Contents

How to use Test it, Fix it	4
Jobs	6
Departments	10
Office equipment	14
The internet	18
Emailing	22
Formal letters	26
Job applications	30
Promotion and unemployment	34
Working conditions	38
Pay and benefits	42
Giving opinions	46
Meetings	50
Numbers and figures	54
The phone	58
Marketing	62
Time	66
Business travel	70
Cultural matters	74
Presentations	78
Conferences	82
British and American English	86
Useful information	88

Job applications

Test it 🕜

1 Circle the correct option.

I asked if the company had any vacancies offers in the IT department.

- a I look at the job advices/ads in the newspaper every week.
- **b** Why don't you look/search the job websites on the net?
- **c** Have you sent your qualifications/CV to that company yet?
- **d** I was headhunted/fired for my job so I didn't have to send in an application.
- e I've sent about 100 application/applying letters but I still haven't got a reply.
- **f** I wrote to the company but they aren't recruiting/employing at the moment.
- **g** My interview was short as I was the last interviewer/interviewee that day.
- h It's incredible there were 112 competitors/candidates for the sales job.

6	Choose a word	from each	box to com	plete the	sentences.
u	, chicocc a mora	oao	DOX to COIII	p.0.0	00111011000

selection interview human character psychometric handwriting panel tests agency analysis resources process reference

I tried to form my letters clearly for the <u>handwriting analysis</u>..... but I don't know what the test will say about me.

- a There were two women and one man on the
- **b** The was really long it took the company three months to find the right person.
- **c** Why don't you register at the they can send you information about new jobs.
- **d** I'm looking for a job. Would you mind writing a for me?
- e After the interview, the person from explained the pension system at the company.
- f Some firms use to find out about people's personality.

3 Circle the correct option, A or B.

	I've registered Monster India Recruitment.	Α	for	B	with
а	I replied an advertisement for a job in Japan.	Α	to	В	of
b	Please fill this application form.	Α	up	В	in
С	It's easy to feel depressed if you're work.	A	out	В	out of
d	They offered me the job but I turned it	Α	off	В	down
е	I'm sorry but we aren't taking any new staff.	A	on	В	up
f	How many jobs have you applied?	Α	to	В	for

GO to page 32 and check your answers.

Test it again 🕜

0	Co	Correct the mistakes in bold in the dialogue.			
	SATISH Hi Priya. How's the job hunting going?				
	PR	PRIYA Oh, OK. I applied to a job in sales and I had an avacancy last week. There were about ten other binterviewers sitting outside the interview room when I got there, so there's a lot of competition.			
	SA	TISH	I'm sure you'll do well. I was impressed with your cqualifications when I read it. Do you need a character dreport ? I can write one for you if you like.		
PRIYA Oh, thanks, Satish I'll let you know if they ask for one. The next st the selection *panel is *psychiatric* tests.					
SATISH Oh, I've never done those before, but I had a ⁹ handwritten analysis once. They said I was a dreamer and couldn't take risks – a bit stran as I now have my own company!					
PRIYA Yes, that is odd. Anyway, I must go now. I want to hearch at the gibb ads.					
SATISH OK, see you soon and good luck.					
	<i>for</i> c f				
	а		d g g		
	b		e h		
2	Ch	oose	the correct forms of the verbs to complete the sentences.		
	rec	cruit	reply to look at fill in turn down register with headhunt		
		If you	u looked at the ads in the paper, you'd find lots of job opportunities.		
	a It's a good idea to an employment agency.				
	b I've never been for a job. I've always had to apply.				
	c Please this form in black ink.				
	d	I	an ad for a job in accounts but I didn't get an interview.		
	е		going to take the job but Iititit		
	f		tunately, we don't have any vacancies so we not		

Fix it

Answers to Test it

Check your answers. Wrong answer? Read the right Fix it note to find out why.

- vacancies
 - ads а
 - **b** search
 - c CV
 - **d** headhunted →
 - **e** application \rightarrow **B**
 - f recruiting
 - g interviewee → D
 - **h** candidates \rightarrow **D**
- 2 handwriting analysis → E
 - **a** interview panel
 - **b** selection process $\rightarrow D$
 - c employment agency → A
 - d character reference
 - e Human Resources
- psychometric tests
- - В
- $\mathsf{B} \to \mathsf{C}$

- Now go to page 31. Test yourself again.

Answers to Test it again

- 1 a vacancy interview
 - **b** interviewers interviewees/candidates
 - c aualifications
- d report
- reference
- e panel
- process
- psychiatric
- psychometric
- g handwritten
- handwriting
- h search at
- search/look at
- 2 a register with
 - **b** headhunted
 - c fill in
 - d replied to
 - turned ... down
 - 're ... recruiting

Fix it notes

- A If you don't have a job, you're out of work. You find information about a job in an ad (advert/advertisement). You can also search or look at websites and register with an employment agency.
- You reply to a job advert. You apply for a job by writing an application letter and/or filling in a form. A CV lists your qualifications and experience. A statement from someone who knows you to support your application is a character reference.
- C A job that is available is a *vacancy*. If a company wants new staff, they recruit or take on people. If you are headhunted, a person/company asks you to leave your job to work for another organization. If you decide not to accept a job, you turn it down.
- D The people who interview you are the interview panel. The people who interview are interviewers and the people who are interviewed are interviewees. People who are competing for a job are candidates. The stages of finding a person for a job make up the selection process.
- E Companies use psychometric tests or handwriting analysis to test candidates' ability to think and to analyse their personality.
- The Human Resources department helps to choose new employees and explains the systems in a company.

For more information, see the Review page opposite.

Review

Finding a job If you don't have a job, you are out of work or unemployed. You can find information about a job in an ad (or advert/advertisement), often in a newspaper. The section of the newspaper with jobs is sometimes called Situations vacant. Advertisements also appear on company noticeboards or in special monthly job bulletins. You can also register with an employment agency to find out about new jobs. If you use the internet, you search or look at websites. Manish's been unemployed for nearly a year. He keeps looking at the job ads in The Times but there's nothing suitable. He should register with an employment agency or look at Monster.com.

Applying for a job You reply to a job advertisement. You apply for a job by writing an application letter and/or filling in an application form. As part of your application you may need to provide a CV (curriculum vitae) with your qualifications and work experience. The CV is the document itself; qualifications are things like degrees or diplomas received after a period of study/training. You may also need to provide professional *references* from a previous employer and/or a character reference – a statement from someone who knows you to support your application. The people who write references are called referees. If you are headhunted, a person/company asks you to leave your job to work for another organization. The person or company is called a headhunter.

Note that in American English you fill out (not fill in) an application form, questionnaire, etc. and you use the word resumé rather than CV.

A job that is available is a *vacancy*. If a company wants new staff, they *recruit* or *take on* people. Note the word order with *take on: They decided not to take on any new designers*. OR *They decided not to*

take any new designers on.

They decided not to take them on.

NOT They decided not to take on them.

(The object is a pronoun.)

If you decide not to accept a job, you *turn* it *down*. Note the word order with *turn*

He turned the job down.

OR He turned down the job.

He turned it down.

NOT *He turned down it*. (The object is a pronoun.)

Interviews and selection The people who interview you are the *interviewers*. Often there may be several people interviewing you at the same time. They are the *interview panel*. The people who are interviewed are *interviewees*. You can attend or go to an interview. People who are competing for a job are candidates. The stages of finding a person for a job make up the selection process. The selection process for the job was tough. There were over thirty candidates competing for two positions. We all had to attend an interview with an interview panel.

The *Human Resources* department (often called just *HR*) helps to choose candidates. It often also deals with training and staff problems. In some companies, this department interviews new employees and explains the systems in a company to any new workers. HR is called *Personnel* in some companies. Personnel is another word for staff.

Tests Companies use psychometric tests or handwriting analyses to test candidates' ability to think and analyse their personality. These are becoming quite common in some companies, as employers believe these tests reveal candidates' strengths and weaknesses. Every time I go to an interview these days I have to do a psychometric test.