теми "Career Prospects".

Посібник містить ряд текстів та діалогів, які знайомлять студентів із різними видами професій, видами та особливостями написання ділових листів, загальноприйнятими правилами та принципами поведінки на інтерв'ю, основами ведення діалогу із роботодавцем.

Посібник призначено для студентів вищих навчальних закладів спеціальності "англійська мова та література", вчителів та всіх, хто вивчає англійську мову.

Укладачі:

Артиш О.О., асистент кафедри англійської філології факультету іноземних мов Прикарпатського національного університету імені Василя Стефаника; **Білик О.І.**, асистент кафедри англійської філології факультету іноземних мов Прикарпатського національного університету імені Василя Стефаника; **Ловчук Ю.Ю.**, асистент кафедри англійської філології факультету іноземних мов Прикарпатського національного університету імені Василя Стефаника; **Пилячик Н.Є.**, асистент кафедри англійської філології факультету іноземних мов Прикарпатського національного університету імені Василя Стефаника.

Рецензенти:

Гошилик В.Б., доцент кафедри англійської філології факультету іноземних мов Прикарпатського національного університету імені Василя Стефаника, кандидат філологічних наук;

Molly Smith, M.A., Communication Studies, Instructor, Communication

them?

c What do you know about our recent acquisitions in Latin America?

d Did you have any trouble finding our building?

e How do you deal with difficult people?

f Which of the options that you took at university was the most interesting?

g How ambitious are you?

h Are there any questions that you'd like to ask me?

Additional exercises on Unit 3.

1. Translate the sentences from Ukrainian into English.

1. Якби ти розповів більше про себе на співбесіді, менеджер, який займається наймом працівників, оцінив би твій досвід та комунікативні здібності. 2. Тобі слід сприймати роботу серйозніше, якщо ти хочеш приносити вигоду компанії. 3. Співбесіда – хвилюючий досвід в житті людини. На співбесіді тобі слід зосередитись на запитаннях, висвітлювати свої навички, підтримувати зоровий контакт і залишатись позитивно налаштованим. 4. Джейн звільнили через погане виконання роботи. 5. Тільки ініціативні люди, які можуть працювати під тиском, отримують підвищення. 6. Який останній термін виконання роботи? – 22 вересня. Я працюю як кінь і все ще маю багато роботи. 7. Намагайся нормально сприймати критику та дотримуватись робочої етики. Якщо ти будеш продовжувати хитрувати, тебе звільнять. 8. Він був радий, коли дізнався, що його резюме найкраще: він підходив на посаду вчителя англійської мови. 9. Джона вважали відданим працівником фірми, тому всі були здивовані, коли він несподівано звільнився. 10. Не сказавши ні слова, директор почав читати моє резюме, а потім поставив ще декілька запитань про освіту та досвід роботи. 11. Вчора я прочитала оголошення в газеті про посаду адміністратора в готелі "Надія". Гадаю, мої організаторські та лідерські здібності допоможуть мені отримати цю роботу.

2. Correct the spelling of the underlined words.

1. You will hear David Smith, the Personnel Manager of a major European insurance company, answering questions about the way he interviews and selects candidates.

In the first extract he talks about the four points listed below. Listen and number them in the order in which he mentions them.

- a) the mistakes a candidate can make in an interview
- b) the qualities a candidate must have
- c) his advice to interviewees
- d) the kinds of things a candidate is expected to know

Listen again and make notes on each point.

2. In the second extract David Smith talks about the stages of an interview. Listen to what he says and write down the stages he mentions in his speech.

1. Interviewer is informed that the candidate has arrived.
2. _____
3. The candidate is asked what he or she knows about the job and the company.
4. _____
5. Interviewer gives the candidate his views on the job and the company.
6. _____
7. _____

3. Look at the questions that David Smith uses during an interview. In which section of the interview would each question appear?

- a Have you ever been in a situation in which you lost your temper?
- b What sorts of projects did you work on during your time with

CONTENTS

Unit 1. Looking for a job	5
Text 1: How to Find A Job (4 Tips For Success)	5
Vocabulary	6
Vocabulary Practice	7
Listening	9
Vocabulary	11
Text 2. Working In Something Different	12
Vocabulary	13
Vocabulary Practice	14
Listening	19
Text 3. Dangerous Jobs	24
Vocabulary	32
Vocabulary Practice	33
Listening	39
Additional exercises on Unit 1	44
Unit 2. Academic Writing	46
Vocabulary	46
Curriculum Vitae	47
Letter writing	56
<i>Cover Letter</i>	69
<i>Job Interview Thank You Letter</i>	75
<i>Letter of Recommendation</i>	79
<i>Complaint Letter</i>	84
<i>Apology Letter</i>	86
<i>Letter of Interest</i>	88
<i>Letter of Appeal</i>	91
<i>An Invitation Letter</i>	93
Additional exercises on Unit 2	98
Unit 3. Interview	101
Text 1. Job Interviews	101
Vocabulary	103
Vocabulary Practice	104
Text 2. How to Have the Perfect Interview	106

Text 3. Killer Questions.....107
 Speaking.....109
 Listening115
Additional exercises on Unit 3.....116

Literature118

2. You need a driving instructor.

Jim Burrows has been teaching people how to drive for about ten years, and two of your friends passed their driving test first time with him. But they say he's not very patient when you make mistakes.

Angela Dunn hasn't been working as a driving instructor for long, but a friend has recommended her because she is patient and sympathetic, especially if you are nervous. She charges more than Jim.

3. You need a babysitter three afternoons a week for your children, aged one and seven.

Florence is a twenty-year-old student. She has no experience of working with children, but she has five younger brothers and sisters, who she often looks after. She's kind, good fun, and seems reliable.

Celia is about fifty-five years old, and has been working with children all her adult life. She's kind but seems strict, and has her own way of doing things.

4. *We enclose a letter of acceptance for you to sign and return to us within the next seven days.*

5. *We have now produced a short list of four candidates of which you are one, and would like to invite you to attend an interview.*

6. *We look forward to welcoming you onto our staff and await your reply.*
Yours sincerely
Jonathan Dryer
Personnel Manager

7. *Dear Ms Cassells*
Thank you for attending the interview for the post of personal assistant to the managing director.

8. *We would ask you to bring your qualification certificates with you to the interview.*

Letter of invitation
3 _ _ _
Letter of acceptance

_ _ _ _

10. Read the texts below. What qualities does each person have? What questions would you ask at the interview? Who would you choose for each job? Explain why.

1. You need a new family doctor.

Pam Hansen is sixty-eight years old, and has been a doctor for over forty years. She doesn't take many patients these days, so she's got plenty of time. She's very kind and interested in her patients, but her methods are a bit old-fashioned.

Matt Gregorio is twenty-nine years old. He hasn't been a doctor for long, but he's very well-qualified, and knows all about the latest methods. He's sympathetic, but very busy because he has lots of patients.

Unit 1. Looking for a job

READING

Read the text and translate it.

How to Find a Job (4 Tips for Success)

Searching for a job can take a long time, especially if you do not know where to look or what you would like to pursue. This article will discuss some ways to find a job. Finding the right job does not happen overnight. It takes a while to find out what you would like to pursue, matching your qualifications to a job and finding the right location. But even with a specific list, very few job applicants will find a job that suits all of their requirements. What are some ways to go about finding a job that will be right for you?

How to find a job #1 Networking

Many people are able to find a job that they like through networking. The advantage of networking is that family or friends will be able to provide an inside knowledge of the job, the pay, daily routine and an honest opinion of what it is like to work there. They will tell you things that employers may withhold from a job interview, because they want to create the best possible impression, rather than highlight any of the flaws that the company has. An added benefit of networking is that friends and family members can inform you of a job opening soon after it becomes available and then put in a good word for you to their employer. Employers are often favourably disposed to potential employees even before they have arrived for a job interview because their friend or relative took the time to recommend them.

How to find a job #2 Job fairs

Job fairs are a great place to start looking for a job when you know what you would like to do. Employers will be on the look out for capable people who can help to fill positions. If you keep up to date with when the next local job fair will be held, you may walk away with a job.

How to find a **job #3 Newspaper ads**

Local newspapers will advertise for jobs in their classified section. Many jobs can now be applied for online, which saves the time and effort of filling in a paper application and putting your resume in the post. Make sure you still follow through with the job application. Do not just apply for the job and then wait for a reply. Fill it in by the date that is listed and then wait a few days and call the company. It is important to be pro-active and show that you are interested in the job. The job will not come to you. It requires some effort.

How to find a **job #4 Yellow pages**

It is possible to find a job by simply reading through the yellow pages and calling companies directly and asking for a job. Some companies do not put out their listings straightaway, which means you may learn of a job before it has even been advertised. That shows initiative and drive for the job.

Finding a job is daunting, but with a little forethought and preparation it need not take too long to find a suitable job.

Vocabulary

Learn the active vocabulary.

applicant for
to search for a job
to match one's qualifications to a job
to suit smb's requirements
networking
daily routine
to withhold
to create the best possible impression
to highlight
benefit
to put in a good word for smb to smb
potential employees
job fairs
to be on the look out for
proactive
a suitable job

DS If you could, have a seat.
CW Oh, thank you very much.
DS Well, first of all, thank you very much for coming.
CW Oh, that's a pleasure. I'm delighted to be here.
DS We're delighted to see you. You found us all right, I presume.
CW Yes, your instructions were really clear.
DS Fine, that's good, that's excellent. I'd like to start if I might by saying I was very impressed by your CV and by the fact that you've had work experience in Malawi...

8. Work with the partner. Choose either A or B

A. Write the beginning of an interview dialogue. Put the greetings, introductions, and the first question about the job.

B. Write the end of an interview dialogue. Write the final question from the interviewee and the answer, then the ending to the interview.

9. The following extracts are from two different letters: an invitation to an interview and a letter of acceptance. They are all mixed up. Put them in the correct order to produce two correct letters. Write the letters in the boxes below. (See example):

- We are pleased to say that we were very impressed by your qualifications and your personal manner and now in a position to offer you the job.
We shall be conducting interviews on Wednesday 16 July and ask you to contact us to arrange a suitable time.*
- Dear Ms Cassells
Thank you for your letter of application for the post of personal assistant to the managing director.*
- We look forward to meeting you.
Yours sincerely
Jonathan Dryer
Personnel Manager*

replace the interviewer.

- 6) The candidate asked whether the company would pay to relocate her horse.
- 7) The applicant interrupted the interview to phone her therapist for advice on how to answer specific interview questions.
- 8) The candidate brought a large dog to the interview.

6. Imagine you are going to interview a candidate for a job. What can you do to put them at ease? Tell a partner.

Example greet them in a friendly way

7. Read the beginning of two interviews. Which interviewer is more welcoming?

Interview 1

PL Come in!
MC Hello.
PL Oh, Miss Carter. I'm Peter Lewis, the personnel manager.
MC How do you do? Where would you like me to sit?
PL That's fine, where you are.
MC Right. Oh, could I put my coat somewhere?
PL Yes, take it off, by all means.
MC It's hot in here. Thank you. Shall I just leave it here?
PL Where you like.
MC Thank you.
PL Right. I'm not very clear from your application whether you are married or not. Are you?

Interview 2

DS Come in!
CW Hello.
DS Hello, it's Catherine Walker, isn't it?
CW Yes, that's right.
DS David Scott. How do you do?
CW Oh, how do you do? Nice to meet you.
DS Very nice to meet you too. Can I take your coat?
CW Oh, thank you, yes.
DS Not raining too much out there, I hope?
CW Oh, no, it's just drizzling

***Say whether the following statements are true or false.**

1. The advantage of networking is that friends can put in a good word for you to their employee.
2. Job fairs are a great place to start looking for a job when you don't know what you would like.
3. At the interview the employers want to highlight the flaws the company has rather than to create the best possible impression.
4. While looking for a job one must be initiative.
5. Some companies do not put out their listings straightaway which means you may learn of a job after it has been advertised.

*** Can you think of some other ways to find a job?**

Vocabulary practice

1. Complete the following sentences using the Ukrainian words in brackets as a prompt with words or phrases from the active vocabulary.

1. He's (підшукує) a nice apartment downtown. 2. Your resume should (висвітлювати) your skills and achievements. 3. I'm hoping to do some (спілкування з людьми) at the conference next week in London. 4. Each Savoy bed is constructed from natural materials and can be specially made to (відповідати індивідуальним вимогам). 5. Nothing (створює гіршого враження) than people who are late for meetings. 6. The new credit cards will be of great (вигода) to our customers. 7. He (замовив за нього слово) at meetings of the Jockey Club. 8. (Претенденти на посаду) for teacher-training courses need to have at least one year's experience. 9. Once you have a list of (потенційних працівників), you need to do a bit of research. 10. The workers also were given the chance to participate in a (ярмарок вакансій).

2. Match the definition with the word or phrase.

to withhold	to try to help someone get or achieve something by saying good things about them to someone else;
networking	making things happen or change rather than reacting to events;
job fair	the usual order in which you do things, or the things you regularly do;
proactive	to not tell someone something they want to know;
put in a good word for smb.	to pay attention to what is happening around you, so that you will notice a particular person or thing if you see them;
routine	an event where people go to get information about different kinds of jobs;
to look out for smb/smith	the practice of meeting other people involved in the same kind of work, to share information, support each other etc.

Professional experience	Aug. 1994 – present Valentine International: Export clerk
	Jan. 1993 – July 1994 Chicago Products: Marketing assistant
	May 1992 – Dec. 1992 Self – employed: travel guide
	Jan. 1992 – May 1992 Unemployed
Education and training	1988 – 1990 Green Bay High School, Green Bay, Wisconsin
	1986 – 1988 Oshkosh Junior High School, Oshkosh, Wisconsin
Interests	Mountain biking, reading, hiking, skiing, sailing
Languages	Fluent Spanish (my mother is Mexican), good conversational French

5. Read what some interviewees did. What do you think? Tell a partner.

In a survey employers were asked about the most bizarre events that occurred during a job interview. Here are some of their answers:

- 1) The interviewee wore a Walkman, explaining that she could listen to the interviewer and the music at the same time.
- 2) The candidate announced she hadn't had lunch and proceeded to eat hamburger and French – fries in the interviewer's office.
- 3) The applicant insisted on being interviewed standing up.
- 4) A job applicant challenged the interviewer to an arm wrestle.
- 5) The candidate explained that her long – term goal was to

3. Translate the sentences into Ukrainian.

1. Претендент на посаду менеджера має бути ініціативним. 2. Під час інтерв'ю намагайтеся висвітлювати свої переваги і приховувати недоліки. Це піде Вам на користь. 3. Відомо, що роботодавці часто підшуковують потенційних працівників на ярмарках вакансій. 4. Якби ти тоді попросила мене замовити за себе слово перед директором, тобі б було легше створити гарне враження на співбесіді. 5. Знайти роботу, яка б відповідала всім особистим вимогам, дуже нелегко в наш час.

1. Can you think of three more questions you might be asked at an interview? Add them to the list.

2. What would your own answers to each of the questions be? Rehearse your answers with your partner and make notes.

1. Tell me about yourself.
2. What do you think are your strengths and weaknesses?
3. We have a lot of applicants for this job, why should we appoint you?
4. Which is more important to you: status or money?
5. How long do you think you'd stay with us if you were appointed?
6. Why do you want to leave your present job?
7. What would you like to be doing ten years from now?
8. What are you most proud of having done recently?
9. What is your worst fault and what is your best quality?
10. Don't you think you are a little young/old for this job?
11. What are your long-range goals?
12. What excites you about the job you are doing now?
13. How would you rate your present boss?

3. Role-play. Conduct an interview using the above mentioned list of questions.

4. Work in pairs. Look at this resume. If you were interviewing Kevin Willis for the job in Bermuda, what questions would you ask him about his career history?

Kevin Miguel Willis

Address 1090 Madison Avenue
 Sheboygan
 WL 53081

Res. phone and fax: 555-5656898

Date of birth: 2/12/71

LISTENING

Listen to the dialogues, decipher and memorize them.

Finding a Job

(I)

A Have you any vacancies for full-time staff?

B What did you have in mind?

A Something in the domestic line.

B Have you had any experience?

A No, I'm more or less straight from school.

B I can't promise anything, but I'll do my best.

(II)

A I was wondering whether you needed any part-timers.

B What were you thinking of?

A A hotel job of some sort

B Have you ever done anything similar?

A Not so far, no.

B There's nothing at present, but look back in a week.

(III)

A I'm looking for a job where I can live in.

B What exactly did you want?

A I wouldn't mind working in a pub.

B Have you ever done like that before?

A Well, I once did a bit of waiting.

B Fill in this form and I'll let you know if anything turns up.

(IV)

A Can you fix me up with a part-time job?

B Anything in particular that appeals to you?

A I was rather hoping to find something in a school.

B Have you done that kind of thing before?

A Yes, I was doing the same job last summer.

B I might be able to help you, but I'd need references.

DRILLS

Drill 1

Example: There are no part-time vacancies at the moment but look back in a month.

- 1)call back.....
- 2).....full-time.....
- 3)hotel jobs.....
- 4)positions.....

Drill 2

Example: STUDENT A Have you any vacancies for **full-time chambermaids**?

STUDENT B No, but we need a **part-time waitress**.

- 1) A.....temporary barmen?
B.....weekend cleaner.
- 2) A.....permanent waiters?
B.....night porter.
- 3) A.....part-time cooks?
B.....temporary gardener.
- 4) A.....hospital nurses?
B.....full-time cleaner.

Drill 3

Example: STUDENT A What sort of **occupation** did you have in mind?

STUDENT B I was thinking of something in the **hotel line**.

- 1) A.....job.....?
B.....cleaning...
- 2) A.....work.....?
B.....au pair...
- 3) A.....post.....?
B.....secretarial...
- 4) A.....position.....?
B.....restaurant...
- 5) A.....employment.....?
B.....travelling...

Drill 4

Reply to A's questions using the gerund.

Example: STUDENT A Does a **typist's** job appeal to you?

STUDENT B Yes, I've done quite a bit of **typing**.

know how to answer it – your mind is blank. Remember, the interviewer isn't interested in your response as much as the way you respond. So, stay calm, take a few deep breaths and buy some time, e.g. "Actually, that's interesting. I haven't thought about it, but maybe I'd..." It's a good idea to practise asking and answering some of these questions with friends.

**Which of the following ideas are mentioned in the text?*

1. Your answers to killer questions are extremely important.
2. An interviewee left the interview before it was meant to finish.
3. The way candidates look and dress was one area which bosses thought could have improved.
4. Difficult questions often come at the end of an interview.
5. Some experts prefer candidates to talk about things they have done rather than answer hypothetical questions.
6. You should not hesitate when answering killer questions.

**In groups, discuss the following.*

1. Do you think it is fair to ask killer questions?
2. Do you think hypothetical questions are useful?
3. How do you react under pressure?

**Work in groups to think of some killer questions. Then work with a partner from another group and ask each other the questions. Did your partner give good answer?*

**Rank the following questions in order of difficulty (1 = most difficult)*

1. What are your strength and weaknesses?
2. How would your colleagues/friends describe you?
3. What can you offer our organization?
4. Why do you want the job?
5. Would you ever lie to get what you want?

SPEAKING

Read Text 3 and translate it.

Killer questions

When it comes to interview questions, it pays to expect the unexpected. This is a true story of one candidate's experience. This is how interviewers greeted him: "We've been interviewing candidates all morning and we're getting bored. Do something to impress us." Then the interviewers got out their newspapers and started reading them.

The candidate said, "Well, I've been waiting in this office for more than two hours because you've been running late. Actually I'm not impressed by your organization and not sure I want to work for you. Goodbye."

The interviewee walked out, was invited back the next day and was offered the job.

How would you act in a situation like this? That interview was rather extreme, but a lot of employers have turned to using "killer questions" or "shock tactics," such as these: "Tell me something about yourself that you have never told anyone." "Which three famous people would you invite to a dinner party and why?" "We have employed people from university, and they haven't been good. Can you tell us why you think you'd do better?"

Killer questions often come early in the interview and are aimed at throwing the candidate off guard. By surprising the candidate with an original or difficult question, interviewers can get an honest reaction and an unplanned response. They also want to see candidates think through their responses calmly.

Interviewers also ask candidates other kinds of difficult questions to see how they react under pressure. For example, they may ask a hypothetical question related to work, such as: "Imagine you are an employee in customer services. What would you do if an important customer was very rude to you?"

However, some experts think that hypothetical questions are not useful because they only generate hypothetical answers. They prefer candidates to talk about their past experiences.

So, what should you do in these circumstances? Imagine: an interviewer has asked you a "killer question" and you just don't

- 1) A.....gardener's.....?
B.....
- 2) A.....teacher's.....?
B.....
- 3) A.....translator's.....?
B.....
- 4) A.....office cleaner's.....?
B.....
- 5) A.....fruit picker's.....?
B.....
- 6) A.....interpreter's.....?
B.....

Learn the active vocabulary.

A Job titles: **director** (member of the board of a company), **executive** (important person who makes big decisions), **administrator** (person who runs the office day-to-day), **clerk** [kla:k] (ordinary office member), **skilled worker** (trained to do specific tasks, e.g. building a computer), **unskilled worker** (doing a job that needs no training), **labourer** (does hard physical work), **receptionist** (visitors must check in with them), **public relations officer** (gives information to the press, TV, etc. about the company), **safety officer** (makes sure machines, etc. are not dangerous to use), **security officer** (makes sure thieves/criminals cannot enter), **union representative** (looks after the staff's interests), **economist** (expert in financial matters), **personnel officer** (takes care of administration for new and existing employees), **sales assistant** (sells goods to the public), **education officer** (organizes training, classes, etc. for employees), **research worker** (investigates and develops new products), **supervisor** (makes sure workers are doing their job properly);

B Professions: lawyer, dentist, hairdresser, mechanic, architect, priest, vet, librarian, child-minder, accountant, engineer, scientist, chef, firefighter, civil servant, tailor/dressmaker, designer, builder, carpenter, plumber, nurse, debt collector, undertaker, referee, tax inspector, bouncer, traffic warden, conductor, bookmaker, social

worker, surgeon, dustman, artist, miner, private investigator, stockbroker, caretaker, editor, wrestler, lifeguard;

C Expressions and adjectives, used to describe jobs: well-paid, badly-paid, challenging, stressful, rewarding, boring, satisfying, exhausting, dangerous, risky, exciting, enjoyable, it's hard work physically, you need to be talented, you need good people skills, you need special training and qualifications, there's a lot of job satisfaction, there's a lot of variety, there's a lot of responsibility, there are a lot of opportunities.

READING

Read about four people talking about their jobs as part of a television programme called "Working in something different". Translate Text 1.

1. Pat – bank manager.

I'd been working in a bank for about five years, and actually I wasn't very ambitious or career-minded. Then a new manager came to my branch – he persuaded me to take the job more seriously, so I started studying to become a manager myself. I had to go to evening classes for five years to get the qualifications I needed... but it's been worth it. I enjoy coming to work much more now. Some people think working in a bank is boring, but for me every day is different. It's all about dealing with people... and that's always a challenge.

2. Dave – nursery school teacher.

I've been doing the job for about eight years now, and I still really enjoy the actual work. There's a lot of job satisfaction, just being with the children and watching them develop, and seeing things the way they see them – that's still great. Mind you, a lot of people have no idea how just tiring and stressful a day with a class of four-year-olds can be. Some people think it's an easy job, because the holidays are quite long, and everything. The thing I find depressing, though, is that there's no real career structure or chance of promotion in education. I could easily still be doing exactly the same thing in twenty years' time!

3. Debbie – engineer.

How to Have the Perfect Interview

Three-quarters of people feel anxious about job interviews and their nervousness often lets them down. The key is to learn interview skills which are important as job skills, and control your nerves. Remember the interviewer may be nervous as well. Most interviewers do not realize it but they are influenced by your body language the moment you walk into the room. Be assertive, smile, look the interviewer in the eyes, and give a firm handshake. Don't lean too far over the desk or slump in the chair with your arms crossed. Practise your "entrance" at home with a friend so you feel comfortable.

Even if the job is in a modern company where the code is casual, you should dress formally for an interview – a suit is always safe. Never keep your overcoat or mac on during the interview – this will make you an outsider from the start. If possible take it off outside the interview room.

Don't be too timid or allow the interviewer to dominate you because an interview is a two-way process, and you are to decide whether you want the job. It is as important for you to ask questions about your potential job as it is for the interviewer to question you. But do not be overconfident or cheeky. No one likes a "difficult" candidate however good your qualifications are.

From the moment you decide to apply for the job think about (and write down) all the qualities you have to offer the company as well as the reasons you would suit the job. Use the interview to discover as much about the job as possible. Even if they offer it to you on the spot ask for some time to consider their offer. Is it right for you and them?

***Write five false sentences about the text. Ask another student to correct them.**

***What do the words mean in the context?**

...and control your nerves...

...give a firm handshake...

...or slump in the chair...

...to dominate you...

...to be overconfident and cheeky...

bad performance to make a problem or subject easy to notice so that people pay attention to it.

2. Translate the sentences from Ukrainian into English.

1. Ти б краще сконцентрувався на роботі і не звертав увагу на останній термін. 2. Прочитавши резюме, менеджер, який займається наймом працівників, поставив запитання про освіту. 3. На твоєму місці я б показав свої організаторські здібності, щоб отримати підвищення. 4. Правду кажучи, вона отримала роботу тому, що висвітлила свої переваги і навички на співбесіді. 5. Менеджер оцінив мій досвід роботи і сказав, що я відповідаю цій посаді.

3. Fill in the gaps with the most appropriate word given below.

to benefit, to pose, work ethic, to outsmart, to highlight, nail-biting, deadline, skills, to fit for the position, to gauge

1. It is difficult ... what the other party's next move will be. 2. In her book she ... the question, "How much do we need to be happy?" 3. Your resume should ... your skills and achievements. 4. If you had work experience, you would ... 5. Many jobs today require communication ... 6. The ... for applications is May 27th. 7. The match went all the way to a ... finish. 8. The older kids ... the young ones when trading cards. 9. They work together to ... the company. 10. They instilled the ... into their children.

Read Text 2 and translate it.

I wasn't really that academic at school, but I was always a lot more interested in science subjects than in languages or history or anything... so at sixteen I applied for apprenticeships with a lot of small companies. I was really shocked to find out that a lot of them only accepted boys! Eventually I was accepted for a course in electrical engineering. I was the only girl out of seventeen students! I'm doing my basic training in the engineering centre here at British Aerospace. The other people who work here are fine to me, it's no problem, but people I meet outside are sometimes very surprised when I tell them what I do, especially older people.

4. Kevin – house husband.

About six months ago my wife started saying she couldn't stand it at home any more with the kids, it was driving her mad, so I said: "Okay then – if you find yourself a job that pays enough, I'll change places with you!" I'm a roofer by trade, mending and building roofs, but I'm self-employed, so I can please myself how much I work. Anyway, to my surprise she found herself a job in less than a week! So here I am – what they call a "house husband", I suppose taking the kids to school and doing the shopping and what have you. The wife didn't think I'd be able to do it – but actually I'm really enjoying myself. I never used to see that much of the kids, so it's nice to really spend some time with them, taking them to the park and all that. It's harder work than you imagine, mind you... I don't think I'd want to do it for ever.

Vocabulary

Learn the active vocabulary.

to be ambitious
to be career-minded
to take the job more seriously
to go to evening classes
to get the qualifications
job satisfaction
chance of promotion
to apply for apprenticeships
to do one's training
to be self-employed

****Which of the people do you think said the following statements?***

1. “When this school year finishes, I might try and find a job abroad.”
2. “As soon as our youngest child starts school, in about three years’ time, I’ll go back to my old job.”
3. “If my area manager retires next year, I’ll probably apply for his job.”
4. “I’ll be fully qualified in about two years’ time – unless I fail my exams, of course!”

****Answer the following questions:***

1. Do you know anyone who does any of these jobs?
2. How did each person start doing his/her job?
3. What are the advantages/disadvantages of each job?
4. Do these people make any other interesting points about their jobs?

****Discuss the following questions in groups:***

1. If you could choose any job in the world, what would you choose? Why?
2. Can you think of any jobs that you would particularly hate to do? Why?
3. Which of the following statements do you agree with?
 - Men and women are both equally capable of doing any job.
 - There are a number of jobs that women are naturally better suited to than men.
 - There are a number of jobs that men are naturally better suited to than women.

Vocabulary practice

1. Look at the list of the jobs in section B (p.11). Describe what these different people do in their jobs.

Example: A lifeguard helps swimmers if they are in danger at a beach or pool.

would do you do if you saw your boss stealing from the company?”

4. Inquiries during a job interview are relatively unpredictable, though employers will often ask one or two expected ones to see how the candidate responds.
5. “Tell us a little about yourself” is a very common introductory question to get an initial feel for the candidate.
6. You should talk bad about former bosses.
7. During the interview, always highlight strengths and job skills.
8. Keep focused, maintain strong eye contact, and don’t smile.
9. Always avoid a direct answer.
10. Be honest, genuine, and personable and walk in to the job interview with confidence.

Vocabulary Practice

1. Match the definitions with the words or phrases.

to gauge	a date or time by which you have to do or complete smth.;
to pose	to judge how people feel about something or what they are likely to do;
nail-biting	how badly a person, company, etc. does a particular job or activity;
loyal	always supporting your friends, principles, country;
to focus on	to gain an advantage over someone using tricks or your intelligence;
deadline	to ask a question, especially one that needs to be carefully thought about;
work ethic	a belief in the moral value and importance of work;
to highlight	extremely exciting because you do not know what is going to happen next;
to outsmart	to give special attention to one particular person or thing, or to make people do this;

During the interview, always highlight strengths and job skills. Explain how these characteristics were acquired in previous jobs, and how they could benefit the company. Keep focused, maintain strong eye contact, and smile often. Always provide a direct answer – never try to play games or outsmart the employer by being coy or answering questions with questions. Be honest, genuine, and personable, and walk in to the job interview with confidence.

Vocabulary

Learn the active vocabulary.

to gauge smth (skills, experience)

to fit for the position

nail-biting experience

to pose questions

to handle criticism

to cite smth (hobbies)

hiring manager

loyal worker

bad performance

to stay positive

to focus on smth

skills (leadership, organizational, problem-solving, communication)

to work under pressure

tight deadline

work ethic

to highlight smth (strengths, skills)

to benefit the company

to outsmart smb

to maintain eye contact

**Say whether the following statements are true or false.*

1. During every job interview, the employer asks a list of pointed questions to gauge the candidate's reaction
2. The job interview is one of the most nail-biting life experiences for many candidates.
3. The hypothetical question is common, for example, "What

2. Which of the job-titles in section A would best describe the following?

1. The person who represents the workers' interests in disputes with the management in a factory.
2. A person who has high (but not the highest) position in a company and whose job is to make important decisions.
3. An important person in a company who sits on the board.
4. A worker whose job requires no special training, for example, an office cleaner.
5. A person generally in charge of the day-to-day organization of a company/department.
6. The person who makes sure there are no risks of accidents from machinery, etc.
7. A person whose job is to keep an eye on the day-to-day work of other workers.
8. A person who does hard physical work.
9. The person who handles applications for vacant posts.
10. The person who gives out information to the press for a company.
11. The person who makes sure all the doors and windows have good locks on them.
12. The person you first speak to when you arrive at a company as a visitor.

3. Whose job do these things belong to?

1. board overhead projector chalk
2. scalpel mask forceps
3. fax machine filing cabinet stapler
4. make-up script microphone
5. tractor plough barn
6. sewing machine scissors needle
7. bucket ladder leather

4. Add the missing letters to the adjectives below. Make up sentences with them.

1. r_w_rd_ng
2. ch_ll_ng_ng
3. str_ssf_l
4. b_r_ng

5. s_t_sfy_ng

6. _xc_t_ng

5. **Look at the list of the expressions and adjectives (section C). Which of them would you use to describe the following jobs?**

1. a journalist
2. a police officer
3. a concert pianist
4. a supermarket cashier
5. an accountant
6. a train driver
7. a social worker
8. a professional footballer

6. **Look at the pictures below. Compare the jobs of the people from the pictures using the expressions from the table.**



a racing driver/a military officer

a doctor/a computer programmer

a police officer/ a pilot



a bank manager/a hairdresser

a lawyer/a musician

has not been fired due to bad performance. The individual should respond by staying positive. Say the position was a great opportunity and it was sad to leave such a good company. Never talk bad about former bosses. Other questions include: “What is your greatest strength?” Stay positive and focus on leadership, organizational, and problem-solving skills and the ability to work under pressure with tight deadlines. Cite not just one strength but several – all highlighting why the company should make the hiring decision.

“What are you looking for in a job?” Answer in general terms such as, “A position where I enjoy the work and can contribute as a team member in a leadership and mentoring role.”

“What do your coworkers and your boss say about you?” Of course, former coworkers have never said anything negative. They have praised the person’s organizational skills, strong work ethic, leadership qualities, and easy to get along with personality

“Tell me about a problem with your supervisor.” This is a question meant to trap the individual into saying something negative about a former boss. Don’t fall for it. Instead, stay positive, say good things about the person, don’t get emotional, and keep focused on how the problem was solved effectively using good communication skills.

“Where do you want to be in five years?” This question has become cliché over the years and is not often asked these days. However if it is asked, answer in general terms citing career goals and interest in the company.

“Do you know about our company?” A very effective technique (and one that impresses every hiring manager) is to print out a copy about the organization from their website and have it on the table at the beginning of the interview. When this question comes up, take notes in the margins and ask them about specific areas of their goods and/or services.

“What kind of salary are you looking for?” Speak in terms of flexibility and provide a range.

“Do you have any questions for us?” The answer should always be yes. If the candidate had been properly prepared, he or she would have written a list of questions to ask the hiring manager.

READING

Read Text 1 and translate it.

Job Interviews

During every job interview, the employer asks the candidate a list of pointed questions to gauge skills, experience, and fit for the position. Here's how to answer.

The job interview is one of the most nail-biting life experiences for many candidates. How to dress? What will the employer ask? What if they pose difficult questions the person didn't prepare for? What should the candidate ask the employer? Preparation is key, starting with some common types of questions designed to gauge the candidate's overall employability.

One type of inquiry posed by the company is the open question which does not require a yes or no. For example, "Tell us a little about yourself." On the other hand, the closed inquiry (e.g., "Have you worked with Microsoft Word?") does require a yes or no answer.

The hypothetical question is common, for example, "What would you do if you saw your boss stealing from the company?" The leading inquiry is one that seems obvious or logical, for example, "This position requires strong communication skills. Do you have strong skills in this area?" Lastly, the behavioral interview looks at the candidate's past experiences to gauge future behaviors. For example, "How well do you handle criticism?"

Inquiries during a job interview are relatively predictable, though employers will often ask one or two unexpected ones to see how the candidate responds. "Tell us a little about yourself" is a very common introductory question to get an initial feel for the candidate. The person should respond not by citing hobbies and general interests (certainly nothing having to do with politics or religion), but rather by focusing in on core job skills and accomplishments.

"Why did you leave your last job?" is another common interview question. Here, the hiring manager is trying to get a feel for whether the person is a loyal worker, has a good attitude, and

have a/an	easy /difficult /exciting /enjoyable /boring/ safe/dangerous/stressful/importa nt	life/job
have a	long/short	career
be	well-paid / well-dressed	
need	good qualifications / smart clothes	

7. ***By pure coincidence, each person below has a job that matches his or her name. Can you say what each one does for a living?***

1. Laura Whiteboard is ...
2. Krzysztof Perm is ...
3. Lewis Mains-Switch is ...
4. Helga Words-Per-Minute is ...
5. Olivier Letterbox is ...
6. Jemima Toothbrush is ...
7. Sukvinder Emergency is ...
8. Dorothy Catwalk is ...
9. Gaby Soprano is ...
10. Lucian The-Delayed-13.14-To-London-St.Pancras is ...
11. Juliette Stethoscope is ...
12. Clive Polish is ...
13. Sheila Baby-Wipes is ...
14. Rashid Gun is ...
15. Barbara Goggles is ...

Choose one of these jobs for each person:

- | | |
|----------------|------------------------|
| a) a doctor | i) a train driver |
| b) a soldier | j) a hairdresser |
| c) a lifeguard | k) a typist |
| d) a nanny | l) a singer |
| e) a dentist | m) a postman |
| f) a model | n) an electrician |
| g) a teacher | o) an ambulance driver |
| h) a cleaner | |

8. Here are some more sentences about the people from the text you've read. Complete the gaps with the best form of the verb in brackets. (There may be more than one possibility in some cases.)

- Dave (get) bored if he (not/have) a change soon.
- If Pat (become) area manager, she (be) under a lot more stress.
- When Kevin (go) back to his old job, he (probably/feel) much closer to his children than before.
- Debbie (not/earn) much money until she (finish) her apprenticeship.
- If Dave (leave) the nursery where he works, the children(really/miss) him.

9. Translate the sentences from Ukrainian into English.

1. Ти будеш отримувати більше задоволення від роботи, як тільки почнеш ставитися до неї серйозно. 2. Щоб отримати хоча б якийсь шанс на підвищення, Девід 2 роки відвідував вечірні заняття. 3. Деякі люди надають перевагу працювати на себе, ніж у великих компаніях серед амбіційних та орієнтованих на кар'єру людей. 4. Якщо Ви хочете отримати необхідні кваліфікації, Вам слід записатися на курс навчання в нашій компанії. 5. Кажуть, Кевін вже 3 місяці проходить основну початкову підготовку в одній з найбільших компаній країни.

**F is entitled to purchase
G Thirdly,
H provide
I Finally,**

Dear Sir or Madam,

I am writing to enquire about the bus services you run. I saw them advertised on the Internet.

I am eighteen years old. I come from Hungary. Next year I ¹ want to start university. Before that I am planning to spend one year in the USA. I want to ask some questions about your services.

First, I would like to know if you sell discount tickets for students. If you ² sell any, I ³ would like to know if somebody like me ⁴ can buy them. ⁵ Now I would like to know ⁶ something about your bus routes. I would like to visit two cities, Chicago and San Francisco. I do not know if the Panther Bus travels between them. ⁷ Now I would like ⁸ you to tell me how much return ticket between these cities cost. ⁹ And my last question is when I should book it.

I am looking forward to your answer.

*Yours faithfully,
Jan Koven*

Unit 3. Interview

vocabulary of the Unit or consult a dictionary.

1. Джек сказав мені, що він справді з нетерпінням чекає на те, щоб я відвідав його в п'ятницю і розповів про мої плани на наступні вихідні.
2. У вашому листі-скарзі ви вимагаєте повернути вам всі кошти, затрачені на придбання нової техніки по дому. Подайте більш детальну інформацію щодо цієї справи і, ми запропонуємо можливе вирішення цієї проблеми.
3. Виробник пообіцяв повернути новий мобільний телефон на місце старого, але ця поточна ситуація є неприйнятною.
4. Я прошу Вас передати мої найкращі побажання Вашій мамі і подякувати їй за гостинне перебування у вашій родині.
5. Якщо ви зацікавлені в тому, щоб приєднатися до нас, дзвоніть Джону за телефоном 23443223.
6. Ми раді повідомити про випускний бал щодо святкування закінчення навчального року.
7. Дякую Вам за повідомлення щодо подорожі на вихідний день, яку ви плануєте.
8. Чи не могли б ви дати мені зразки написання наступних листів: листа-подяки, листа-запрошення, листа-заяви та рекомендації?
9. Під час інтерв'ю подумайте про ідеї тих речей, які слід говорити і організуйте їх в логічній послідовності.
10. Ми пропонуємо хорошу зарплату, медичне страхування та гнучкий графік роботи.

Exercise 4. Read the sample of the letter of enquiry below. Match the underlined expressions 1-9 to phrases A-I which are more appropriate for this type of letter.

- A Secondly,*
- B wonder*
- C more details*
- D to enquire*
- E intend*

LISTENING

I. Listen to the dialogue.

A Dog's Life

- Ted** I hear you're finally retiring at the end of the year, Bill. What will you do with yourself when you've stopped work?
- Bill** Absolutely nothing. I'll have been working for this company non-stop for forty years by the end of October, and I reckon I deserve a complete rest.
- Ted** Forty years! You'll have seen a lot of changes in that time, I imagine.
- Bill** Yes, and most of the changes have only made things worse. I used to be proud of my work; but how can you take a pride in what you're doing when every two or three years they put a new manager with new-fangled ideas in charge of the factory – and he tells you what you've been doing is all wrong?
- Ted** Why have you stayed on all these years then, Bill?
- Bill** Well, it's the same thing wherever you go. However well you do your job, you don't get on in any firm, unless you're a friend of the manager's – and the present manager has certainly been no friend of mine.
- Ted** Nonsense! You are exaggerating, Bill. They don't promote you, whoever you know, if you're inefficient.

Bill Rubbish! What about that young chap Dart? He's an assistant manager already and he's completely incompetent. He's only there because he's a relative of the managing director's. They'll probably make him a director soon!

Ted By the sound of it you won't be sorry to leave.

Bill No I won't, but it'll be no better at home. Instead of the manager giving me stupid orders, my wife will be telling me off all day long.

1. Find the following phrases, word combination or idioms in the dialogue. Translate them into your native language. Make up a sentence with every phrase.

A dog's life I'm leading **a dog's life** – all work and worry and no fun at all.

Proud of Andy is very **proud of** his two sons.

Take pride in Good workmen **take pride in** their work.

In charge of Ask Mr. Jenkins. He's **in charge of** this project.

Tell off The boss **told Bill off** for working so slowly.

2. Listen to the dialogue again and "shadow" the speakers.

3. Put 10 questions to the dialogue.

II. Listening test

You will hear people talking in ten different situations. For questions 1-10 choose the best answer A, B or C. You will hear each piece twice.

1. You hear someone talking on a public telephone. Who is she

Exercise 1. Read the sentences 1-8 and decide which of them are typical of a formal letter (F) and which are typical of an informal letter (I). Think about what features of these expressions helped you make your choice.

1. It's cool!
2. I would like to ask for compensation.
3. Would you believe it?
4. However, I do not agree with this point.
5. I believe I am the right candidate for this job.
6. Pat went home and now she says she wants to come back – isn't it strange?
7. I wonder how Aunt Jane is. Give her my love!
8. I look forward to hearing from you.

Exercise 2. Read and translate the following letter into English. State what kind of letter it is.

Шановний Пане чи Пані,

Я пишу Вам, щоб дізнатися про мобільний телефон, модель UNA-8. Телефон перестав працювати саме в той день, коли я його купив. У вашому листі від 12 жовтня ви погодилися повернути мені новий телефон в межах 10 днів. Проте вже минуло 3 тижні, а телефон все ще не надійшов.

Будучи без телефону протягом такого довгого часу, робить моє життя неможливим, оскільки я в даний час постійно шукаю роботу і мені потрібно завжди бути в зоні досягнення. Я дуже розчарований щодо браку інформації, тому що, якби я знав, що буду чекати на телефон так довго, то я б вже давно купив собі новий телефон.

Оскільки справа затяглася так надовго, я сподіваюся тепер отримати новий телефон разом із листом вибачення. Я щиро вірю, що все буде вирішено за наступні декілька днів.

З повагою,

Віктор Губерт

Exercise 3. Translate the sentences into Ukrainian using the

Informal letters

1. An English friend of yours is planning to spend a week touring your country and has asked for your advice on what to see and do. Write a letter giving your friend practical information which you think will be helpful.

2. You recently stayed with an English pen friend and his or her family. Write a letter thanking them for their hospitality.

3. An English friend of yours is going to take an important examination soon. Write a letter wishing your friend good luck and offering any advice you can.

4. You are going away for a week and you are hoping a friend of yours will be willing to call round to feed your pet(s) and water your plants. Write a letter to your friend explaining the problem and asking for his/her help.

5. You promised to visit an English friend while on a visit to the town where he/she lives, but you were unable to do so. Write a letter apologizing and explaining the reasons.

Formal letters

1. You recently had a party at your house and your next-door neighbour rang up in the middle to complain about the noise. Write a letter of apology.

2. You have seen an advertisement for a company which specializes in bicycling holidays. Write a letter requesting more information and asking for some answers to specific questions.

3. You belong to a film club which shows a lot of English and American films but you are not happy with the type of film that has been shown recently. Write a letter to the Club's Secretary explaining your views and making a few suggestions for the future.

4. You had a very bad meal at a restaurant recently. Write a letter complaining about the food and the service there.

Additional exercises on Unit 2

talking to?

- A her employer
- B another employee
- C a doctor

2. You hear part of a radio news report. Where is the reporter?

- A in a conference hall
- B outside a building
- C in a hotel

3. You hear someone on the radio describing her career. How does she feel?

- A content
- B frustrated
- C jealous

4. You hear part of a radio report. Who is speaking?

- A a policeman
- B a motoring expert
- C a car driver

5. You hear someone being interviewed on the radio. Who is the speaker?

- A a composer
- B an actor
- C a film director

6. You hear a radio interviewer introducing a guest. Who is the guest?

- A a scientist
- B a businessman
- C an inventor

7. You hear a caller on a radio phone-in programme. What feeling does the caller express?

- A sympathy
- B self-pity
- C envy

8. You hear a part of a radio interview. Who is being interviewed?

- A a customer at a shop
- B the manager of a shop
- C someone who lives near a shop

9. You hear someone talking about a job interview. How does she feel?

- A she is looking forward to the interview
- B she is confident of being offered the job
- C she is not very interested in the job

10. You receive a telephone call. Who is phoning?

- A a representative of a telephone company
- B a local journalist
- C a telephone repair engineer

Read Text 2.

The 10 highest and lowest paid jobs

The 10 best-paid and worst-paid jobs were identified by the Office for National Statistics recently. And there are a few surprises. The main point is that the ONS only considered basic salary, not bonuses, so those at the top of the tree who would expect a bonus five times their basic wage have their place a bit skewed. But still, it's fascinating reading.

The survey shows that the average salary for a full-time employees went up 2.6% to £25,800 in 2009.

Highest paid

1. Directors and chief executives of major organisations.

Average annual salary: £115,576

Job titles include: Chief executive, company director, general manager, managing director (of major organisations).

2. Medical practitioners

Average annual salary: £78,366

Job titles include: Anaesthetist, doctor, hospital consultant, GP, physician, psychiatrist, psycho-analyst, registrar, surgeon.

3. Senior officials in national government

Lockwood Middle School
307 Main Street
Lockwood, NJ 51686
December 17, 2008

Mrs. Jody Coling
President
Lockwood Health Association
23 Main Street
Lockwood, NJ

Dear Mrs. Coling,

My name is Susan Harris and I am writing on behalf of the students at Lockwood Middle School. We would like to invite you to attend a special event being held at our school in a week's time.

A significant amount of the students at the school have been working on a project which relates to the unemployment problem within the youth demographic of Lockwood. You are invited to attend a presentation that will be held within the media room of the school where a variety of proposals that will demonstrate the ability of the community to develop employment opportunities for the youth within the community.

At the presentation, there will be several students receiving awards which will recognize them within the community from the Mayor. Refreshments will also be available at the presentation.

As one of the prominent figures in the community, we would be honoured by your attendance. Please reply by Monday the 26th of February to confirm your attendance to the function.

We look forward to seeing you there.

Sincerely,

Signature

Ms. Susan Harris

* Write the letters based on the topics given below:

Sample Invitation Letter (Business)

Average annual salary: £68,283

Job titles include: Assistant secretary, diplomat, MEP, MP, permanent secretary.

4. Brokers

Average annual salary: £61,117

Job titles include: Commodity trader, financial broker, foreign exchange dealer, insurance broker, shipbroker, stockbroker.

5. Air traffic controllers

Average annual salary: £60,548

Job titles include: Air traffic controller, controller of aircraft, flight planner, ground movement controller.

6. Financial managers and chartered secretaries

Average annual salary: £58,295

Job titles include: Company registrar, company treasurer, credit manager, finance manager, financial director, merchant banker.

7. Senior officials in local government

Average annual salary: £55,921

Job titles include: Chief executive of local government, town clerk.

8. Police officers (inspectors and above)

Average annual salary: £53,937

Job titles include: Assistant chief constable, chief constable, chief inspector, chief superintendent, deputy chief constable.

9. IT strategy and planning professionals

Average annual salary: £50,143

Job titles include: Computer consultant, software consultant.

10. Solicitors and lawyers, judges and coroners

Average annual salary: £48,908

Job titles include: Articled clerk, barrister, coroner, judge, solicitor.

Lowest paid

1. Waiters and waitresses

Average annual salary: £11,930

2. Bar staff

Average annual salary: £11,930

3. Kitchen and catering assistants

Average annual salary: £12,410

Job titles include: Canteen assistant, catering assistant, counterhand, dining room assistant, kitchen assistant, kitchen porter, washer-up.

4. Travel and tour guides

Average annual salary: £12,561

Job titles include: Coach guide, courier for tour operator, escort, guide

5. Launderers, dry cleaners, pressers

Average annual salary: £12,657

Job titles include: Carpet cleaner, dry cleaner, garment presser, laundry worker.

6. Retail cashiers and check-out operators

Average annual salary: £12,736

Job titles include: Cashier, check-out operator, forecourt attendant, petrol pump attendant, restaurant cashier.

7. Leisure and theme park attendants

Average annual salary: £12,767

Job titles include: Arcade attendant, fairground worker, funfair attendant, usher/usherette.

8. Hairdressers and related occupations

Average annual salary: £13,194

Job titles include: Barber, beautician, hairdresser, make-up artist, manicurist, slimming consultant, barber.

9. Cleaners, domestics

Average annual salary: £13,807

Job titles include: Car valet, chambermaid, cleaner, domestic cleaner.

10. Nursery Nurses

Average annual salary: £13,872

Job titles include: Creche assistant, nursery assistant, nursery nurse

**Make a list of the best- and the worst-paid jobs in Ukraine. Do they differ much from those in the UK? How can you account for the difference?*

Read and translate Text 3.

Jobs that are dangerous

Sample Invitation Letter (Personal)

97 Fir Crescent
Denver, CO 80409
December 17, 2008

Dear Mr. and Mrs. Johnson,

As the parents of the bride, I would like to take this opportunity to invite you to the wedding of our daughter, Sandra Green to her fiancé, Adam Locke. On this joyous occasion, we wish to share the day with our closest friends and family members.

Children grow faster than any of us can imagine, the time is upon us to watch our child grow and flourish into a new stage of her life. He proposed while the two of them were on vacation, she happily accepted and now they are to be married.

The formal event will be located at the Fire Lake Golf and Country Club on the fifteenth of August at three o'clock, two thousand and nine.

Please RSVP by the fifteenth of June to ensure attendance.

We hope to see you there, to enjoy this special day with friends and family.

Sincerely Yours,
Signatures

with a salutation and a signature.

Friendly Invitation Letter

A friendly invitation letter is similar to a business letter but contains less formal speech and can make nuances with memories that may be shared with the guests whom are being invited to the occasion.

Friendly invitation letters are used for a variety of reasons from engagement parties and showers to wedding invitations. They can also be used for personal parties and showers as well as housewarming get together. Personal invitation letters should be signed with a less formal sign off, such as; yours sincerely, best, or sincerely.

Invitation letters are used as an alternative to traditional invitations. They allow the host to convey different messages through the tone of the letter. Invitation letters allow the host to convey additional information that what is traditionally shared in an invitation card. Memories can be shared with close friends and family members that bring about memories of past events.

When sending an invitation letter, be sure to edit it completely, ensuring there are no punctuation, grammatical or spelling errors before the letter is sent to potential guests. Using these techniques, you should be able to create personal and professional invitation letters with ease.

It was reported that the most dangerous jobs include wood cutters, fishermen, drivers, pilots, and even vending machine attendants. It is however reported that in China coal miners have the most dangerous jobs. The industry has as more than 29 times the fatality rate than in South African coal mines and at least 99 times more than in the USA.

The most dangerous jobs aren't always well-paid. If you are a convenience shop cashier, you might be surprised to learn how many cashiers are shot every year. As a policeman or a security guard, you expect danger and even though the fatality rate is high, it provides some form of excitement, although the pay is low.

As a taxi driver you wouldn't expect to be killed by your passengers, but if you think about it, you are picking up strangers without doing a background check. Most First World countries have regulations regarding the safety of construction personnel, although this doesn't help much if you are dangling from a 5 storey building. Many workers in the building industry fall to their death while others are hit by moving objects such as beams or pipes. Electricians face electrocution every day, but only a small number actually die on the job. Employees that work with heavy machinery have the risk of losing limbs. It seems that almost any type of job can be dangerous, although only a few are high paid as well. You expect high risk when you are a pilot or rescue worker, but excitement and in some cases, earnings potential makes up for the danger.

The location can also constitute danger. Countries like Angola, Colombia, Siberia and some of the Middle Eastern countries are high risk areas. Foreigners receive excellent wages for doing jobs in these areas. The country that commissioned the job normally provides extra incentives for their workers if they have to go to these areas.

Most people do these dangerous jobs because of the payment, risk, or glamour involved. Some really enjoy the work while others feel that they have a social responsibility. If you're looking for some adventure then consider one of these jobs.

Oil well fire control

The job requires long hours in extreme heat. Workers have

to control oil blowouts and fires. You have to be quick and safety conscious since your life and those of fellow workers depend on it. The basic requirement is drilling experience and the ability to work in a team. Companies pay a lot to get the wells capped.

Cycle courier

Cycle couriers earn around a day in busy cities like New York. You must be fit, an excellent navigator and have a cycle, medical aid and safety clothing.

Guardian

The job is not too dangerous and has some glamour to it. You protect famous persons, their children, politicians and businessmen. Most bodyguards work for businessmen. A security or police background may come in handy. Another type of guardian is the money guard. It entails protecting cash in transit and is one of the most dangerous jobs since the robbers are normally armed.

Debt collector and bounty finder

This type of job includes finding people who jumped bail and finding people who haven't paid their debt. You will need a license. You can expect around 30% of the bounty when you find the so-called criminal. Don't be fooled, these people are not easy to find and you are not allowed to shoot at them. If you collect debt you also get a percentage of the amount.

Taxi driver

Immigrants to the USA make up the bulk of the taxi workforce. They work for themselves with no benefits. You will however meet a lot of people and work flexi hours. You need a driver's license, some communication skills, and be able to find your way around cities. Many taxi drivers are murdered and robbed. In some countries like South Africa, you may get killed for picking up passengers in a rival area.

Bomb specialist

If you enjoy blowing things up or diffusing volatile situations, then you may consider working as an explosives specialist or bomb diffuser. This includes the imploding of buildings. This type of demolition requires expert knowledge on explosives. If you follow procedures you will be safe. This however is not always the case when a bomb has to be diffused.

An Invitation Letter

An invitation letter serves the purpose of inviting a guest to a party, an event or a celebration while conveying more information than a traditional invitations card. It serves two purposes; one, to invite the individual to the event and two, to ensure that the person receiving the letter is going to attend.

There are two tenses used within the invitation letter, the present and the future. The present tense conveys information about the event and the future tense ensures the guest is going to attend.

Business Invitation Letter

An invitation letter is a formal way to invite peers and clients to events which are being hosted by the company and are one of the most popular ways of inviting guests to functions. The professional invitation should be written in a formal tone, even when being sent to friends and family members, if the letter is also being sent to professional contacts.

The introduction allows the host and sender to introduce themselves, as well as the organization in which they have chosen to represent. A simple background of the individual or company will suffice in this section of the letter.

Next, in the body of the letter it is important to outline all of the information about the event. The date and time should be included as well as the theme and purpose for the event. At this point, a date should be mentioned in which guests should provide their reply by, and it may also contain any information regarding special roles played at the event, attire and items required for the guest to bring.

Be sure to mention any specifications about dress code in the invitation letter.

Next, in one sentence, the appreciation for the guest to attend the party should be shown. This can be completed with a formal note, stating that you look forward to seeing the individual at the event. Remember, this needs to keep in tone with the rest of the letter.

The conclusion should contain the sign off and a line that ties the complete letter together, drawing the end of the invitation,

4682 Farrow Parkway
Chicago, IL 60621
June 20, 2007

Jack Copeland
Dean, Academic Division
Chicago College University
1323 E. 84th St., 5th floor
Chicago, IL 60621

Dear Mr. Copeland,

I am a senior Philosophy major who took PH401 Advanced Metaphysics class under Prof. Vanleer, and I am writing to you to appeal a retake for the final comprehensive oral exam that was given on June 18, 2007.

I feel that Mr. Vanleer did not give my situation the proper respect and understanding that it truly deserved. On June 8, 2007 at 10:37 A.M., I was struck by a sedan going 65 mph on my way to the university. I survived the accident but fractured the bones in my legs and hips. I have enclosed the medical documents detailing my stay at St. Francis Hospital along with this letter.

Because of this setback, I had to reschedule all my exams for the following week (June 18-22, 2007) and move to the week after that (June 25-29) to allow for me to recover. I had my classmate Tom Saunders send the necessary letters to all of my professors requesting to postpone the date of my final exams by a week. All of them agreed except for Prof. Vanleer, who did not send any reply at all. The doctors said that it would take me at least two weeks to properly recover, and even if I did prepare for my exams for Prof. Vanleer, I would not be able to produce the expected output considering my debilitated condition.

I feel that the situation is not warranted because I never got a grade lower than a B or (80-85) on his exams. Therefore, the risk of me failing the course and being prevented from graduating because of not being able to take his final exams due to an unavoidable circumstance is unacceptable. The handbook states in Article III, Section II that "Students who have medical emergencies prior to a particular exam will be given the option to reschedule that exam."

The medical situation which prevented me from taking the final at the scheduled time was beyond my control. I would ask you to grant me another opportunity to take the final exam. I look forward to meeting with you to discuss this matter. Feel free to call me with any questions at 555-555-5555. I appreciate the time that you have taken to read my appeal.

Sincerely,

The risk is high and one mistake can cause your death. The pay is average in both cases.

Firefighter

People respect firefighters due to nature of the work. It also includes rescuing people from car wreckages and dangerous places.

Police officer

The police officer face hardened criminals, domestic violence, prostitution, corruption, homicides and high speed chases. Many lose their lives or are injured on the job.

Fisherman

Fishermen face stormy seas and unreliable equipment. Many lose their lives by falling overboard or drowning. Fishermen in Alaska dive in ice cold water to catch crabs and as a result many of them perish in the icy waters.

Timber logger

It is one of the most dangerous jobs with a high mortality rate. Injuries and death occur because of trees that fall over and faulty equipment.

* *What other dangerous jobs can you name?*

* *Role-play. Make up and dramatize the dialogue between a guardian and a fisherman arguing whose job is the most dangerous.*

* *Role-play. Make up and dramatize the dialogue between parents and a son who wants to become a firefighter. However, his parents are against it.*

Career Interest Inventory

Circle the letter of each statement that best describes you. Circle as many as you wish but try to limit your choices to the statements you feel most strongly about.

- A. I enjoy team sports.
- B. Crossword puzzles fascinate me.
- C. I offer advice when others seek it.
- D. I enjoy talking on the phone.
- E. I doodle in my note books.
- F. I am curious about everything.

- A. I enjoy working with my hands.
- B. I am always making lists.
- C. I'd rather earn money on my own than work for someone else.
- D. I take satisfaction from helping others.
- E. I enjoy using my imagination.
- F. I do well in science.

- A. I am handy with tools.
- B. I keep my room neat.
- C. I'd rather work with a group than by myself.
- D. I'm not shy about expressing my opinions.
- E. I like to keep up with the latest fashions.
- F. I like to page through the encyclopedia.

- A. I'd rather be outdoors than indoors.
- B. Math is my best subject.
- C. I'd rather be in a play than watch one.
- D. I ask the advice of others in solving problems.
- E. I always make my own decisions.
- F. I find nature interesting.

- A. I enjoy having pets.
- B. My handwriting is neat and clear.
- C. I'd enjoy a career in politics.
- D. I keep a diary.
- E. I prefer working by myself.
- F. I take things apart to see how they work.

Enter the number of A's, B's, C's, etc. you have circled on the lines below.

A's _____ B's _____ C's _____ D's _____ E's _____
 F's _____

If you have a score of four or more next to any one letter, you may wish to explore careers similar to those listed below. If you did not score four in any category, your interests are still

Letters of Appeal

In cases where unfair treatment was committed, a letter of appeal can help to rectify the situation. An appeal letter allows you to state your side of the story using facts to support your cause to convince the reader(s) to reconsider your case. The letter should be written in the business letter format.

Appeal letter writing

The first paragraph should introduce yourself and explain why you are writing the letter. Although it may be difficult, be sure to keep your tone and emotions in check so that you can show that you can present an objective viewpoint. Keep the first paragraph as concise and clear as possible so that the reader can immediately understand its urgency.

The next paragraph(s) should narrate the account of what happened, and why your appeal should be granted. Include all the necessary facts in order to legitimize your case. You can start by referring to your handbook or guidelines as member of that particular group or institution. Also, provide specific times and date when particular events occurred. To make your letter more reader-friendly, use bullet-points every time you need to enumerate. After doing this, refer to testimonials from people related to your work, transcript of records, and medical certificate, if necessary. Be certain to cover all the bases necessary to

The last part should summarize everything you have stated above. Repeat the necessary points that need to be elucidated. Also include the contact details and where you can be reached. Close out the letter by thanking the reader for their time.

Sample Letter of Appeal

Sample Letter of Interest

421 Liberty St.
Kenyon, MN 55021

June 7, 2007

DTI
111 Riverfront Ste 325
PO Box - Box 157
Wabasha, MN 55946

Attention: Jen Carlson

Dear Ms. Carlson,

Your recent advertisement in the Herald made it clear that customer satisfaction is an integral part of DTI. In addition, my close friend, Paula Chavez who is in your employ, suggested that my special talents might benefit your customer service department.

Part of my success is because I place a high value on personal integrity and represent both my employer and myself in an ethical and respectable manner. Added to my diligence in paying close attention to detail, as a representative of your company I would bring focus not only to the value of your services, but also to quality customer service and the ease of doing business with DTI. Furthermore, I am a hard, smart-working, self-starter who works equally well in a team environment or individually.

I will call you on June 15 to answer any questions about this letter or my resume in the hope of scheduling an interview. If you prefer, please contact me by phone (555) 454-1307 or e-mail, ljones@nowhere.com.

Thank you for your time in considering my qualifications.

Sincerely,

Signature

Linda Jones

developing.

Group A. You may be handy with tools. Perhaps you enjoy gardening. Maybe you recently built a bookcase or designed a cabinet for your stereo equipment. With this sort of talent, there are many occupations to explore. You might want to take a closer look at jobs like these that involve working with your hands:

farmer, forester, mechanic, veterinarian, pilot, coach, landscape architect, electrician, carpenter

Group B. You may be able to tell others where they left their keys or glasses. Perhaps you find math problems a challenge rather than a chore. You might enjoy playing card games, checkers or chess. With these interests, you may wish to explore careers involving organizational skills and close attention to detail:

computer programmer, accountant, librarian, banker, secretary

Group C. You may be aware that the ability to motivate people is one of your strong points. Maybe you're one of the people who's usually chosen to in charge of a group project. Or perhaps you're the one who is able to get everyone else on a committee to do his or her fair share of the work. With these abilities, chances are that you'd be good at a job that involves persuading, instructing, leading or directing:

salesperson, school principal, lawyer, hotel manager, politician, personnel specialist, business owner

Group D. You might notice that you frequently volunteer to help on class projects. You may spend a lot of time on the phone talking to friends. Perhaps you enjoy babysitting to earn money or playing team sports for fun. With these interests, you might explore careers working with others:

teacher, social worker, doctor, journalist, psychologist, office

manager

Group E. You may find that you enjoy telling jokes and stories. Perhaps you like to read and sometimes daydream. You might be asked to help a friend pick out clothes or design an original birthday card. With these skills and interests, you may wish to look into careers where creativity and originality are important:

actor, artist, writer, fashion designer, musician, architect, photographer

Group F. You might notice your ability to fix things, to take things apart to find out how they work. Maybe your curiosity leads you to search for clues to solve problems. You might try to visit new places and try new things. With interests like these, you might want to investigate careers involving analytical skills:

scientist, police detective, archaeologist, engineer, market researcher, college professor

Do the crossword

their products and/or services.

2. Be sure to find out the name of the individual who does the hiring. Address your letter to his/her attention and use her/his name in the salutation. "To Whom It May Concern" and "Dear Sir or Madam" are both outdated and considered to be lazy or even rude.
3. Start your introductory paragraph with the reason you are interested in pursuing employment with this company. Try not to start the first sentence with "I". (See sample letter of interest.) Also, explain what prompted your inquiry, such as a classified advertisement, a media article or interview, or a referral from an employee.
4. In the next paragraph(s), give specific examples of your qualifications. Don't hesitate to indicate the reasons why you would be an asset to the company. Illustrate your skills, strengths, and achievements in a professional, yet personable way. Stay away from strings of abbreviated credentials. These, if you have them, should be on the resume you'll enclose with the letter. Direct the reader to your resume and any other enclosures.
5. In your final paragraph, thank the individual for his/her time in considering you as a new employee. Indicate a precise time when you will contact him/her by phone to follow up on your letter. Also, be sure to let the individual know how to contact you.
6. Keep your letter short, no more than a single page. Remember to check it thoroughly for errors in spelling, grammar and to be sure it addresses each point you wanted to make.

Sample Apology Letter (Personal)

68 Pine Zaggat Lane
 Hamperville, NE 25385
 January 5, 2005

Dear Jolene,

I am sorry about forgetting about our lunch date. It was completely my fault; I was so busy at work that it must have slipped my mind. How about I treat you to lunch next Wednesday, at the new Italian restaurant Julie's at 12:30PM? I have marked this date in my planner so I will not forget about it. I'd just like to apologize again for missing the lunch date.

Your Friend,
Signature

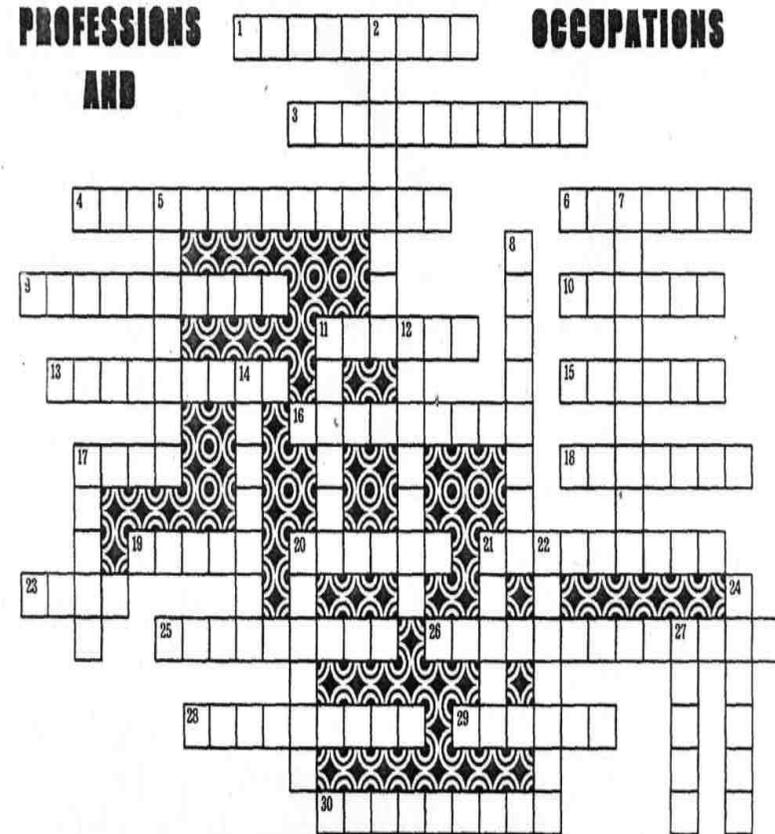
Letter of Interest

The letter of interest is also called a “prospecting letter” and with good reason. It’s a type of cover letter you write when you’re searching for a golden job opportunity. The letter of interest is your first chance to make a good impression on a prospective employer.

Letters of interest are written to express your interest in working for a particular company in a specific field. Your letter may be written either in response to a job opening or just to investigate possible employment.

Human resource departments receive dozens of letters of interest each week. However, make your letter stand out from the crowd using the following tips:

1. Before you write, do your homework. Research the background of the company and familiarize yourself with



Down:

2. Worker who repairs machinery;
5. Musician who plays the piano;
7. Expert in sciences;
8. Person who designs machines, planes, etc.;
11. Person who drives a car or a taxi;
12. Person who teaches students;
14. Person who studies;
17. Person who operates planes and ships;
20. Person who works;

- 21. Person who acts on the stage;
- 22. Expert in chemistry;
- 24. Person who practises law;
- 27. Person, employed in an office, bank, etc.

Across:

- 1. Expert in economics;
- 3. Person who repairs electrical appliances;
- 4. Employee in a shop;
- 6. Person who delivers newspapers & magazines;
- 9. Person who writes articles for newspapers and magazines;
- 10. Man who serves customers in a restaurant;
- 11. Person who treats sick people;
- 13. Expert in physics;
- 15. Person who sings;
- 16. Person who works in a library;
- 17. Person who writes poetry;
- 18. Person who paints (buildings);
- 19. Person who looks after sick people;
- 20. Person who writes books;
- 21. Person who designs buildings and flats;
- 23. Person who cooks food;
- 25. Expert in history;
- 26. Expert in mathematics;
- 28. Woman who runs the home;
- 29. Expert in fine arts;
- 30. Expert in biology.

Learn the active vocabulary:

A. Looking for a job:

It's not easy **to get/find work** round these parts.

I've **been offered work/a job** in Paris.

What do you **do for a living?**

I am **in publishing/banking**.

It's hard **to make a living** as a **freelance** writer.

I **am self-employed**.

Look carefully at the **job spec.** – Уважно ознайомтеся з

Sample Apology Letter (Business)

5868 Maple Wood Street
Fairfield, PA 37626

November 29, 2004

Mr. Joseph Bicman
358 Noncook Road
John's Town, PA 57323

Dear Mr. Bicman,

I apologize for the mix-up of order №: 26429782. We have just implemented a new packaging system that still has a few bugs to be worked out, but we did fix your order and sent it out this morning. For your trouble, we have enclosed a \$25 gift certificate which can be used at any of our stores. Once again I would like to apologize for the mix-up in your order and any inconveniences this may have caused you.

Sincerely,

Signature

Scott Mahoney
Customer Service Manager

the prices. Write your letter of complaint to the manager of the restaurant.

Apology Letter

An apology letter shows that you are sorry and says that you value your relationship with the other party. The sooner an apology letter is written and sent out the better it is for the relationship. Depending on the nature of the letter, it can either be written in the friendly or the business letter format.

Friendly / Personal Apology Letter

If this is a personal letter you should start the letter by saying that you are sorry to the recipient. Next you should admit your fault and take responsibility for your actions. Next you should volunteer or ask if there is any way that you can help out to resolve the situation. Then you should let the recipient that you will try to make sure that the situation will not happen again. To close off the letter you should apologize again. When writing a personal apology letter it should come from the heart and be sincere.

Formal / Business Apology Letter

If this is a business letter you should start the letter by saying that you are sorry to the recipient. Next you should give an explanation as to what went wrong. Then you should try to rectify the problem. To close off the letter you should apologize again.

посадовими обов'язками.

I've been **shortlisted**. – Мене відібрали для участі в конкурсі за підсумками первісного відбору.

I'm **down to the last three!** – Я серед трьох основних претендентів.

I'm doing **work experience**. – Я проходжу практику.

B. Everyday work:

to **do shift work**/to **work shifts**;

to **be on flexi-time**;

to **work nine-to-five**;

to be **a workaholic**;

to **be promoted**;

Fancy a **coffee break**? – Як на рахунок зробити перерву на каву?

I'd love to but I'm **totally snowed under at the moment**. – Я б з радістю, але я зараз просто завалена роботою.

I am **working like a dog!** – Я працюю як кінь!

I'd better just **press on**. – Я краще продовжу працювати.

How long until **pay day**? – Скільки ще днів до зарплати?

I've done a lot of **overtime**. – Я відпрацював багато понаднормово.

C. Holiday, retirement, dismissal:

to **go/be on strike**;

to **get the sack**(to be thrown out of your job);

to **be fired**(more formal than 'get the sack');

to **be made redundant** (to be thrown out, no longer needed);

to **be laid off** (more formal than 'made redundant');

to **give up work**;

to **be on/take maternity** (woman) or **paternity** (man) **leave**;

to **be on/take sick leave**;

I'm **taking a career-break**. – Я беру довготривалу відпустку за свій рахунок.

He's **taking early retirement**. – Він йде на пенсію раніше визначеного терміну.

Today I **handed in my resignation**. – Сьогодні я подав заяву про звільнення за

D. Collocations with the word 'job'

to **apply for a job**;

to **land a job** *informal* (=get a job);

to **take a job** (=accept a job that you are offered);

to **hold down a job** (=keep a job when this is difficult);

to **lose a job**;

to **leave/quit a job**;

to **be out of a job** (=not have a job);

temporary job;

permanent job;

part-time job;

full-time job;

steady job (=a job that is likely to continue);

job satisfaction (=the enjoyment you get from your job);

job security (=how permanent your job is likely to be).

Vocabulary practice

1. Using the expressions from the active vocabulary, say what you think has happened/is happening.

Example. *I'm not working now: the baby's due in 3 weeks. She is on maternity leave.*

1. I lost my job. They had to make cutbacks.
2. He's enjoying life on a pension, although he is only 58.
3. One week it's six-to-two, the next it's nights.
4. They've made her General Manager as from next month!
5. I was late so often, I lost my job.
6. I get in at nine o'clock and go home at five.
7. Your trouble is you are obsessed with work!

2. Fill in the phrases from the active vocabulary list:

I'd love to a job in journalism, but it's not easy without qualifications. Since I have to earn a somehow, I'll have to get wherever I can find it. I've been some part-time

65 Market Street
Val Haven, CT 95135

June 30, 2004

Customer Service
Cool Sports, LLC
8423 Green Terrace Road
Asterville, WA 65435

Dear Sir or Madam,

I have recently ordered a new pair of soccer cleats (item #6542951) from your website on June 21. I received the order on June 26. Unfortunately, when I opened it I saw that the cleats were used. The cleats had dirt all over it and there was a small tear in front of the part where the left toe would go. My order number is AF26168156.

To resolve the problem, I would like you to credit my account for the amount charged for my cleats, I have already went out and bought a new pair of cleats at my local sporting goods store so sending another would result in me having two pairs of the same cleats.

Thank you for taking the time to read this letter. I have been a satisfied customer of your company for many years and this is the first time I have encountered a problem. If you need to contact me, you can reach me at (555) 555-5555.

Sincerely,
Signature
Ken Thomas

Task 1. *Imagine that you visited a restaurant last Sunday, but you were not pleased with the service, the quality of food or*

When writing a complaint letter you want to keep it short and to the point to help ensure that your letter will be read in its entirety, if you write a seven page complaint letter, it's highly unlikely that someone will sit down and read all seven pages.

The complaint letter should be addressed to the customer service / consumer affairs department or the head office if there is no customer service department. The address and contact information of the customer service department should be available on the company's products or website.

Complaint letter writing

In the first paragraph you should identify what the issue is and any relevant information that you believe is important. Be sure to include the following information if it's applicable to the situation: the date/time of the issue, location, name of person on duty, name of product, what the problem was, your account number, model number, price, warranty information and reference number. Be sure to stick with the facts and avoid putting emotions into your letter.

The next paragraph should state what you would like done to resolve the situation. If you received poor service, you could request an apology or a coupon. If a product malfunctioned, you could request that you could exchange the product for a new one or request a refund.

The last paragraph should thank the reader for the time. You can also throw in some compliments about something you liked about their company's product or service.

You should include your telephone number/e-mail address after your printed name so that they can contact you ASAP if necessary.

Be sure to keep a copy of the letter for yourself and include photocopies of any relevant documents and enclose them with your letter.

Sample Complaint Letter

work editing a typescript for a book, but I am not sure I want to it

3. Fill the gaps with the given words and phrases. The meaning of the missing word or phrase is in brackets.

temporary part-time steady quit holding down out of applied for get

- 1 After all, it was the first _____ job I'd ever had. (regular)
- 2 But I didn't listen - I thought I would _____ a new job easily. (find)
- 3 I've always had problems _____ a job. (keeping),
- 4 so everybody told me not to _____ my job. (leave)
- 5 or maybe I can find a _____ job. (not permanent)
- 6 I've _____ over thirty jobs, but with no success. (write to ask for)
- 7 I've now been _____ a job for over three months. (unemployed)
- 8 Perhaps I'll just have to accept a _____ job (not full-time)

Now put the sentence parts above into an order that makes sense.

4. Translate the sentences into Ukrainian paying special attention to the meaning and translation of the italicised words and phrases.

Do you *enjoy* your job?
It was the *first paid job* I ever had.
He's *been in the job* for six years.
I'm *looking for a new job*.
Your pension can be affected if you *change jobs*.
I've *applied for a job* at the university.
Well, Miss Taylor, we'd like to *offer you the job*.
Eventually, Mary *got a job as a waitress*.

I was so desperate that I *took the first job that came along*.
 He had never been able to *hold down* a job.
 At least there's no danger of you *losing your job*.
 Oh Rick, you didn't *quit your job*, did you?
 If the project fails, we're all *out of a job*.
 It's a *temporary job*, but I'm hoping it will be made *permanent*.
 the pet shop where he had a *part-time job*
 I haven't had a *steady job* since last March.
 Levels of *job satisfaction* vary between departments.
 I didn't see the point of moving my family to London without any
job security.

Task 2. Answer the following questions:

1. Which sentences comment on Oksana's personal qualities?
2. Which sentences provide evidence in support of the referee's evaluation?
3. Which sentences describe the context in which the author of the letter knew Oksana?
4. Which sentence states the purpose of the letter?
5. Which sentences contain the prediction of Oksana's success?
6. What evaluative expressions can you find in the letter?

5. Use the words in bold at the end of each of the following sentences to form a word which fits in the blank space.

Example. We have received several letters of *application* for the post of receptionist. **Apply**

1. There's a total of 27 working in this department.
Employ
2. I think we should place an in the local newspaper to find a new telephonist. **Advertise**
3. I phoned this company to ask for a job this morning but they haven't got any **Vacate**
4. She's leaving the company. She handed in her this morning. **Resign**
5. Are there any chances of within the company?
Promote
6. Have you got any in typing or word processing?
Qualify
7. My boss said she was sorry I was leaving and offered to give me a good **Refer**
8. They're looking for a new senior secretary to replace the lady who is taking early..... **Retire**
9. We've made an for you to see the personnel manager. **Appoint**
10. All your duties and responsibilities in this job are clearly described in the job **Describe**

Complaint Letter

October 12,2001

Graduate Program in Environmental Policy International
Student Exchange Board

To Whom It May Concern,

¹ I am writing to recommend Oksana Malyk for the graduate program in Environmental Policy at a U.S. university. ²Oksana was a student in my Environmental Economics class in 2000, which had about 30 students. ³I also supervised her research work in the second semester of 2000-2001 academic year. ⁴I had a chance to observe Oksana in different settings, and also to talk to her many times.

⁵Oksana was one of the three top students I have had in ten years of teaching, possibly the best. ⁶In my class, she received only the highest grades. ⁷ She was very strong in intellect and very hardworking. ⁸Oksana was always actively engaged with all of the issues we discussed. ⁹Her undergraduate background in biology allowed her to contribute to the discussion and to successfully complement her research on environmental issues. ¹⁰I was greatly impressed by her study of the impact of ecological factors on economic life of the Southern district of our city, which she did under my supervision. ¹¹Oksana managed to collect a significant amount of data and to interpret them quite professionally. ¹²The Department of Environmental Economics decided to send Oksana's report on this study, as one of the best and practically important, to the city ecological administration. ¹³Also, Oksana has an excellent command of English, which, for example, she demonstrated interpreting a guest lecturer from the U.K. who visited my class in April 2001. ¹⁴Both in formal and in informal situations, Oksana showed herself to be an intelligent, interested, and responsible person.

¹⁵I have no doubt that Oksana will do well in graduate study at a U.S. university. ¹⁶Given her performance in my class and research potential she has demonstrated, I am quite sure she will succeed as she pursues a graduate degree in Environmental Policy.

Sincerely yours,

11. We have regular job where you can also ask questions. **Appraise**
12. We will ask the selected candidate to confirm his of the post as soon as possible. **Accept**

6. Complete the passage below about Mr. Pat Guerin, Industrial Relations manager of Guinness Ireland. Use these expressions:

This job involved...

I reported directly to...

I was employed as ...

I worked ...

The next position I held was ...

I was then promoted to ...

In this role ...

I've worked ...

When I first started working in Guinness I was employed as a general worker. For three years _____ in the bottling plant as a machine operator. _____ for a period of seven years in the engineering department as a maintenance assistant. This involved working with technically skilled personnel in maintaining plant and equipment. In both jobs _____ a supervisor. Since then, however, the structure of the company has significantly changed and the supervisor layer no longer exists. General workers now report to a plant manager.

_____ the position of laboratory officer in the quality assurance laboratory.

_____ carrying out a wide range of analyses on all aspects of the brewing process. For the last year _____ in the personnel department as an Industrial Relations Manager.

_____ I report directly to the Personnel Manager of the company.

*** Listen to Mr. Guerin and check your answers.**

*** Describe part-time or temporary jobs you've done or what you imagine your future job will be like. Use the expressions given above.**

7. Complete the text below. Use one word in each gap.

doubt, co-workers, benefits, office-politics, promotion, job satisfaction, nine-to-five, sick pay, job security, drawbacks, conclusion.

To be or not to be your own boss

It is true that for many people, the idea of being your own boss is appealing. The initial..... are obvious. You no longer need to be governed by working hours and you can plan your working week to accommodate trips to the dentist or afternoons on the beach! You are no longer victim to as you, and you alone, are manning the business and nobody is going to be challenging your to the top job! There are no gossiping to contend with or to distract you from your work, and no endless memos asking you to attend meaningless meetings. Your..... is high because you are choosing your own direction, and your achievements are entirely the result of your own hard work. In addition, business profits are your own to bank or to spend. You decide.

However, the..... are just as obvious. There is no team to support you when things take a turn for the worse, and no colleagues to listen to problems or help with difficult decision-making. There is no contract to guarantee, so from month to month you will sink or swim in accordance with your own talents and determination. Lastly, if the stress of working on your own makes you ill, there is no..... to help you through difficult times.

In....., being your own boss may have many advantages which offer an individual more freedom of choice. However, without, working for yourself requires a great deal of self-discipline and self-reliance. Personally, I would prefer the support and security of working for a company.

8. Translate the sentences into English:

1. - Як ти заробляєш на життя? – Я займаюся видавництвом. Але я взяв довготривалу відпустку за свій рахунок і зараз

562 Banquest Street
Fair Valley, AL 81356

September 28, 2004

To Whom It May Concern

It is with great pleasure that I am recommending Rose Berdinger to you. I am the Head Sales Manager at Vacuums Plus and Rose has been under my supervision from November of 2000 to August of 2004 as a saleswoman.

Rose would be a great asset to any company. She is one of the brightest employees that I have ever had. She also has a great drive and passion for her work.

Rose is such a quick learner. Within her first two weeks at Vacuums Plus she had learned all the product names, their features, and how they work. It normally takes a new employee at least two months to get familiar with all the products that we sell.

Rose's drive has led her to great success at Vacuums Plus. She has had the honor of receiving the "Top Sales Person of the Month Award" ten times in her last year at Vacuums Plus, which is a feat that no employee has ever achieved here before.

I believe that Rose Berdinger will be an excellent fit for your company. Rose has been nothing short of an exemplary employee. If you have any further questions, feel free to contact me at (555) 555-555 and I'll be happy to answer any questions you have.

Sincerely
Signature
Peter Ziggad
Head Sales Manager

Task 1. Read and translate the letter of recommendation.

recent times as a collaborator.

I know X well after working with him/her for more than ... years.

X has excellent knowledge of ... and is especially interested in ...

X is clearly knowledgeable about the subject of ...

X has shown great aptitude and enthusiasm for ...

X is enthusiastic and energetic in his/her approach to ...

X is an exceedingly strong candidate for ...

Sample Letter of Recommendation

працюю на себе. 2. Мій дядько працює в банку вже 5 років. Він є справжнім трудоголіком. Ніколи не робить перерви на каву і часто працює понаднормово. Колеги кажуть, він працює як кінь! 3. Якщо жінка бере відпустку по догляду за дитиною, вона не може бути скорочена з роботи. 4. – Привітай мене! Я в числі трьох основних претендентів. Сподіваюся незабаром я вже проходилиму практику в Вашій компанії. 5. Він так хотів отримати цю роботу, що відмовився йти на пенсію достроково. Він отримує справжнє задоволення від своєї роботи. 6. – Чому ти не на роботі? Тебе звільнили чи ти на лікарняному? – Ні, я працюю по змінах. 7. – Я така змучена! Я просто завалена роботою! Якщо далі так піде, то я подам заяву на звільнення за власним бажанням. – І ти не боїшся втратити роботу? Зараз так важко її знайти в наших місцях. 8. – Міс Джонс, Ви вже ознайомилися з посадовими обов'язками? – Так і в мене є одне питання: скільки днів лишилося до зарплати? – Ви щойно отримали роботу, а вже ставите такі питання. Думаю, Вам буде важко втримати її. 9. Вчора мені запропонували роботу в Парижі. Це моя перша оплачувана робота. Я вилітаю до Парижу завтра. – На твоєму місці я б так не поспішав. Вони дають гарантію зайнятості?

LISTENING

You will hear part of a radio programme about people's jobs.

For questions 1-7 choose the best answer A, B or C.

1. Nick decided to work in his present job
 - A when he started his tourism course
 - B because he didn't enjoy being an accountant
 - C while he was still doing a course
2. To get a job as a Tour Leader with High Adventure Holidays,

you have to

- A have experience of travel
- B be good at dealing with people
- C know a lot about other countries

3. We are told that, when leading a tour, Tour Leaders have to be able to

- A deal with demanding people
- B react to problems calmly
- C forget their own wishes

4. Adventure holiday tour leaders are different from other tour leaders because

- A they don't have any time on their own
- B they have to travel longer distances.
- C they have to follow strict instructions

5. According to Nick, a big disadvantage of the job is that he

- A can't talk about his own problems
- B often has to change arrangements
- C may not like members of the group

6. What does Nick say about tour leaders' careers?

- A leaders go to more interesting places after a while
- B leaders' salaries tend to be low at first
- C most tour leaders eventually do office-based jobs

7. What does Nick particularly like about the job?

- A remembering the places he has been to
- B being appreciated by others
- C making friends that he keeps.

Job Description

Complete the questions on the left below using the following words.

know him/her very well it is best if you decline. If you feel that you know the employee/student well it is a good idea to ask for additional information and/or conduct a short interview with him/her so that you'll have solid information to write in your letter

Follow the business letter format with the exception of the inside address which you can leave out if it is unknown. Unless the name of the person is given to you, you should address the "To Whom It May Concern:" Also be sure to include your phone number and/or e-mail so the reader can contact you with any questions.

Letter of recommendation writing

The first paragraph should start out by stating your relationship to the applicant and how long you have known him/her. You should also state your professional position at the company/school and any additional information about yourself that will help build your credibility as a good reference.

The second paragraph should focus on building the applicant. It should give an overview of the candidate and his/her strengths and qualities.

The next 2 to 3 paragraphs should focus on a single quality followed by an example(s) of how they show that quality.

The closing paragraph should reiterate that the applicant would be a good employee/student and add any additional comments that you may want to bring up. You can also write about why you think the employee/student will be a good fit with the company, school, and/or position. Also let the reader know that he/she can contact you if they have any additional questions

Useful Phrases: Writing Recommendation Letters

You may use these phrases (in addition to those in the sample letters and in the recommendation given in the following task) when writing letters of reference.

I am writing to recommend X for ...

I am writing to give X the highest possible recommendation for

I have been asked to write in support of the application of X for

I am delighted to write in support of X's application for ...

I have known X since ...

I have known X for a long time, first as a student ... , in more

December 15

Dear Sandy and family,

I just wanted (1) to say / saying thank you for (2) to have / having me as your guest in your beautiful home. I had a great time. I really enjoyed (3) meeting / to meet your friends. You all made me (4) feel / to feel so welcome. You know how much I missed my family at first, but you were so kind that I soon stopped (5) to feel / feeling homesick. I can't find the words to tell you how grateful I am. I'd like (6) to call / calling you. What's a good time to call?

You know that on my way home I stopped (7) to visit / visiting my aunt in Perth. It was so hot! It was over 35 degrees all the time but I absolutely loved it. My aunt wanted (8) that I stay / me to stay longer, but I wanted(9) to see / seeing my parents and my brother, Sang-chul. But she's invited me (10) to go / going back and I'd love (11) to do / to doing that. I'm thinking of (12) go / going next year.

Anyway, I'm looking forward to (13) hear / hearing from you very soon. Let me (14) to know / know if you ever want to visit Seoul. My brother and I could take you to a 'norebang' (a singing room). It's a bit like karaoke!

Love to you all,
Soon-hee

p.s. Do you like the picture of Sang-chul and me?

Letter of Recommendation

If you are requested to write a letter of recommendation but think that he/she is a poor employee/student or if you don't

responsible / facility / name / hours / title / answer / company / department

What is your name?	My name is Steven Riley
What _____ do you work for?	
Which _____ do you work at?	
Which _____ do you work in?	
What is your official _____?	
What tasks are you _____ for?	
Who do you _____ to in your department?	
What are your normal working _____?	

****Now match the information below to the correct question and write the full answers in the upper right-hand boxes above.***

*from 8:00 a.m. to 5:00 p.m. / production engineer / Corus Steel Company /
checking the temperature / the Port Talbot Plant / the department manager /
the iron-making department / Steven Riley*

****Now write your own information in each lower right-hand box.***

Every Office Has One

Here are ten common types of company employee that favor an office habitat. Can you match them to their typical behavior on the right?

	Stereotype / Person	How he / she behaves	
1.	The Boffin	..can't stop working, even on free days.	
2.	The Perfectionist	..tries to get away with doing as little as possible.	
3.	The Slacker	..makes sure everybody else has to keep the rules.	
4.	The Gossip	..always agrees with the boss.	
5.	The Trouble Causer	..has very high standards.Often it isn't necessary.	
6.	The Stickler For Regulations	..wants to know about everybody's personal lives.	
7.	The Workaholic	..makes junior workers work very hard.	
8.	The Slave Driver	..knows all the theories, but not so good in practice.	
9.	The Technology Freak	..cannot do his / her work without the latest gadgets.	
10.	The Yes-Man	..always starts unnecessary arguments.	

**Do you think these descriptions are negative or positive?*

**Now complete some of these sentences by referring to people from your group.*

1. _____ is the biggest technology freak I've ever met.
2. _____ is a bit of a workaholic.
3. The biggest yes-man / woman in our group is _____.
4. _____ is the worst slave-driver in our group.
5. I think sometimes I am a bit of a _____.

Mr. Archie Weatherby
California Investments, Inc.
25 Sacramento Street
San Francisco, CA 94102

Dear Mr. Weatherby,

In addition to my qualifications and experience, I will bring excellent work habits and judgement to this position.

After meeting with you and observing the company's operations, I am further convinced that my background and skills coincide well with your needs.

I really appreciate that you took so much time to acquaint me with the company. It is no wonder that California Investments retains its employees for so long. I feel I could learn a great deal from you and would certainly enjoy working with you.

Thank you for taking the time to discuss the insurance broker position at California Investments, Inc., with me.

I look forward, Mr. Weatherby, to hearing from you concerning your hiring decision. Again, thank you for your time and consideration.

With the countless demands on your time, I am sure that you require people who can be trusted to carry out their responsibilities with minimal supervision.

John Oakley

Sincerely,

Task 2. *Soon-hee has returned home to Seoul. Read her letter and choose the correct verb form.*

Seou!

215 Casandle Drive
 Middle Brook, FL 32634
 December 15, 2004
 Mr. Nigel Adams
 Director of Human Resources

Nagata Resorts
 6528 Castle Point Street
 South Port, FL 38625

Dear Mr. Adams,

I would like to thank you for taking the time to interview me for the position of hotel manager on December 14. I was very impressed with the amount of vacationers that you stay at Nagata Resorts every year.

I appreciate the time that you spent discussing the responsibilities of the position. I believe that my credentials make me an ideal candidate for the position. As I mentioned in my interview with you, I already have 7 years experience as a hotel manager. I also believe that the customer is the most important asset, so I always treat them with the utmost respect.

I look forward to hearing your decision about the position. You can contact me at (555) 555-5555, if you have any further questions, I'd be more than willing to come in and discuss them with you. Thanks again for the opportunity to interview with Nagata Resorts.

Sincerely,
Signature
 Chad Ulster

Task 1. Arrange the sentences in the correct order according to the Interview Thank You Letter format

7 Greenway Court
 Eugene, OR 97401
 503-555-0303 503-555-0303

6. I don't get on well with _____. (plural form e.g. "yes-men")

**Are there any words in Ukrainian to describe a common character-type found at work or at school? Write them below with an English explanation.*

Excellent Working Conditions

Imagine that you have just been offered your first job. Some of the advertised working conditions are listed below. Match each of the words in bold letters with one of the definitions in the grid below.

- A **subsidized** staff restaurant
- **Compulsory** union membership (you have to join)
- Staff **warm-up** exercises before work every day
- Frequent department **social events**
- Ten days **paid holiday** per year
- Guaranteed six **days off** per month (including weekends)
- A high **turnover of staff**
- Open-plan, air conditioned offices with **individual cubicles**
- Possible **transfer** to a branch in another city
- A company **pension plan**
- A yearly **medical check-up** with the company doctor
- Pay guaranteed to **keep pace with inflation**

Word /Phrase	Definition / Explanation
	many people often leave the job and many new people start
	when a doctor or nurse checks to see if you are healthy
	activities that you do with other people for enjoyment

	small separate areas of an office with one person working in each
	the company (or government) gives money to help pay for something
	days when the company pays you but you don't have to work
	(your pay rises) at the same speed as all the shop prices also rise
	a system of collecting money from workers to pay for a pension
	you must do it
	gentle, easy activity that you do before trying something more difficult
	regular days in the week or month when you don't have to work
	when you move to another office / factory in the same company

**Now decide for yourself if each of the conditions above is good (write "G") or bad (write "B"). When you have decided, compare your ideas with other class members and discuss any that you disagree about.*

Additional Exercises on Unit1

1. Translate the sentences into English:

1. Я – фотограф і в мене вільний графік роботи. Завдяки цьому я отримую справжнє задоволення від роботи. Друзі кажуть, мені треба бути більш амбітним та орієнтованим на кар'єру, але я б ніколи не хотів працювати в компанії під тиском. 2. Якщо ти не будеш ставитися до роботи більш серйозно, тебе скоротять. А зараз дуже важко знайти доброоплачувану роботу, яка не буде нудною, небезпечною,

thank you letters to each of the interviewers (make sure each letter is unique). If it was a panel of interviewers interviewing you at the same time, you can send out one letter and address it to the head interviewer and the interview panel and thank them as one group.

□ If you forget the spelling or the names of the interviewers, simply call the company and request the proper spelling and title.

□ Keep the thank you letter brief; make sure the letter does not go past one page in length.

Sample Interview Thank You Letter

Job Interview Thank You Letters

You should write a thank you letter as soon as possible (within 24 hours is recommended) after the job interview, at a minimum this should be done through email but is recommended that you do this through a hard-copy of a letter printed out of your computer which can be sent in through the postal mail or faxed in. Hand written notes on thank you cards are also acceptable and good for short thank you notes.

A hard copy thank you letter should be written in the business letter format, while an email should be sent in the same format but without the heading (addresses, and the date).

Thank you letter writing

The first paragraph should consist of thanking the interviewer for the interviewing you (remind him/her about the position you interviewed for and the date of your interview). You can also include information about your impressions about the company.

The second paragraph should state your interests in the company and include any additional information about yourself that was not brought up in the interview which would make you a good candidate for the position. You can also emphasize your qualifications that were already discussed during the interview (don't make this paragraph too long, try to keep it between 3-5 sentences, pick the traits that you think were most important to the interviewer and emphasize them).

The last paragraph should let the recruiter know that you expect to hear from them soon. Also let them know that you are available to come in again and are willing to discuss the job further. Write down your contact information again and what the best method and/or time to contact you is. To finish up the letter, thank them again for the interview.

Notes / Tips

□ A thank you letter shows that you have good business etiquette, your interest in the company and the position, and reiterates your positive qualifications to the interviewer so it should not be put off.

□ If there was more than one interviewer; write individual

стресовою та тою, що вимагає багато зусиль. 3. В роботі журналіста є багато різноманітності. Це не важка фізична робота, але людина має бути талановита і мати гарні людські якості. 4. Щоб отримати необхідні кваліфікації, він записався на навчання в одну з найбільших компаній країни. Він також буде відвідувати вечірні заняття, щоб відповідати всім вимогам потенційних роботодавців. Кажуть, він є дуже амбітним та ініціативним. 5. Містера Чанга скоротили, і зараз він часто ходить на ярмарки вакансій, щоб знайти постійну роботу. 6. Бачили, як Мері заходила в кабінет директора. Вона подала заяву про звільнення за власним бажанням, тому що хоче працювати на себе. 7. – Як ти заробляєш на життя? – Я працюю в банківській сфері. Я є дуже ініціативним і працюю як кінь. 8. Я буду рада, якщо ти замовиш за мене слово перед директором. Я – трудоголік і навіть коли я хворий, я не беру лікарняний. 9. На твоєму місці, я б не брався за цю роботу. По-перше, немає гарантії зайнятості, по-друге, дуже багато відповідальності. 10. – Можу я бачити мою перукарку? – Ні, вона у відпустці по догляду за дитиною.

2. Translate the sentences into English:

1. Якщо ти не будеш добре навчатися, ти отримаєш поганооплачувану роботу і в тебе не буде шансу на підвищення. 2. Том сказав, що працює по змінах і що йому важко заробити на життя. 3. Я не збираюся залишати цю роботу, бо я дуже люблю працювати (є трудоголіком). 4. Якщо він буде почуватися погано, то піде на пенсію раніше визначеного терміну. 5. На співбесіді він намагався створити найкраще враження і сказав, що є амбіційним та орієнтованим на кар'єру. 6. Я відпрацював багато понаднормово, але мій директор все рівно не задоволений. Сьогодні я подав заяву про звільнення за власним бажанням. 7. В дитинстві я хотів стати пожежником, будівельником, теслярем та навіть дизайнером. Але тепер я збираюся стати хірургом. Ця професія є дуже відповідальна і я повинен отримати необхідні кваліфікації. 8. Як ти хочеш отримати роботу, якщо ти навіть не почав шукати її? 9. Перевагою спілкування з людьми є те, що ти можеш швидко знайти роботу. 10. Я займаюся

садівництвом вже 3 роки. Мені подобається моя робота, тому що там є багато різноманітності, не потрібно мати спеціальну підготовку чи кваліфікації, просто треба бути терплячим і ретельним. Крім того у мене вільний графік роботи. 11. Якщо ти у списку кандидатів, що потрапили в останній тур, тебе точно запросять прийти на інтерв'ю. 12. Кажуть, наш профорг вагітна. Ймовірно, вона незабаром піде в декретну відпустку.

2. Translate the sentences into English:

1. Якби мене підвищили, я б не працював по змінах. 2. Якби він працював на себе, він би заробляв більше грошей. 3. – Скільки днів ще до зарплати? - Якби я був бухгалтером, я б відповів. 4. Якби наш профорг не був таким орієнтованим на кар'єру, він би звертав більше уваги на думку колективу. 5. Якщо ти хочеш бути успішним юристом, тобі слід працювати наполегливіше і ставитися до роботи більш серйозно. 6. Якщо щось не в порядку з обладнанням, клич інженера з техніки безпеки або механіка. 7. Коли ми закінчимо університет, ми підемо на ярмарок вакансій і спробуємо підшукати підходящу роботу. 8. В нього так багато друзів в банківській справі. На його місці я б спробував знайти роботу через спілкування з людьми. 9. Якщо нам буде потрібна офіціантка на неповний робочий день, ми Вам зателефонуємо. 10. Якби у Вас був досвід, ми б змогли запропонувати Вам якусь роботу в готелі. 11. Якщо людина хоче показати, що вона зацікавлена в роботі, їй треба бути ініціативною. 12. Якщо працівник хворий, він може взяти лікарняний. 13. Її тітка – талановита письменниця. Якщо вона втратить свою постійну роботу, вона зможе заробити на життя як письменник-фрілансер. 14. – Ти працюєш як кінь! Як на рахунок перерви на чай? – Якби я зараз не була завалена роботою, я б з радістю.

- | | | |
|-------------------|--------------|--------------|
| 5. A included | B mentioned | C attached |
| 6. A experiment | B expression | C experience |
| 7. A familiarised | B familier | C familiar |
| 8. A anxiety | B demands | C pressure |
| 9. A excellently | B fluently | C strongly |
| 10. A available | B around | C accessible |
| 11. A hesitate | B wait | C stop |

Task 8. Write letters of application inventing qualifications and experience where necessary.

English teacher. College grad with degree in English. Work in language school in Italy. Write to Da Vinci School, P. O. Box 234, Rome, Italy.

Receptionist. Part-time or full-time job in doctor's office. Greet patients and answer the phone. Mornings and afternoons. Interesting work. Call Dr. Strangelove at 524-7423.

Chef. Part-time job at Asian Garden Restaurant. Cook Chinese and American meals. Work evenings. Call Mr. Chang at 955-6511.

Manager. Full-time job in department store in camera and TV section. Supervise 6 salesclerks. No evening work. \$22,000. Call Mr. James at 731-8959.

Sports instructor. Full-time job in hotel . To help with games and to teach tennis, golf, and swimming. Good English and Japanese needed. Write Mrs. Sato, Pacific Hotel, Honolulu, Hawaii.

Guide. Take South American tourists on bus tours in Canada and the U.S. Need good Spanish and English. Call 815-7880.

Unit 2. Academic Writing

Essential Vocabulary

children aged 13-15
Jun-Sep 2003:
McDonalds, Alice Springs
I was a waitress in the restaurant.

Other Skills

I speak fluent German and have a working knowledge of Italian(FCE level) and French. I have a driving licence and I am computer literate.

Personal Interests

I do karate in my spare time and have won several competitions.

Task 7. Select the correct words in the boxes so that this covering letter is in good English.

Dear Mr Saleh,

I am writing to 1 (____) for the position of Editorial Assistant which was 2 (____) in the latest edition of GulfNews. I am currently 3 (____) by a Market Research company as a research assistant, but am keen to 4 (____) a career in publishing, because I enjoy reading and write my own poetry. As you will notice on the 5 (____) CV, I graduated in European Literature. At University I gained considerable 6 (____) working on the student magazine, so I am 7 (____) with editing techniques. I work well under 8 (____) and enjoy working in a team. In addition, I speak English 9 (____) I would be 10 (____) for the interview from next week. Meanwhile, please do not 11 (____) to contact me if you require further information.

I look forward to hearing from you.

Yours sincerely,

Margaret Roan

- | | | |
|-------------|--------------|-------------|
| 1. A apply | B ask | C request |
| 2. A shown | B advertised | C presented |
| 3. A worked | B employed | C used |
| 4. A want | B pursue | C take |



When a company needs to **recruit** or employ new people, it may decide to advertise the job or **position** in the appointments section of a newspaper. People who are interested can then **apply for** the job by sending in a **letter of application** or **covering letter (US cover letter)** and a **curriculum vitae** or **CV (US resume)** containing details of their education and experience. A company may also ask candidates to complete a standard **application form**. The company's Human Resources department will then select the most suitable applications and prepare a **short list of candidates** or **applicants**, who are invited to attend an **interview**. Another way for a company to **hire** is by using the services of a **recruitment agency (US search firm)** who will provide them with a list of suitable candidates.

Notes and Useful Language

*Give personal information: **permanent address** – **temporary address** – **home telephone number** – **mobile telephone number** – **fax number** – **email address** – **nationality** – **visa status** – **DoB (Date of Birth)** – **Marital Status (Single or Married)**

NB in some countries, particularly the United States, you are not expected to give information about age or marital status on your CV. It is not considered acceptable to use these as criteria in selecting people.

*give information about your qualifications: **High School Diploma; University Degree – BSc or BA; Master's Degree, Phd; Post Graduate Diploma.**

*Say what you are specialized in: **Civil Engineering; Management Accounts.**

*Give information about your final project:
My final thesis was on sports injuries and alternative therapies. | My final project was to design a Braille keyboard.

*Give information about your responsibilities at work:
I was responsible for checking the monthly accounts. / I managed a small team of 3 people.

*Mention any special achievements:

I succeeded in reducing costs by 20%. / I achieved the highest level of sales while I was working there / I was promoted to the position of supervisor.

*Mention any additional skills:

I am computer literate / I have a working knowledge of German / I am fluent in English. / I am a member of the professional institute of accountants in my country.

*Give the details of two referees:

The following people will be happy to provide a reference. / The following people will be happy to testify to my suitability to this post. / References available on request (if you do not want to list the names).

Curriculum Vitae (BrE) / Resume (AmE)

In Anglo-American academic culture, biographical information is traditionally presented as a curriculum vitae (CV, BrE) / Resume (AmE) or a brief bio-data statement.

A curriculum vitae (CV) (Ukr. *життєпис, автобіографія, резюме*) is an account of one's education and career. CVs are usually submitted when applying for an academic position or fellowship. A CV may be rather detailed and long, but, in contrast to a narrative autobiography, it usually follows a certain format and should be typewritten. CVs are frequently updated to show advances in academic career and growing experiences of their owners.

A typical academic CV includes the following information (presented under appropriate subheadings):

- first and last names;
- work and home addresses;
- education (only higher education with appropriate degrees obtained);
- work experience;
- awards/scholarships/grants;
- publications (provided with full bibliographic information);
- memberships of professional societies;
- knowledge of languages.

Task 2. *Is the layout of a formal letter the same or different in your language? Underline five phrases in Nancy's letter that might be useful in any formal letter that you write in English.*

Task 3. *You have seen the following job advertisement in the local paper. Write a letter of application for this job (based on the personal data of Jane Brown)*

Wanted Tourist Guides

We are looking for tourist guides to work in the UK in the summer months, taking groups of schoolchildren around famous tourist attraction. You must speak good English and at least one other language, as well as have a current driving licence. Experience of working with children would be preferable. Interviews will be held locally. Please send application to: Sue Brown, UK Tours.

Personal Data of Jane Brown

Address: Apt 7, 45 Maple Av,
Alice Springs
Telephone: Home-479375
Mobile-0893957338
E-mail: jane@brown.net
DoB: 28/08/85
Nationality: Australian

Education and Qualification

2003-date: Saint Games University
BA in Finance (to be completed 2007)
1998-2003: Grammar School
High School Diploma (Distinction)

Work Experience

Jun- Sep 2004:
Ford Lord Camp, USA
I worked as a camp leader with

Task 1. Read Nancy's letter of application and complete it using the phrases and words given below:

I consider myself; as you will see; I am writing in response; I look forward to hearing; experience; hard-working; advertisement; on business; widely; fluently; CV; deadlines

Worldwatch Europe IPA
56 Merritts Avenue
Overland Park
Reading
RG2 6HD

Dear David Benton,
..... to yourin today's *Guardian* for a journalist based in Geneva.

.....from the enclosed, I studied journalism and modern languages at University College, London, and went on to do a master's in journalism at Queen Mary's College, London.

.....the ideal candidate for the job because I have all the relevant..... . In my present job I am in charge of Eastern Europe publications for Intertec Publishing. Before this, I worked for the BBC World Service, at first covering Mexico and Argentina, then Europe. I have travelled in South America and Europe. In my present job I frequently go to Japan..... . I speak French, German, and Spanish..... .

I am an enthusiastic and person. I am good at organizing people and can meet..... .

..... from you in the near future.

Yours sincerely,

Nancy Mann

A CV may also include a brief description of some professional skills, information in CVs is usually presented in reverse chronological order, that is beginning with the latest dates. CVs often use reduced phrases (instead of full sentences) with omitted linguistic elements, such as first person pronouns, auxiliary verbs, and certain prepositional phrases. For example:

I conducted laboratory experiments = *Conducted laboratory experiments.*

Or:

I am fluent in German. = *Fluent in German.*

The most important CV **writing errors** that should be avoided are as follows:

1. Poorly organized—hard to understand or requires too much-interpretation.
2. Poorly designed format and an unattractive appearance (poorly typed, printed on poor quality paper, includes handwritten corrections, coffee or tea stains, etc.).
3. Misspellings, bad grammar, poor punctuation.
4. Includes personal information, such as marital status or health condition.
5. Lacks sufficient contact information (e.g., a telephone or fax number).
6. Includes "red flag" (a warning signal, something attracting irritated attention) information such as being fired.
7. Dishonest.

When writing CVs as the parts of applications for international academic programs, Ukrainian students and scholars may also face some specific problems. Since the system of education and degrees in| Ukraine significantly differs from that of the English-speaking countries, | it is not easy, for example, to present in a CV the Ukrainian diploma of higher education or the scholarly *Kandydat Nauk* or *Doktor Nauk* degrees. In some cases (when applying for studies/fellowship at a foreign university), it is important to provide clarifications. To explain, for instance, that

the diploma of higher education is higher than the Bachelors degree, the *KandydatNauk* is roughly equivalent to the Ph.D. ("Doctor of Philosophy") degree, and the *Doktor Nauk* is the highest Ukrainian postdoctoral degree. However, when applying via special academic exchange programs targeted at Ukrainian students and scholars (like the *W. Fulbright* Program, for example), it is sufficient (and sometimes even necessary) to provide the Ukrainian names of diplomas, degrees, or programs/courses in English transliteration. In any case, however, it is not possible to give a definite and exhaustive advice.

The secret to writing a great CV / resume is first knowing the audience—the person doing the hiring—and the organization. The key, then, is writing your resume to show that you are the best person for the specific job.

DECIDE TO WRITE

Send your CV / resume

- * In response to newspaper and other media ads.
- * In response to an invitation from an organization.
- * As part of your job-search campaign.
- * To accompany a proposal, report, or other document that is based on your qualifications and experience.
- * In connection with running for political, club, or association office.
- * To document your qualifications as a speaker, author, expert witness, or other type of authority.

DECIDE ON CV / RESUME TYPE

There are three basic styles of resumes: the chronological, the functional, and the creative. Select the style that showcases you the best and is best matched to your target audience, based on your own experience and capabilities and the position you are targeting. There is no "correct" or "incorrect" form. You may even want to use one style for one audience and another style for a different audience. And sometimes you may want to combine styles to best illustrate why you are the best person for the position.

Chronological CV / Resume

Sample Cover Letter

527 West Ave.
Elmswood, CT 23865
October 28, 2004
Mr. Michael Black
Directory of Human Resources
Global Answers
6542 Sioux Falls, NY

Dear Mr. Black,

It is with great interest that I am applying for the position of chief accountant. When I read the job description in your ad on the New York Times on August 12th, I felt that it was an ideal match with my career aspirations. I have always wanted to work for a Fortune 500 company such as Global Answers.

I believe that I am the ideal candidate for the position due to my extensive experience as an auditor for KPMG. At my current position at KPMG, I perform all of the same tasks that are described in your ad for the chief accountant position. In addition to that I have a reputation for being a hard worker who makes sure the job is done right the first time. My reports are always completed well ahead of the deadline.

Feel free to contact me and setup an interview at your earliest convenience. You can reach me by way of e-mail at KenJacobs@nadate.com or by way of phone at (555) 555-5555. I look forward to discussing with you my future with Global Answers. Thanks for your time and consideration.

Sincerely,
Signature
Ken Jacobs
Enclosure: resume

Cover Letter

A cover letter (covering letter, application letter, letter of application) is the one that accompanies your CV when you are applying for a job. Here is a fairly conventional plan for the layout of the paragraphs.

What is a cover letter?

A cover letter is a brief one page letter sent along with the resume to potential employers. The purpose of the cover letter is to present yourself to potential employers and to let them know what position you are interested in and why you'd be a good fit for their company.

Cover letter writing

Generally the cover letter will consist of three paragraphs. The first paragraph is an introductory one which introduces you. You want to include information on the position you are looking for and how you heard about and why you are interested in the position and/or company.

The second paragraph should provide information on your skill, strengths, education, qualifications and/or experience. This paragraph should be concise and give specific examples of why you are the ideal candidate and not simply restate your resume.

The final paragraph should close up the letter by requesting an interview and possibly suggestion times that are convenient for you or stating that you can come in at a time that's convenient for the employer. Also you should let the recipient know what the best way and/or time to contact you is (you should let them know both your contact email and phone number so that they can contact you in their preferred method). Or you can let them that you'll follow up on this letter with a phone call in several days. You should thank them for their time to close up the letter.

Each cover letter that you send out should be unique and tailored to the specific company and position you are applying to. Using one cookie cutter cover letter will lessen your chances for landing an interview. Also be sure to check for grammar and spelling and keep the letter to one page in length.

The chronological resume is the most traditional. It uses a time sequence to list work experience and education, usually appearing in a reverse order beginning with the present.

Use a chronological resume when

- * You are pursuing traditional fields (government, education).
- * Your work history shows a strong growth pattern or direction.
- * Your title progression is impressive.
- * You're continuing on the same career path.
- * Your present or last employer is important.

The chronological resume is not the best form for everyone. If any of the following applies to you, it is probably better to use one of the other styles.

Don't use a chronological resume when

- * You are just entering the job market (a recent graduate).
- * You're changing career direction or goal.
- * You have holes in your work experience (periods of unemployment).
- * Your career has plateaued and remained there for some time.
- * You are returning to the job market after a long absence.
- * You do not wish to divulge your age.
- * You've changed employers frequently.

Functional Resume

The functional resume focuses on capability and skills. Usually these are listed by areas and may or may not include dates.

Use a functional resume when

- * You are changing careers.
- * You are entering the job market.
- * You are reentering the job market.
- * Your experience lacks a demonstrated career path.
- * You are a consultant, freelancer, or have completed temporary work.

* Your latest job appears to be a demotion over previous ones.

* Your work experience seems somewhat unconnected to the position you are applying for.

Don't use a functional resume when

* You have not targeted your resume toward a certain position.

* You do not have well-defined accomplishments and capabilities.

* You do not have enough experience to demonstrate functions performed.

Creative Resume

The creative resume is a free-form style and can be extremely effective in showcasing your skills and capabilities—particularly for artists, writers, actors, public relations personnel, and people in the media. An account executive looking for a new position in an advertising agency effectively used a resume with cartoons to land a high-powered position. A C.E.O. of a public relations agency was elected to an important association president post by preparing audiotapes of voice impersonations touting the various attributes that made him the best person for the job. He played it for association members at a campaign luncheon.

Executives of various disciplines and actors have used audiovisual resumes in cassette-tape form to land sales jobs, manager jobs, acting roles, and public service jobs.

And computer experts, graphic designers, actors, and photographers have created interactive resumes that they put on Internet systems or mailed on diskettes, wrapped in a cover letter, to employers.

Use a creative resume when

* The target of your resume is a creative or specialized audience who will appreciate it.

* You decide it is the only medium that can adequately express who you are.

* You especially want to showcase your creative talents.

Don't use a creative resume when

Task 4. Listen to the interviews and complete the application forms

Streamline English Connection 22

Applying for a Job

BMI Ltd		Application form
JOB NAME AGE	<i>Export Salesman (Paul Chandler)</i>	
NATIONALITY MARITAL STATUS EDUCATION	<i>British Married Single Secondary school Technical College University</i>	
LANGUAGES	<i>French Spanish Russian Arabic</i>	
COUNTRIES VISITED		

Avon Cars Ltd Birmingham, England	
JOB NAME AGE	<i>Export Manager's Secretary Helen Wallace</i>
NATIONALITY	
MARITAL STATUS	Married Single
EDUCATION	<i>Secondary school Technical College University</i>
LANGUAGES	<i>French Spanish Italian German</i>
COUNTRIES VISITED	

1995-present Public Relations Officer, Scottish Nature Trust
Responsible for researching and writing articles on all aspects of the Trust's activities and ensuring their distribution to the press Editor of the Trust's monthly journal
In charge of relations with European environmental agencies

1992-1995 Press Officer, Highlands Tourist Board
Preparation of promotional materials and brochures
Co-ordination of media coverage

Summers of 1990 and 1991 The Glasgow Tribune newspaper
Two three-month training periods as assistant to the Sports Editor
Arranging and conducting interviews
Preparation of articles covering local community sports events

4. _____

IT Office 2000 and Windows NT, Excel, Internet, Powerpoint

Languages Fluent German and proficient in French
Additional Driving licence (car and motorcycle)

5. _____

Cross-country skiing, rock climbing and swimming
Ski Instructor (grade II)
Secretary of the local branch of 'Action', an association organising sports activities for disabled children

6. _____

Geoffrey Williams
Professor of Journalism
University of London

Brenda Denholm
Sports Editor
The Glasgow Tribune

* You are seeking a position in a traditional field, such as banking or government.
* You are not well-grounded in your own creativity.
* It won't be otherwise "acceptable" to your audience.

Task 1. Read and translate a sample CV / Resume of Cesar Villarrada.

Address: Apt 7, 45 Calle Sur,
Buenos Aires
Telephone: Home-479375
Mobile-0893579238
E-mail: cesar@villarada.net.arg
DoB: 28/05/85
Nationality: Argentinian

Education and Qualification 2003-date: Los Arboles University, BA in Marketing (to be completed 2007)
1998-2003: San Juan School
High School Diploma (Distinction)

Work Experience

Jun- Sep 2004:
Ford Lord Camp, USA
I worked as a camp leader with children aged 12-14
Jun-Sep 2003:
McDonalds, San Juan
I was a general worker in the restaurant.

Other Skills

I speak fluent Spanish and have a working knowledge of English (FCE level) and French. I have a driving licence and I am computer literate.

Personal Interests

I do judo in my spare time and have won several competitions.

Task 2. Complete the passage below using the appropriate words or phrases given below.

letter of application; position; application form; short list; recruitment agency; apply for; interview; recruit; covering letter; CV; applicants; hire.

When a company needs to _____ or employ new people, it may decide to advertise the job or ____ in the appointments section of a newspaper. People who are interested can then _____ the job by sending in a _____ or _____ and a _____ containing details of their education and experience. A company may also ask candidates to complete a standard _____. The company's Human Resources department will then select the most suitable applications and prepare a _____ of candidates or _____, who are invited to attend an _____. Another way for a company to _____ is by using the services of a _____ (US search firm) that will provide them with a list of suitable candidates.

Task 3. Here is the English version of a sample **autobiography** of a Ukrainian scholar (the names of Ukrainian places and universities are invented in this text).

Rewrite the autobiography in the form of a CV adding necessary details.

I, Kovalenko, Olena Petrivna, was born on May 16, 1969 in the village of Danyliv, Zakhidne region. My father, Klymyuk, Petro Ivanovych, and mother, Klymyuk, Mariya Mykhailivna, are school teachers.

In 1976 I entered secondary school N° 1 in Danyliv. I graduated from the school with the Gold Medal in 1986 and entered the Department of History of the Ukrainian Humanitarian University in the city of Zakhidne. In 1991 I graduated from the University with the Diploma of Higher Education with Highest

Task 3. Fiona Scott decides to apply for the job at Patagonia. She has presented the information about herself. Where do you think each of the following headings should be placed? Are CVs in your country presented differently?

References	Activities	Personal Details
Education	Skills	Professional Experience

Curriculum Vitae

1. **Personal Details**

Fiona Scott
52 Hanover Street
Edinburgh EH2 5LM
Scotland
Phone: 0131 449 0237
E-mail: fiona.scott@caledonia.net

2. _____

1991-1992 London Chamber of Commerce and industry
Diploma in Public Relations

1988-1991 University of London
BA (Honours) in Journalism and Media Studies
(Class II)

1981-1988 Broadfield School, Brighton
A levels in German (A), English (B), History (B)
and Geography (C)

3. _____

Employee of the Year, 2001.

Summer 2000 Company Xyz. Notown
Social/Sports Officer
In charge of escorting groups of
foreign students. Arranging schedules,
planning social events, organising
sports activities, managing a budget.

Interests

Yoga, swimming, skiing, classical music, theatre, current affairs

Additional Skills

- Fluent English - IELTS score 6.5
- Working knowledge of French
- Clean driving licence
- Computer literate (Word, Excel, Powerpoint)

Referees

Antonio Palma Plazas, Conference Manager, Primavera Hotels
Mercedes Garrido Vazquez, Regional Director, Eurostudy Ltd

Task 2. *Decide whether the following sentences are true or false based on Carmen's CV.*

1. She is married. (True / False)
2. She started working full-time when she left school. (True / False)
3. She was not very successful at Hotel Primavera. (True / False)
4. She worked during her vacations. (True / False)
5. She had financial responsibility when she worked for Eurostudy. (True / False)
6. She isn't interested in politics. (True / False)
7. She has never committed a driving offence. (True / False)
8. She speaks French better than English. (True / False)

Honors. My diploma paper, "History of Ukrainian-Polish relations," received the award of the Ministry of Education of Ukraine.

From September 1991 until June 2001 I worked as a junior researcher at the Ukrainian Institute of Historical Research in Zakhidne. I also worked part-time as a teacher of history at Zakhidne secondary school JV° 15 from September 1991 until June 1994. In 1997 I participated in the U.S.-Ukrainian academic exchange program and spent three months at the University of North Carolina at Chapel Hill. In September 2000 I defended the dissertation entitled "Current ethnopolitical situation in Ukraine" and received a *Kandydat Nauk* degree.

Since September 2001 I have been working as a lecturer of the Department of History, Ukrainian Humanitarian University (Zakhidne). I am currently teaching such courses as "Medieval history," "Ethnographic methods in historical research," and "Methodology of teaching history." My current research interests focus on ethnic conflicts and oral history. I am the author of six papers published in leading Ukrainian journals, and I participated in three national and two international conferences (see the enclosed list of publications). I am a member of the Society of Ukrainian historians.

In 1994 I got married. My husband, Kovalenko, Pavlo Ivanovych, works at the Zakhidne State Archive. My son, Kovalenko, Nazar, was born in 1995.

Task 4. *Write your own autobiography.*

Bio-data

Bio-data statements usually accompany published work and gram applications. As a rule, they are fairly short (of approximately 50 words) and normally include the following information:

- education;
- work experience;
- relevant qualifications and achievements.

Here is a bio-data statement of the student whose CV is given above.

A Sample Bio-data Statement

Ivan Markiv received his Diploma of Specialist with Highest Honors in Applied Mathematics and Computer Science from the Ivan Franko National University of L'viv in 2001. He is a graduate student of the doctoral program in Applied Mathematics at this University. His research interests focus on numerical*methods, in particular, on application of numerical methods to contact problems of mechanics.

The organization of bio-data statements and the types of information they include, may however, vary in different situations and fields.

Task 1. Read and compare the bio-data statements of two international scholars. What information does each of them include? How do they differ from each other?

A)

Martin Stolz is a Professor of Linguistics at the University of Freiburg, where he teaches courses on stylistics, discourse analysis, and language education. Prof. Stolz conducts research on literary language and the use of literature in teaching foreign languages. His recent publications on these and other topics appeared in the *Linguistics and Education, Journal of Literary Semantics*.

B)

Maria Santos received her M.A. in linguistic anthropology from the University of Florida (1993), where she was a participant in the Indigenous Language Materials Project. She completed her Ph.D. in 1997. Since then, she has worked as a professor and researcher in the Language and Pedagogy departments at the University of Cochabamba, Bolivia, where she has continued developing her research interests in bilingualism, indigenous identity, and other related issues. Since 2000, she has been a leader of an international program at this University. focusing on bilingual-intercultural education. Her most recent publication is

Task 1. Here is Carmen's CV. Read through it closely and then try to answer the following questions about Carmen and her experience.

Carmen Lopez Duran

Profile

I am keen to follow a career in Tourism or Hotel Management. I am well-organised, highly motivated and have excellent communication skills. In addition I am reliable, flexible, and quick to learn.

Personal details

Address Avenida de la Plata 47
Grenada 18 752 Spain
Tel 123 456 789
Email Carmello@_etc.com
Date of birth 25 Nov 1980
Marital status Single

Education

1998 - 2000 Universidad de Granada Diploma in
Business Studies with Tourism
1990 - 1998 Instituto Cervantes, Granada Bachillerato (A
Level equivalent) Grade B

Professional Experience

2000 - present Hotel Xyz, Notown

Assistant to Conference Manager
Responsible for providing
administrative support, answering
enquiries, taking bookings, arranging
catering.

Task 2. Write your own bio-data statement.

LETTERS

Letters play an important role in academic communication. Many of them are sent nowadays via e-mail, although traditional "paper" letters continue to function.

Notes and Useful Language

Beginnings

It is usual to begin by referring to a letter you've received, or by making some other polite introductory comments:

Thank you for / Many thanks for your (recent) letter / postcard.

It was good / nice to hear from you recently.

I'm sorry I haven't written / been in touch for such a long time.

It's ages since I've heard from you. I hope you're well, / you and your family are well.

Endings

It is usual to end with a polite remark, written on a separate line:

I look forward to /am looking forward to hearing from / seeing you.

See you soon. / Write soon. / Hope to hear from you soon. Once again, thank you for all your help. Give my regards / love to ...

Apologies

Say what you are apologizing for and give reasons to explain your behaviour. Try to suggest a way of putting things right, if possible.

I'm writing to apologize for missing your party last week but I'm afraid I was in bed with 'flu. I'm really sorry that I forgot to send you a birthday card but I was so busy with my new job.

If you let me know where you bought it / how much it cost, I'll gladly pay for it / replace it. Please let me know how much the bill is and I'll gladly pay it.

Invitations — accepting/rejecting

You write to	How to begin the letter	How to end the letter
an unknown firm/person (BE) (AE)	Dear Sir/Madam (BE) (AE)	Yours faithfully (BE) Yours truly (AE) Truly yours (AE)
	Dear Sir or Madam (BE) (AE)	
	To whom it may concern (AE)	
a woman whose name you don't know	Dear Madam (BE) (AE)	Yours faithfully (BE) Yours truly (AE) Truly yours (AE)
a man whose name you don't know	Dear Sir (BE) (AE)	Yours faithfully (BE) Yours truly (AE) Truly yours (AE)
a person whose name you know	Dear Mr/Mrs/Ms Fisher (BE) (AE)	Yours sincerely (BE) Very truly yours (AE) Sincerely (yours) (AE)
a person you know personally	Dear Ann/John (BE) (AE)	(With) Best wishes (BE)(AE) Yours (BE) Love (BE) All the best (AE) Kindest/Best regards (AE)

Say what the event is and give clear details of the date, time and place. It may be helpful to give other information such as how to get there, who else is coming and what (if anything) to bring. It is usual, too, to ask for confirmation:

I'm / We're having a party on Friday 19th and I / we hope you'll be able to come.

Would you like to come / go to see 'Room with a View' with me at the weekend?

I was wondering if you'd like to go to the theatre / come on holiday with us?

Could you let me / us know if you can come / you'd like to join us?

Thank you very much for your invitation. I'd love to come.

Thank you for asking me / inviting me to ... but I'm afraid I won't be able to come / join you because ...

Requests

In some cases, you may want to introduce your request immediately. In other cases, you may prefer to begin your letter with some brief news before going on to make the request. Well, explain exactly what the request is, with reasons, and emphasize how grateful you would be for the help you are asking for:

I'm writing to ask for your help / you (if you could do me) a favour.

I wonder if / I was wondering if you could help me/do me a favour.

I hope you don't mind me asking but could you (possibly) ...?

I'd be very / really / terribly grateful if you could...

Thank you / Congratulations / Good luck

When thanking someone for something, it is usual to say as much as possible about how useful / enjoyable / helpful it was. When offering congratulations for some success, you usually mention how well-deserved it is. When wishing someone good luck, try to reassure them or offer some friendly advice:

I'm writing to thank you for your hospitality / the wonderful present.

It was so kind of you to invite me to stay with you. I really

know)

- **enc.** = enclosure (when you include other papers with your letter)

- **pp** = per procuracionem (A Latin phrase meaning that you are signing the letter on somebody else's behalf; if they are not there to sign it themselves, etc)

- **ps** = postscript (when you want to add something after you've finished and signed it)

- **pto (informal)** = please turn over (to make sure that the other person knows the letter continues on the other side of the page)

- **RSVP** = please reply

1) Dear Sir or Madam,

If you do not know the name of the person you are writing to, use this. It is always advisable to try to find out a name.

2) Dear Mr Jenkins,

If you know the name, use the title (Mr., Mrs., Miss or Ms., Dr., etc.) and the surname only. If you are writing to a woman and do not know if she uses Mrs. or Miss, you can use Ms., which is for married and single women.

Ending a letter:

1) Yours Faithfully

If you do not know the name of the person, end the letter this way.

2) Yours Sincerely

If you know the name of the person, end the letter this way.

3) Your signature

Sign your name, and then print it underneath the signature. If you think the person you are writing to might not know whether you are male or female, put your title in brackets after your name.

Content of a Formal Letter

First paragraph

The first paragraph should be short and state the purpose of the letter- to make an enquiry, complain, request something, etc.

The paragraph or paragraphs in the middle of the letter should contain the relevant information behind the writing of the letter. Most letters in English are not very long, so keep the information to the essentials and concentrate on organising it in a clear and logical manner rather than expanding too much.

Last Paragraph

The last paragraph of a formal letter should state what action you expect the recipient to take - to refund, send you information, etc.

Abbreviations Used in Letter Writing

The following abbreviations are widely used in letters:

- **asap** = as soon as possible
- **cc** = carbon copy (when you send a copy of a letter

to more than one person, you use this abbreviation to let them

appreciated all your help / advice.

Congratulations on passing your exams / your excellent exam results!

You really deserved to succeed after all your hard work!

I wish you good luck / Good luck in / with your exams/your driving test your interview. Don't worry, I'm sure you'll do well / pass.

Do be on time, won't you, and don't forget to ...

News / information

I thought you might be interested to hear about / know that ...

This is just to let you know that ...

By the way, have you heard about, did you know that ...?

Beginnings / organisation

Write *Dear* + the person's name, if you know it (*Dear Mr. Smith*). Do not, *begin Dear Sir* (or a man), *Dear Madam* (for a woman), or *Dear Sir or Madam* (if it could be either). Don't use a title like *Dear Manager*.

In the first paragraph, clearly state your reason for writing. Use the middle paragraphs to explain the details, beginning a new paragraph for each main point. In the final paragraph, sum up and / or say what action you want to be taken.

Endings

Don't forget! If you begin with a person's name, e.g. *Dear Mrs. Blake*, you must end with *Yours sincerely*, **not** *Yours faithfully*. These endings are followed by a comma.

Job applications

First make it clear which job you are applying for, and mention where you saw the advertisement, and when. Give all the necessary information about yourself (including age, qualifications, past employment and other experience). Say why you are particularly interested in the job, and what you have to offer. Use a new paragraph for each main topic. It is useful to mention when you would be available for an interview:

I was interested in the advertisement in (newspaper / magazine) on (date) and I would like to apply for the post / position of (job

title).

I am 21 years of age and I have a Diploma in Business Administration.

My reason for applying is that I am interested in tourism and I would like to be able to use my foreign languages.

I would be happy / able to attend an interview at tourism any time which is convenient to you.

Apologies

Explain why you are apologizing and what the reasons were for your behaviour. If possible, offer to make up in some way (e.g. by paying for the damage) and/or promise that the problem won't happen again:

I am writing to apologize for the things I said at our last meeting / losing my temper.

I would like to say how sorry I am about the trouble I have caused / that you were disturbed.

The reason I missed the meeting was that my car broke down.

Please let me know how much it cost and I will gladly replace it.

I assure you that this will never happen again.

Complaints

State the subject of your complaint clearly in the first paragraph.

Use the following paragraphs to give all the necessary details (including dates and times, the people involved, the inconvenience you've been caused, etc). Try to be clear and factual rather than emotional. Use the final paragraph to say what action you want to be taken now:

I am writing to complain about a holiday I booked with your company.

I am writing to say that I am not satisfied with the standard of service at your restaurant.

I must insist that you refund the cost of the bill.

I must ask you to ...

Enquiries

In the first paragraph, explain what information you need. If you are responding to an advertisement, mention where you saw this. Use extra paragraphs to mention any specific questions you would like answers to:

I am writing to enquire about ...

I was interested in your advertisement in 'The Daily News' and I would like to have further information about ...

I would be grateful if you could send me full details of...

Could you send me your brochure / catalogue.

I look forward to hearing from you / receiving the information.

Opinions

Introduce the topic and give details of any letter, article, book or TV programme you are responding to. Develop your argument in separate paragraphs and sum up in the final one:

I strongly disagree with / I completely agree with Mr. Smith's letter, which appeared yesterday.

I was interested to read the article on immigration in Monday's edition of your newspaper but I don't think it gave all the facts.

I was interested / fascinated / amused / delighted to see / hear / read...

I was horrified / shocked / disgusted to ...

In my opinion there is far too much violence in television dramas these days.

In conclusion I feel / I believe.

Rules for Writing Letters in English

In English there are a number of conventions that should be used when writing a formal or business letter. Furthermore, you try to write as simply and as clearly as possible, and not to make the letter longer than necessary. Remember not to use informal language like contractions.

Addresses:

1) Your Address

The return address should be written in the top right-hand corner of the letter.

2) The Address of the person you are writing to

The inside address should be written on the left, starting below your address.

Date:

Different people put the date on different sides of the page. You can write this on the right or the left on the line after the address you are writing to. Write the month as a word.

Salutation or greeting: