



Ministry Of Higher Education And Scientific Research
University Of Blida 02 Lounici Ali
Faculty Of Economics, Business And Management
Sciences
Departement Of Management



BUSINESS ENGLISH

Lessons For Second Year licence's Students
Professional : Management
First Semestre

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Faculty of Economic Sciences, Commercial Sciences and Management Sciences
Department of Management



Here are abbreviations of some international organisations, try to find the full name of each one:

abbreviation	Full name	Name in arabic
WHO		منظمة الصحة العالمية
UNESCO		منظمة الأمم المتحدة للتربية و العلوم و الثقافة
UNICEF		صندوق الأمم المتحدة لرعاية الطفولة
UNIDO		منظمة الأمم المتحدة للتنمية الصناعية
OAPEC		منظمة البلاد العربية المصدرة للنفط
UN		هيئة الأمم المتحدة
NATO		منظمة حلف شمال الأطلسي
LAS		جامعة الدول العربية
IRC		هيئة الصليب الأحمر الدولية
IMF		صندوق النقد الدولي
ILO		منظمة العمل الدولية
W.T.O		منظمة التجارة الدولية

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Introduction to Business English

The Business and management is an inevitable part and parcel of the society which may be local, national, international or corporate using English as the primary source of language.

In the globalised aspect, English is largely used among the people of international business or world trade. English is globally considered ‘the lingua franca’ or the language of business, politics, international relations, culture, and entertainment for so many countries worldwide.

English has become the predominant language of business since **the second half of the Twentieth Century**. Business English is therefore considered as being essential for all people who wish to work in any area of business.

Business people should be able to communicate in English with a diverse range of **customers, buyers, sellers, suppliers** and **other business partners** because English is the official language of business no matter where companies are headquartered. Business English is essential for a successful dealing with **superiors, colleagues, subordinates** and **representatives** of other companies from abroad.

In the modern business world there is a great demand for employees who are able to communicate effectively in English.

English for Business is considered to be a part of **ESP** (English for Specific Purposes) because of its specific character. Dudley-Evans and St. John (1998) provide a more comprehensive characterization of **ESP** as language teaching designed to meet the specific needs of the learners through employing effective teaching methodologies and teaching activities.

Why business English?

In the field of Business and Management Education, English is essential for understanding the business background, satisfying the customers, maintaining Public relations, continuing business correspondences, signing contracts and agreements, conducting and attending meeting conferences, preparing and analyzing reports, for negotiations and interviews, telephoning skills, for marketing and sales, for finance and banking. So, the students of business are advised to learn the language to get success in the career.

The General English vs Business English

Both Business English and General English require the development of fundamental skills of **-LSRW-** (listening, speaking, reading and writing). A good basis of General English enables the students to communicate effectively. In addition, Business English needs specific vocabulary, topics and skills used in the workplace in order to communicate accurately. English for Business focuses on the English language skills necessary to communicate in an increasingly global business environment.

In general Business English associated with the skills that most people need to be able to do their jobs well: writing e-mails and reports, making presentations, doing negotiations, using the telephone, attending and participating actively in meetings or telephone conferences, receiving visitors, etc. The difference, therefore, is that Business English focuses on the delegate's job whereas the aim of General English is to improve all the four skills, regardless of the language content. However, the business English may not be demarcated from the general English.

I. How do you rate as entrepreneurs?

1. Are you a self starter?
 - a. *I only make an effort when I want to.*
 - b. *If someone explains what to do, then I can continue from there.*
 - c. *I make my own decisions. I don't need anyone to tell me what to do.*
2. How do you get on with other people?
 - a. *I get on with almost everybody.*
 - b. *I have my own friends and I don't really need anyone else.*
 - c. *I don't really feel at home with other people.*
3. Can you lead and motivate others?
 - a. *Once something is moving I'll join in.*
 - b. *I'm good at giving orders when I know what to do.*
 - c. *I can persuade most people to follow me when I start something.*
4. Can you take responsibility?
 - a. *I like to take charge and to obtain results.*
 - b. *I'll take charge if I have to but I prefer someone else to be responsible.*
 - c. *Someone always wants to be the leader and I'm happy to let them do the job.*
5. Are you a good organizer?
 - a. *I tend to get confused when unexpected problems arise.*
 - b. *I like to plan exactly what I'm going to do.*
 - c. *I just like to let things happen.*
6. How good a worker are you?
 - a. *I'm willing to work hard for something I really want.*
 - b. *I find my home environment more stimulating than work.*
 - c. *Regular work suits me but I don't like it to interfere with my private life.*
7. Can you make decisions?
 - a. *I am quite happy to execute other people's decisions.*
 - b. *I often make very quick decisions which usually work but sometimes don't.*
 - c. *Before making a decision, I need time to think it over.*
8. Do you enjoy taking risks?
 - a. *I always evaluate the exact dangers of any situation.*
 - b. *I like the excitement of taking big risks.*
 - c. *For me safety is the most important thing.*
9. Can you stay the course?
 - a. *The biggest challenge for me is getting a project started.*
 - b. *If I decide to do something, nothing will stop me.*
 - c. *If something doesn't go right first time, I tend to lose interest.*
10. Are you motivated by money?
 - a. *For me, job satisfaction cannot be measured in money terms.*

b. Although money is important to me, I value other things just as much.

c. Making money is my main motivation.

11. How do you react to criticism?

a. I dislike any form of criticism.

b. If people criticize me I always listen and may or may not reject what they have to say.

c. When people criticize me there is usually some truth in what they say.

12. Can people believe what you say?

a. I try to be honest, but it is sometimes difficult or too complicated to explain things to other people.

b. I don't say things I don't mean.

c. When I think I'm right, I don't care what anyone else thinks.

13. Do you delegate?

a. I prefer to delegate what I consider to be the least important tasks.

b. When I have a job to do I like to do everything myself.

c. Delegating is an important part of any job.

14. Can you cope with stress?

a. Stress is something I can live with.

b. Stress can be a stimulating element in a business.

c. I try to avoid situations which lead to stress.

15. How do you view your chances of success?

a. I believe that my success will depend to a large degree on factors outside my control.

b. I know that everything depends on me and my abilities.

c. It is difficult to foresee what will happen in the future.

16. If the business was not making a profit after five years, what would you do?

a. give up easily.

b. give up reluctantly.

c. carry on.

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RECRUITMENT

The process of finding people for particular jobs is recruitment or, especially in Am. English, hiring. Someone who has been recruited is *a recruit* or, in Am. English, *a hire*. The company employs or hires them; they join the company. A company may recruit employees directly or use outside recruiters, recruitment agencies or employment agencies. Outside specialists called *headhunters* may be called on *to headhunt* people for very important jobs, persuading them to leave the organizations they already work for. This process is called *headhunting*.

Applying for a job

Fred is a van driver, but he was fed up with long trips. He looked in the situations vacant pages of his local newspaper, where a local supermarket was advertising for van drivers for a new delivery service. He applied for the job by completing an application form and sending it in. Harry is a building engineer. He saw a job in the appointment pages of one of the national papers. He made an application, sending in his CV and a covering letter explaining why he wanted the job and why he was the right person for it.

Selection procedures

Dagmar Tina is the head of recruitment at a German telecommunications company. She talks about the selection process, the methods that the company uses to recruit people: “We advertise in national newspapers. We look at the backgrounds of applicants: their experience of different jobs and their educational qualifications. We don’t ask for handwritten letters of application as people usually apply by email; handwriting analysis belongs to the 19th century. We invite the most interesting candidates to a group discussion. Then we have individual interviews with each candidate. We also ask the candidates to do written psychological tests to assess their intelligence and personality. After this we shortlist three or four candidates. We check their references by writing to their referees: previous employers or teachers that candidates have named in their applications. If the references are OK, we ask the candidates to come back for more interviews. Finally, we offer the job to someone, and if they turn it down we have to think again. If they accept it, we hire them. We only appoint someone if we find the right person”.

I. How would you generally feel happy or unhappy, if you were in the following situations. Use the words in italics to help you decide:

1. The company you work for is well-known for its *job security*.
2. You were suddenly made *redundant*.
3. You received a *promotion*
4. You were given an *increment*.
5. You worked *unsociable hours*.
6. You had a *steady job*.
7. You had *adverse working conditions*.
8. You suddenly found yourself *unemployed*.
9. You took time off work because of *repetitive strain injury*.
10. The office where you work has *sick building syndrome*.
11. You receive regular *perks* as part of your job.
12. Somebody called you a *workaholic*.
13. Your company doesn't give you many *incentives*.
14. Your boss announces that there is going to be some *downsizing* of the *workforce*.
15. Your work didn't offer much *job satisfaction*.
16. Your company has a generous *incentive scheme*.
17. You receive a *commission* for the work you have done.
18. You receive support from a *union*.
19. You were under *stress*.
21. You received a cut in your *salary*.
22. Your company gave you *sickness benefit*.
23. You found your job very *demanding*.

II. Match sentences 1-6 in the first box with one of the sentences A-F in the second. Use the words in italics to help you:

1. Samantha is the assistant manager of a bank and she works from 8.30 to 5.30 every day.
2. Tracy works on the production line of a factory which makes cars. She uses a machine to spray paint onto the finished car parts.
3. Jane works for herself. She is a photographer. She works every day for about eight or nine hours.
4. Jeanette is a cleaner for a company in Birmingham, but she only works there for about three or four hours a day.
5. Claire has a powerful job in the personnel office of a large multinational company. She is responsible for employing new people and getting rid of those that the company doesn't want to employ anymore.
6. Marie works in the finance department of an international college in Oxford.

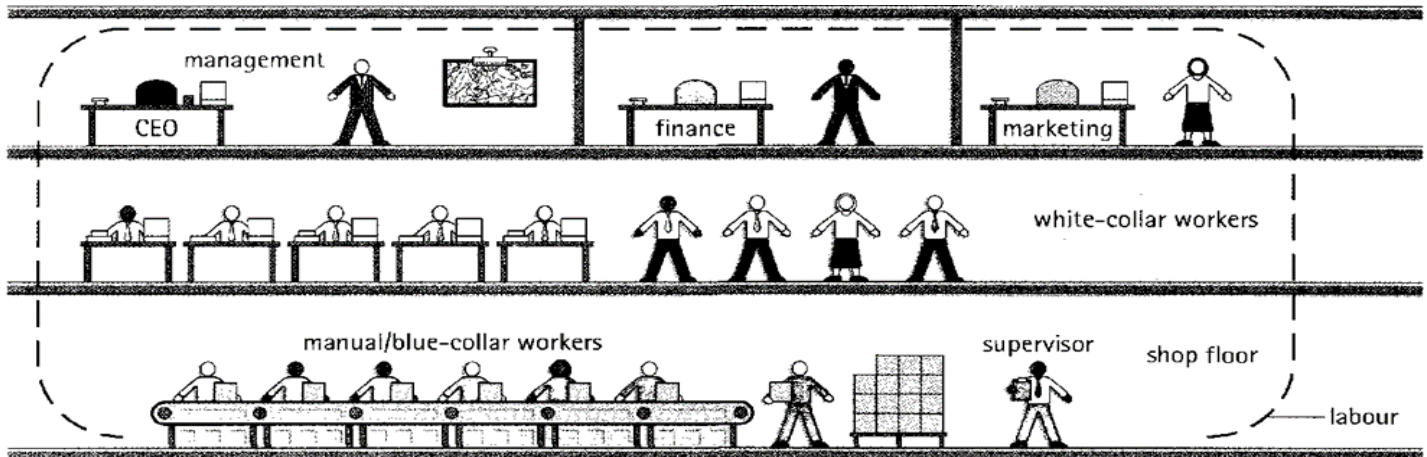
- A. She is a *semi-skilled blue-collar worker* in a *manufacturing industry*.
- B. She is a *self-employed* and works *full-time*. She likes to describe herself as *freelance*.
- C. She is responsible for *hiring and firing*.
- D. She calculates the *wages, salaries, pension contributions* and *medical insurance contributions* of all the staff.
- E. She is a *full-time white-collar worker* in a *service industry*.
- F. She is an *unskilled part-time employee*.

III. Written expression

'Some people live to work, and others work to live. In most cases, this depends on the job they have and the conditions under which they are employed. In your opinion, what are the elements that make a job worthwhile?'

LECTURE 06: PEOPLE AND WORKPLACES

A- Employees and management:



The people who work for a company, all the people on its **payroll**, are its **employees, personnel, staff, workers** or **workforce**. But these words can mean just the people carrying out the work of a company, rather than those leading it and organizing it: the **management**.

Note: **Workforce, work-force** and **work force** are all possible.

B- Management and administration:

A company's activities may be spread over different sites. A company's most senior managers usually work in its **head office** or **headquarters (HQ)**. Some managers have their own individual offices, but in many businesses, most employees work in **open-plan offices**: large areas where many people work together. Administration or, informally, **admin**, the everyday work supporting a company's activities, is often done in offices like these by **administrative staff** or **support staff**. For example, those giving technical help to buyers of the company's products are in **technical support**.



An open-plan office

C- Labour:

Labour is spelled **labor** in AmE. **Labor unions**, organizations defending the interests of workers (AmE) are called **trade unions** in BrE.

When workers are not happy with pay or conditions, they may take **industrial action**:

- a **strike, stoppage** or **walk-out**: workers stop working for a time.
- a **go-slow**: workers continue to work, but more slowly than usual.
- an **overtime ban**: workers refuse to work more than the normal number of hours.

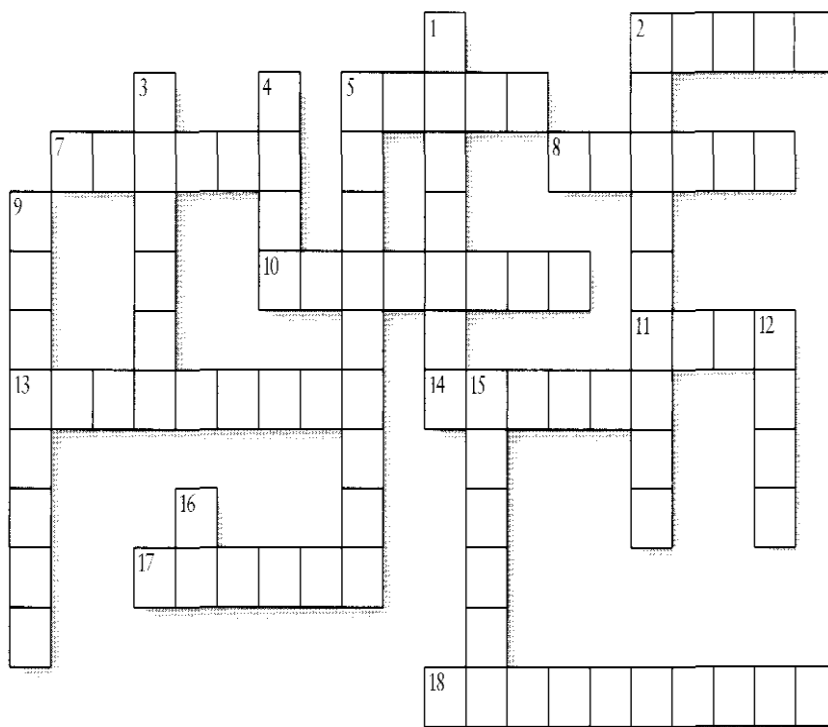
D- Personnel and human resources:

In larger organizations there is a **human resources department (HRD)** that deals with pay, recruitment, etc. This area is called **human resources (HR)** or **human resource management (HRM)**. Another name for this department is the **personnel department**.

6.1. Look at A, B and C opposite to find the answers to the crossword.

Across

- 2- and 17 Office workers may wear this.
- 5- All the people working for a company.
- 7- workers use their hands.
- 8- When people stop working to protest.
- 10- One of the people working for an organization.
- 11- Occasions when workers stop working to protest: walk-.....
- 13- Another name for the human resources department.
- 14- Workers seen as a group.
- 18- and 15 down Various forms of protest at work.



Down

- 1- Everyone working for a company is on this.
- 2- Everyone, or everyone except top managers.
- 3- These are trade in the UK and labor in the US.

- 4- and 17 across Manual workers may wear this.
- 5- The place in a factory where the production lines are.
- 9- When people stop work to complain about something.
- 16- and 12 When workers intentionally produce less.

6.2. Manuel Ortiz is the founder of a Spanish computer sales company. Use the words in B and D opposite to complete what he says about it.

I founded Computadoras Creativas 20 years ago. We started with a small (1) in Madrid. Our (2), our (3) is still here, but now we have sites all over Spain, with about 500 employees. Many of the offices are (4) : everyone works together, from managers to (5), as well as people selling over the phone, and people in technical (6) giving help to customers over the phone.

Recruitment is taken care of in Madrid, by the (7) or (8)

6.3. Over to you:

- Think about the company you work for or one you would like to work for.
- Where is its head office? How many sites does the company have? How many employees?
- Is it better to have everyone on one site or to have different sites with different activities? Do people have their own offices or are there open-plan offices?
- Which type do you / would you prefer to work in?

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EMPLOYMENT AND EMPLOYABILITY

Outsourcing:

Nigel; a 30 years-old information technology (IT) specialist, talks about his career so far:

“I used to work in the IT department of a bank. All the IT work was done in-house. I thought I had a job for life. But the one day the bank decided to cut out costs by outsourcing the work to a specialist IT company called IT services (ITS). Luckily, the bank didn’t make me redundant, so I didn’t lose my job, and after a while I decided to work for ITS instead. At first, I didn’t know what to expect, but now I’m very happy. We work with a lot of different clients – I’m a consultant and I give them advices”.

Employability:

“ITS put a lot of emphasis on professional development and we often go on training courses so we can keep up with current trends in the industry. ITS tell us that although we may not have a job for life with the company, our up-to-date skills will mean that we will always be employable. Companies and governments talk about the importance of lifelong learning-continuing to develop our knowledge by going on courses and reading journals, for example. I really enjoy my work but in the next year or two, I may make a career move and join another company”

Freelancers and portfolio workers

“ When I’m about 40, I want to set up on my own as a freelancer offering consultancy services to different companies. The idea of working freelance on different projects for different clients attracts me”.

The management thinker Charles Handy calls freelancers portfolio workers because they have a portfolio or range of different clients. Some experts say that increasing numbers of people will work this way in the future, as companies outsource more and more of their work because they want to concentrate on their core functions.

Comprehension of reading:

Complete the crossword with appropriate forms of expressions from the text above.

Across:

4-training courses etc.related to work:..... development.

6-what many companies no longer offer.

8&9 down- when you get a better job you make a.....

10-someone who offers professional advices to companies.

11-companies that buy service from outside suppliers..... these services.

12-if you start work as a freelancer, you're on Your own

Down:

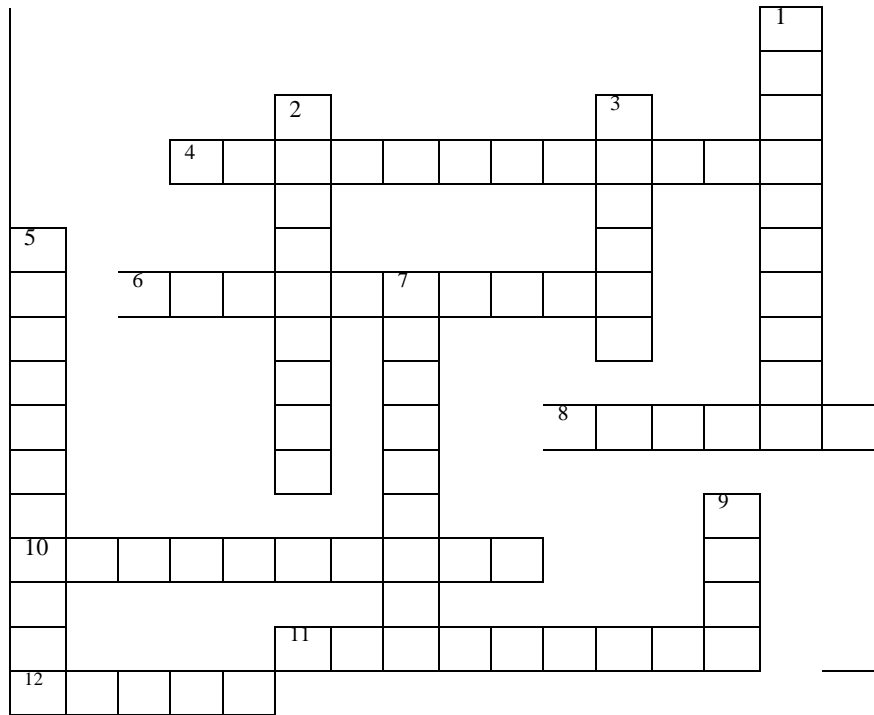
1-having the skills needed to get a job.

2&3- someone who does work for a number of different companies.

5-the people in 2&3 down are also called.....

7- If you lose your job, you're made

9- see 8 across.



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Listen to the video and answer the following questions:

<https://www.youtube.com/watch?v=tcLBoAe0oVk>

- 1- What is the meaning of recruit?
- 2- What is the name of “to recruit”?
- 3- Who is an applicant?
- 4- Who is a candidate?
- 5- What is the difference between “applicant” and “candidate”?
- 6- What is the meaning of “vacancy”?
- 7- Give a explanation to the term “personnel”
- 8- Give the synonyms of “personnel”.

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INDICATORS

1. Finance And Economics

Finance is:

- Money provided or lent for a particular purpose;
- The management of money by countries, organization or people;
- The study of money management.

Economics is:

- The study of how money works and is used;
- Calculations of whether a particular activity will be profitable.

profitable activity is economic; an unprofitable one is uneconomic. If something is economical, it is cheap to buy, to use or to do. If not, it is uneconomical.

Economic indicators are figures showing how well a country's economy (economic system) is working.

2. Inflation And Unemployment:

Inflation is rising prices, and the rate at which they are rising is the inflation rate. The related adjective is inflationary.

The unemployed are people without jobs in a particular area, country...etc. the level of unemployment is the number of people without a job. Unemployed people are out of work and are also referred to as jobless or the jobless.

3. Trade:

The balance of payments is the difference between the money coming into a country and that going out. The trade balance is the difference between payments for imports (goods and services from abroad) and payments for exports (products and services sold abroad). When a country exports more than it imports, it has a trade surplus. When the opposite is the case, it has a trade deficit. The amount of this surplus or deficit is the trade gap.

Growth and GDP

Economics outputs is the value of goods and services produced in a country or area. Gross Domestic product or GDP is the value of all the goods and services produces in a particular country.

The size of an economy is also sometimes measured in terms of gross national products or GNP. This also includes payments from abroad, for example, from investments. Growth is when output in the economy increases. The growth rate is the speed at which a country's economy grows and gets bigger.

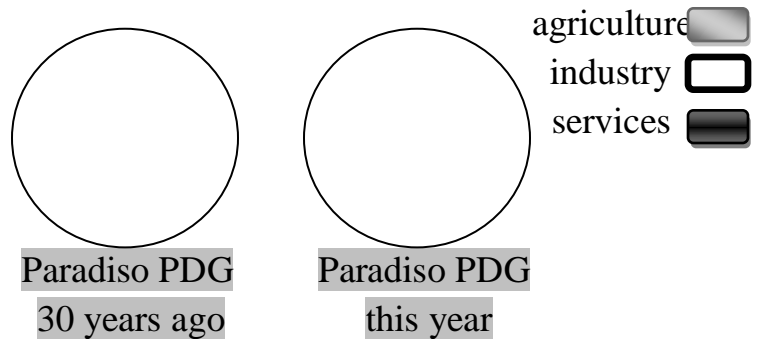
Questions:

1/Complete what this reporter says about paradiso's economy:

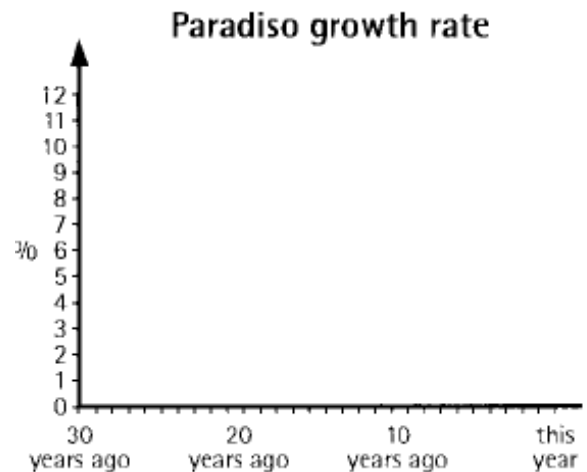
Paradiso's economis indicators are perfect. In the past, Paradiso imported more than it exported, and there was a.....: this was very worrying. Now the country exports a lot of computer equipment, but still imports most of its food: the value of is more than the value of, so there is a..... And the is positive. Prices are rising very slowly: with an of 2%/ year,..... is under control. Of the working population, very few are, only 3% are.....

3/ complete the pie chart using the information below:

I/ 30 year ago, GDP in Paradiso came 70% from agriculture, 20% from industry and 10% from services. At that time. Today, 50% of GDP is coming from industry, 40% from services and 10 percent from agriculture.



II/ The growth rate in Paradiso was around 4% a year for 10 years. A period of very fast growth followed, with the growth rate reaching 12% ten years later. Growth was 9% in the following 3 years; but fell to 2% in the year after that. It then increased steadily to reach 5% two years ago, and has stayed at that level



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bonus <i>n</i>	additional pay given to employee as incentive or reward
curriculum vitae <i>n.</i>	short account of one's education, career etc;
dismiss <i>v.</i>	to remove or discharge from employment; to sack; to fire
employer <i>n.</i>	person or firm who employs people - employee <i>n.</i> person employed
fire <i>v.</i>	to dismiss
interview <i>v.</i>	an oral examination of an applicant for a job - <i>also v.</i>
make redundant <i>v.</i>	[made, made] to dismiss because of not being needed – redundancy <i>n.</i>
maternity leave <i>n.</i>	period of absence from work (for a woman) when having a baby
notice <i>n.</i>	advance warning of intention to resign - to give or tender one's notice <i>v.</i>
perk <i>abbr</i>	perquisite; something additional to regular salary [eg: free meals; a car]
personnel <i>n.</i>	the people who work for a firm
personnel officer <i>n.</i>	manager responsible for recruitment, training and welfare of personnel
promotion <i>n.</i>	advancement in rank or position - to promote <i>v.</i>
prospects <i>n.</i>	opportunity for success, promotion etc
recruit <i>n.</i>	to look for and employ personnel - recruitment <i>n.</i>
resign <i>v.</i>	to give up a job - letter of resignation <i>n.</i>
retire <i>v.</i>	to leave employment, esp. because of age - retirement <i>n.</i>
salary <i>n</i>	a fixed, regular payment, usually monthly, made by employer to employee
staff <i>n.</i>	the people who work for a firm or a particular department; employees
take on <i>v.</i>	[took, taken] to employ; to hire

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JOB INTERVIEWING. GETTING DOWN TO BASICS

A job interview is your chance to show an employer what he or she will get if you're hired. That is why it is essential to be well prepared for the job interview. There exist five basic types of interviews:

a- The Screening Interview: This is usually an interview with someone in human resources. It may take place in person or on the telephone. He or she will have a copy of your resume in hand and will try to verify the information on it. The human resources representative will want to find out if you meet the minimum qualifications for the job and, if you do, you will be passed on to the next step.

b- The Selection Interview: The selection interview is the step in the process which makes people the most *anxious*. The employer knows you are qualified to do the job. While you may have the skills to perform the tasks that are required by the job in question, the employer needs to know if you have the personality necessary to "*fit in.*" Someone who can't *interact* well with management and co-workers may *disrupt* the functioning of an entire department. This ultimately can affect the company's *bottom line*.

c- The Group Interview: In the candidates are interviewed at once. trying to separate the *leaders* from also be trying to find out if you are a personality the employer is looking interview. There is nothing more to



group interview, several job The interviewer or interviewers are the *followers*. The interviewer may "*team player.*" The type of for determines the *outcome* of this do than act naturally.

d- The Panel Interview: The people at once. It can be quite at you. You should try to remain each member of the *panel*. Make *eye panel* as you answer his or her

candidate is interviewed by several *intimidating* as questions are fired calm and *establish rapport* with *contact* with each member of the question.

e- The Stress Interview: It is not a very nice way to be introduced to the company that may end up being your future employer. It is, however, a technique sometimes used to weed out those that cannot *handle adversity*. The interviewer may try to artificially introduce stress into the interview by asking questions so quickly that the candidate doesn't have time to answer each one. The interviewer may also ask *weird questions*, not to determine what the job candidate answers, but how he or she answers.

Preparing for the Interview:

Before you begin to think about how you will dress for the interview, or answer questions, you should gather as much information about the employer as you can. Not only will you appear informed and *intelligent*, it will also help you make a decision if a *job offer* is eventually made. You might also want to prepare for answering questions by listing some of your *attributes*. Talk to former co-workers with whom you worked closely. Ask them to list some *traits* about you that they most admired - work related, of course. You want to seem somewhat *spontaneous*, but you also want to appear *self-confident*. The way to do that is to *rehearse*, not exactly what you will say, but how you will say it. A great method is to rehearse in front of a video camera. Study your *posture*, the way you make eye contact, and your *body language*.

I-Dressing for the Interview



Appearance is very important and whether we like it or not, it is the first thing people notice about us. You should match your dress to employees in the workplace in which you are interviewing and probably take it up a notch. If dress is very *casual*, those being interviewed should wear dress pants and dress shirts or skirts and blouses. Don't choose a Friday, since many offices have "*casual Fridays*."

Your hair should be *neat* and *stylish*. Your nails should be well manicured and clean. Men's nails should be short. Women's nails should be of a reasonable length and polished in a neutral color. Also for women, makeup shouldn't be heavy. Perfume or cologne should be avoided as some people find certain scents offensive.



II- Establishing Rapport

Since the interviewer's job is to make sure that not only your *skill*, but your personality as well, is a good match, you must establish rapport with the person or persons interviewing you. That begins the instant you walk in the door. Let the interviewer set the tone. Nothing is as awkward as offering your hand and having the *gesture* not returned by the other person. Therefore you should wait for the interviewer to offer his or her hand first, but be ready to offer your hand immediately.

III- Body Language

They say that body language gives more away about us than speech. Eye contact is very important but make sure it looks natural. A smiling, relaxed face is very *inviting*. Hands resting casually in your lap rather than *arms folded across your chest* also is more inviting.

IV- Answering Questions

When it comes down to it, isn't this the main point of the interview? Speak slowly and clearly. Pause before you answer a question. Your answers will seem less rehearsed and it will give you a chance to collect your thoughts.

V- Asking Questions

Usually toward the end of the interview, the person conducting it will ask you if you have any questions. You should have some. You should ask about what a typical day would *entail*. You could also ask what special projects you would be working on. As in every other aspect of the job search, you are trying to show the employer how you can fill their needs.

VI- Illegal Questions

We have all heard horror stories of interviewers asking job candidates *inappropriate questions*, such as those about *marital status*, age, and *family status*. These questions should not be asked, but it is up to you whether to answer them.

VII- Money Questions

Money is a very sensitive topic. The candidate shouldn't bring it up. However, the interviewer may bring it up first. He or she may ask what *salary* you hope to earn. You must prepare for this question before the interview. Find out what others in the same position are earning. Always give a range, not an exact number. This will help keep you from pricing yourself out of a job. You don't want the employer to think they can't *afford* you, but you also don't want them to think you are a *cheap commodity*.

VIII- After the Interview

This is something that is too often neglected. It's the *thank you note* or *follow-up letter*. It is your chance *to reiterate* something you mentioned on the interview or *bring up* something you forgot to mention. It is also a nice gesture and a simple matter of *politeness*.

TASKS

Task1: Here are some tips relating to your appearance and body language. For each one select the correct missing word from the options below:

1. Make sure your clothes are clean, but _____ wear obvious logos or designer names.
 - a. do
 - b. don't
 - c. must
2. Don't use _____ much deodorant or perfume!
 - a. to
 - b. too
 - c. two
3. Don't wear too much jewellery. Interviewers don't _____ like rings!
 - a. never
 - b. sometimes
 - c. usually
4. Wear _____ that are smart, but comfortable.
 - a. cloths
 - b. clothes
 - c. covers
5. Arrive well _____ the interview time.
 - a. before
 - b. after
 - c. later than
6. Make eye _____ with the interviewer when you are introduced.
 - a. contactation
 - b. contiction
 - c. contact
7. Give a firm handshake, and make sure you _____!
 - a. snarl
 - b. smile
 - c. snigger
8. Don't _____. This will distract the interviewer from what you're saying.
 - a. fidget
 - b. figgit
 - c. fijit
9. Don't appear over-confident, for example by leaning too far back in your chair, but do try to _____.
 - a. relax
 - b. relapse
 - c. collapse

Task2: Match the common interview question on the left with the suitable response from the list on the right:

1	Why did you choose this company?	A	People say I'm sociable, organized, and decisive.
2	What are your strengths/weaknesses?	B	My aim is to have a position in the Management Team.
3	How would your friends describe you?	C	I have excellent time management, but I can be impatient for results.
4	What is your greatest achievement?	D	Because I think I will find the work environment both challenging and rewarding
5	How well do you work in a team?	E	I always support my colleagues and believe we should work towards a common goal.
6	Where will you be in 5 years?	F	Leading the University football team to the national Championships

Task3: The words in the column on the right are phrases that use the word career. For each definition on the left, match it to the correct phrase on the right:

1	Chances of future success in your career	A	career move
2	The direction you hope your career will take	B	career break
3	A change you make in order to progress	C	career prospects
4	Time when you are not employed, perhaps when travelling or looking after children	D	career ladder
5	A series of promotions towards more senior positions	E	career plan