

- ▶ preparing for interviews
- ▶ answering interview questions
- ▶ roleplaying a job interview

4.4 Speaking Job interviews



Discussion

1 How would you answer the following interview questions?

- 1 Where do you see yourself in five years' time?
- 2 How do you motivate people to do their best?
- 3 What are your weaknesses?
- 4 Can you give an example of a situation you found stressful, and how you coped with the stress?

Listening

2 1.56–1.59 Listen to extracts from four job interviews A–D. Which candidate(s):

- 1 give(s) concrete examples from their experience?
- 2 ask(s) questions to make sure they answer the interviewer's question?
- 3 structure(s) the answer in two parts?
- 4 turn(s) a question about a negative point into an opportunity to emphasize a positive quality?

3 1.56–1.59 Listen again and complete the checklist of useful expressions for answering job interview questions.

Useful expressions: Answering interview questions

Asking for clarification or reformulating

I'm sorry, could you expand on what you mean by ...?
Do you _____, ...?

Structuring your answer

I'd like to answer that in two ways: firstly, ... secondly, ...
I think there are two important _____ to this question ...

Talking about yourself

I _____ what I learned.
I see _____ as a top performing employee in a leading company.
I plan to _____ experience and learn new skills.
I would be ready to _____ up to a position with more responsibility.
I realized that knowing how well you're _____ is essential to staying motivated.
I'm _____ that there are areas that I can improve on.
I don't feel that I have any _____ weaknesses.
I would say that organization is one of my _____.
I _____ to finish the project on time.

Playing for time

That's a very interesting question. I would say ...
That's a difficult question to _____; let's _____ that ...

Giving concrete examples

Let me give you an example of what I mean.
Take ..., for _____.

Validating your answer

Is that what you wanted to know?
Does that _____ your question?

Internet research

Search for the keywords *interview advice tips* to find out how to succeed in job interviews.

4 The candidates in Exercise 2 used these expressions. Put the words in **bold** in the correct order.

- 1 I applied **what** learned I.
- 2 I'm able **being unpopular with** to cope.
- 3 I see myself **performing as top a** a employee company in leading.
- 4 I plan **experience to gain new and skills learn**.
- 5 I would be ready **more a move to position up with** to responsibility.
- 6 I realized that knowing **well you're how motivated essential doing is to staying**.
- 7 I'm aware **there that on that areas are can I improve**.
- 8 I don't feel **weaknesses I any have that significant**.
- 9 I would say **my organization is that one of strengths**.
- 10 I managed **on finish to the time project**.

5 Read the quotation and mark the interview questions a–h as type 1 or type 2 questions.

The good news is that there are only two interview questions. That is, regardless of what you're asked, the employer really only wants to know:

- 1 What value can you add to my enterprise as an employee (and can you prove it)?
- 2 Why do you want this job?

- a) What are your strengths and weaknesses?
- b) Why do you want to work for us?
- c) What is your greatest achievement?
- d) How do you make sure things get done?
- e) Why do you want to leave your present job?
- f) Tell me about a time when you successfully handled a difficult situation.
- g) What sort of environment would you prefer not to work in?
- h) What are the most difficult kinds of decisions for you to make?

With a partner, ask and answer the questions using expressions from Exercises 3 and 4, inventing any details as necessary.

Roleplay

6 With a partner, roleplay an interview for one of the jobs below.

Interviewer

Interview the candidate for the job they have chosen. Invent further information about the job as necessary. For each of your questions, note whether the answer is satisfactory or not. At the end of the interview, give the candidate feedback on how well they performed.

Candidate

Let the interviewer lead the conversation initially, but try to develop an exchange by asking questions about the job and the organization.

Glossary PAGE 155

achievement
cope with
rapport
regardless of
strengths
weaknesses

eWorkbook

Now watch the video for this unit.

Multinational oil company

seeks **future managers** to lead development teams for alternative energies in Norway, Indonesia and South America.

Strong leadership and communication skills essential.

Motivating compensation package.

For details visit www.nuenergeez.com

Leading consultancy requires business graduates to train as **auditors and consultants**

Vacancies in London, Paris, New York, Tokyo
Candidates should be analytical, independent and able to develop a rapport with clients in all sectors
Competitive salary and benefits
Send CV to Jane O'Hara – johara@acc.jobs.org

Music major seeks dynamic **tour managers** to organize and manage promotional tours for top pop, rock, and R&B acts

80% of time on tour
Successful candidates will have strong intercultural, negotiation, people- and crisis-management skills
Salary and performance-related bonus

Contact Sue – sue.rhodes@mjmc.biz

- ▶ CV structure
- ▶ appropriate language
- ▶ writing a CV

4.5 Writing A CV

Discussion

1 Discuss why you agree or disagree with the following statements about writing CVs or résumés.

- 1 You should never use more than one page.
- 2 You should describe your experience first, then your qualifications.
- 3 You should list five or six people who can be contacted for a reference.
- 4 You should always include a photograph.

Model

2 Decide in what order you expect the following categories to occur in a CV. Then read the CV below to check.

general additional skills personal details positions of responsibility
 qualifications references voluntary roles work experience

Robert Khan

Date of birth 29 April 1991
 Nationality British
 Current address 27 Keats Road, London SE4 3KL (until 30 June)
 Tel: 020 8088 8965
 Permanent address 247 Newmarket Road, Norwich NR4 1ET
 Tel: 01603 443143



EDUCATION

2010–2013 BA in Business Studies at Chelsea School of Business
 (Exam results to date 2:2; Expected final grade 2:1)
 2007–2010 Norwich School: 3 'A' levels: Economics (A), Maths (B), History (C)
 2003–2007 Norwich School: 10 GCSEs, including Maths and English

WORK HISTORY

Jan–June 2012 *Work placement, Atherton Consultants*
 I played an integral part in a team of consultants working on IS projects. This position required familiarity with networking solutions and Web design and involved liaising with a client's parent company in Germany.
 July–Sept 2011 *Vacation Trainee, Jardine, White & Partners*
 I coordinated an office reorganization project.
 2010–2011 *Sales Assistant, Kaufhaus des Westens, Berlin*
 I was responsible for managing the outdoor exhibition of camping equipment. I ran a language training programme for members of the department.

POSITIONS OF RESPONSIBILITY

2011–2012 *President of CSB Students' Union*
 I represented over 400 members in faculty meetings and organized and chaired conferences with visiting speakers.
 2011 to present *Captain of CSB Squash Team*
 I run training sessions and am responsible for organizing matches and motivating the team.

OTHER

Fluent German
 Advanced computer literacy: Office software, networking and Web design
 3rd trombone in the London Students' Jazz Orchestra
 Clean driving licence

REFERENCES

See next page

Internet research

Search for the keywords *résumé style* to find out about different *résumé* styles to consider, including *functional*, *skills* and *chronological* styles.



Analysis

3 Underline all the verbs in Robert's CV in Exercise 2. What do you notice?

Language focus

4 Read the CV again. How has Robert formulated the following information in more appropriate language?

- 1 I sometimes phoned people in Germany. *work history*
- 2 I'm good with computers. *other*
- 3 I was the contact for the removal company for the transfer to new offices. *work history*
- 4 I gave some colleagues some English lessons. *work history*
- 5 I spoke on behalf of 400 students in meetings with teachers. *positions of responsibility*
- 6 I was the general assistant to the computer consultants. *work*
- 7 I sold tents.
- 8 I had to learn how to set up a LAN.
- 9 I'm the only member of the team who believes we can win.
- 10 My job was to introduce the speakers and thank them at the end.

Output

5 Read the facts about Justine Collier and organize the information under the five headings used in Robert Khan's CV. Then write Justine's CV using relevant language and expressions from Exercise 4.

- Voluntary work since 2008 - OUTLOOK, charity for disabled children - parties, visits, etc.
- Play violin in string quartet
- University basketball team + my job to bring drinks
- 2005-2007 Northern High School 'A' level Maths (A), Economics (B), French (B)
- Secretary, Newcastle Junior Chamber of Commerce in 2009 - minutes of meetings, monthly newsletter, etc. Sometimes phoned VIP to invite to receptions, etc.
- June-Sept 2004 Holiday job, Newcastle Social Security; entered personnel data into new HR management software. Confidential, very boring. Visitor from Spanish government, three days.
- References - tutor, Mr. Bowers, Newcastle University, Mrs Broadbent, Principal, Northern High School
- Typing speed 90 wpm
- Justine Dominga Collier
- 14 Green Street, Newcastle NE13 8BH Tel: 01879 122 7789
- Oct-Mar 2005 Internship Arbol Oil: finance department, small jobs, learned accounts software, email from S America
- Bilingual Spanish
- 4/11/89, Auckland NZ
- 2007-2010 BA Economics, Newcastle University (maybe 2:1 if I'm lucky)

6 Write (or update) your own CV.