

1 Careers

Unit **Focus** ● Professions ● Recruitment ● Training

Snapshot

1 Look at the pictures. Choose the situation that describes what is happening in each of them. What clues helped you to decide?

- | | | |
|----------------------|--------------------------|-------------------------|
| 1 a board meeting | b general assembly | c contract negotiation |
| 2 a company picnic | b workers' demonstration | c fire drill |
| 3 a conference call | b job interview | c sales presentation |
| 4 a retirement award | b press conference | c product demonstration |

1



2



3



4



DISCUSSION

- When do people start work in your country?
- When do they retire?
- How do companies recruit?

Listening 1



Notes

1 Sabrina - check availability!

2

3

3 **A** Laura Alvarado is the manager of PeoplePower, a temporary work agency. Listen to three conversations that she has with clients and write the keywords on the notepad.

B Fill in the information in the table below.

	Name of caller	Subject of call	Action to be taken
Call 1			
Call 2			
Call 3	Laura Alvarado		



Grammar Check 1

Present simple and present continuous

- We use the present simple:
- a to talk about things that happen regularly.
 - b to express our thoughts and feelings.
 - c to tell a story.
 - d to talk about future events that have a timetable.

A Read the sentences below and match them with the uses they illustrate.

- 1 Then she gets offered a job in this small town in the country. So, she decides to move there with the family.
- 2 We usually start at 7:30 and work through until 4:00.
- 3 I think they need to hire some extra staff.
- 4 We fly back from Lisbon on Friday afternoon

- We use the present continuous:
- a to describe things that are happening as we speak.
 - b to talk about changes that are taking place.
 - c to refer to conditions that are temporary.
 - d to talk about immediate future plans.

*Some verbs are not used in the continuous form.
 see page 129 in the Grammar Reference section

B Read the sentences below and match them with the uses they illustrate.

- 1 Companies are using more temporary workers.
- 2 The first candidate is arriving at nine.
- 3 She's printing out some documents.
- 4 I'm replacing him all this week.

6 C Read about the findings of a U.S. survey of the recruitment of college graduates and choose the correct verb tense.

NEWS BRIEF

PowerPeople announced that it ¹(releases / is releasing) its annual survey of how the world of work ²(changes / is changing). This year's survey ³(examines / is examining) how the new generation of workers that is entering the job market today ⁴(compares / is comparing) to their parents' generation, the baby boomers. The most recent findings ⁵(show / are showing) what these young professionals, fresh from college, are thinking as they move into the world of work. It ⁶(appears / is appearing) that a significant proportion (65%) of those interviewed ⁷(expect / are expecting) to have better job prospects than their parents. Their optimism, however, is not always shared by employers, and while the majority ⁸(agrees / is agreeing) that the new generation ⁹(possesses / is possessing) the technical skills that ¹⁰(become / are becoming) essential in the modern hi-tech work environment, they also ¹¹(suggest / are suggesting) that they ¹²(do not have / are not having) some of the other equally important skills, especially in communication.

Target Score

Vocabulary Builder

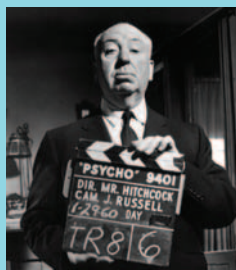


1 Paul Gauguin

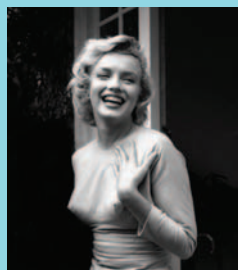
A Professions Quiz. Look at the pictures of famous people who started out in very different jobs to the ones that made them famous. What professions made them famous? What did they do before?



2 Charles Lindbergh



3 Alfred Hitchcock



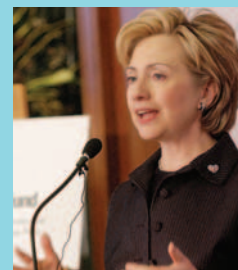
4 Marilyn Monroe



5 Ralph Lauren



6 J K Rowling



7 Hillary Clinton

Suffixes

We can make new words by adding groups of letters to the end of a word. The following suffixes all designate people who do certain jobs, or share the same activities.

- | | |
|----------|-------------------------|
| artist | photographer / editor |
| employee | cameraman / camerawoman |
| musician | applicant / president |

B Match each group of words (1–6) with one of the suffixes above.

- | | | | | | |
|-------------|-----------|-----------|-----------|------------|---------|
| 1-ist | 2 | 3 | 4 | 5 | 6 |
| public | optic | supervise | train | consult | fire |
| biology | electric | labor | refer | account | sales |
| pharmacy | statistic | design | trust | attend | repair |
| reception | history | survey | address | assist | crafts |
| economy | library | engine | interview | correspond | chair |

5 C Complete the sentences with appropriate words from the lists above.

- We have called in a group of *consultants* to review our accounting procedures.
- The of the board has announced that two new directors will be appointed next month.
- The says it'll take him another hour to restore the power supply.
- Most are predicting that domestic spending will pick up speed in the second half of the year.

Viewpoint



Read the following questions before skimming the article to find the correct answers.

- 1 Why did Mr. Kumar and his colleagues attend the training session?
- 2 What do employees like Mr. Kumar most need to learn?
- 3 What should you NOT do when you meet an American for the first time?
- 4 What results have been obtained by training programs like these?

Indian Companies Are Adding Western Flavor

BY SARITHA RAI

New York Times August 19

Arun Kumar had never shaken hands with a foreigner nor needed to wear a necktie. He vaguely thought that raising a toast had something to do with eating bread. But Mr. Kumar, 27, and six other engineers were recently recruited by the Hyderabad offices of Sierra Atlantic, a software company based in Fremont, Calif. And before they came face-to-face with American customers, the new employees went through a challenging four-week training session aimed at providing them with global-employee skills like learning how to speak on a conference call and how to address colleagues.

As more and more service jobs migrate to India, such training programs are increasingly common. Sierra Atlantic says that one-fourth of its 400 employees working out of the Hyderabad offices are constantly interacting with foreigners.

For Sierra and others, the training in Western ways is intended not only to help employees perform daily business

interactions with American or European colleagues and customers but also to help the companies transcend their image as cheap labor.

"Your interaction with people of other cultures will only increase," Colonel Gowri Shankar, Sierra's trainer, told Mr. Kumar and half a dozen other young engineers, "and you should be equally at ease whether in Hyderabad or Houston." The Sierra programmers listened attentively as Colonel Shankar listed common complaints: speaking one of India's many languages in front of foreigners, questioning colleagues about their compensation, and cracking ethnic jokes. He is uncompromising on punctuality and protocol. "Americans are friendly, but do not slap an American on his back or call him by his first name in the first meeting," said Colonel Shankar.

Some companies are already seeing the benefits of the training. Sierra said that in February, its Indian unit won a bid against an Indian competitor because the Sierra employees were seen as a better fit. "It all adds up to better rates and bigger projects," said the project leader, Kalyani Manda.

TOEIC® Tip

Pay attention to forms of address. They give helpful clues about the context.

- First names for informal situations.
- *Mr., Miss, Mrs., or Ms.* before last names for formal situations (i.e. with clients or customers).
- *Sir or Madam*, which are very formal, to address customers (i.e. restaurant or hotel guests).

DISCUSSION

What is your reaction to the article?

Do you think Sierra Atlantic's training policy for its Indian employees is a good example of how to motivate and train staff?

How would you feel if you had to change your style of dress or behavior to suit the business culture of a foreign employer?

Target Score



"So, Jim, where do you see yourself in ten minutes?"

see page 129 in the Grammar Reference section

Grammar Check 2

Wh- questions

Questions that begin with "wh- question forms" such as *who*, *what*, *where*, and *how* ask for information about:

- | | | |
|----------|----------|------------|
| a people | c time | e duration |
| b things | d places | f manner |

A Look at the questions. What kind of information do they refer to?

- 1 When was the last time you were interviewed? ^c
- 2 Who interviewed you?
- 3 What questions did the interviewer ask?
- 4 How long did the interview last?
- 5 Where did the interview take place?
- 6 How did you feel about the interview afterwards?

B Complete the personal information questions on the form with the correct question word.

HR Department	1 <i>Where</i> were you born?
	2 did you graduate from high school?
	3 children do you have?
	4 languages are you fluent in?
	5 do you live with?
	6 do you weigh?
	7 social organizations do you belong to?
	8 old are you?
Employee Background Information	

TOEIC® Tip

Listen carefully to the first words of questions in Part 2 of the test.

How followed by an adjective or an adverb gives the question a very specific focus.


- How + adjective (size or degree)
How tall are you? How qualified is he? How experienced are they?
- How + adverb
 (frequency and duration)
How often do you speak a foreign language? How long does a job interview usually last?

In the United States, there are laws regulating what types of questions a recruiter can ask. Which of the questions above do you think are illegal in the U.S.?

DISCUSSION

What questions should a recruiter NOT be allowed to ask?
 What interview questions are illegal in your country?
 Are men and women asked the same questions in interviews?
 If not, is this fair? Is this legal?

Listening 2

-  **2** Read the following responses given during a job interview. What questions do you think the interviewer asked? Now listen to the interviewer's questions (A–G) and match them with the correct response. Be careful, two questions are not answered!

1 A

The ideal supervisor has strong leadership skills. She or he inspires all members of the team to strive for maximum results.

2

Well, I enjoy team sports. I'm captain of a soccer team. I also like playing chess and participate in amateur tournaments.

3

Currently I head a team of eight people. I manage their schedules, oversee their results and conduct training seminars.

4

Since I was promoted to international sales, I've been working hard on my foreign languages.

5

I'm highly motivated and dedicated to improving both my personal performance and that of the company. I get a lot of satisfaction out of seeing a group of people achieve a common goal.



Which two questions have not been answered? Write out the questions.

Target Score

Listening 3

7 A Read the following flyer and find two expressions that refer to:

- 1 people who hire staff
- 2 people who are looking for employment
- 3 recruitment methods

Don't miss the tenth annual Eastern States Job Fair

MAY 14-15

Welcome human resources professionals, recruiters, and job-seekers to the largest job fair in the country. This year's fair promises to be one of the best ever.

Over 300 booths presenting the latest recruitment trends, the hottest hiring tools and the sharpest interviewing strategies for both headhunters and job-hunters.

Hundreds of major companies will be conducting on-site interviews!

50 seminars and workshops, from e-recruiting to successful résumé writing.

The Eastern States Trade Show Plaza



4 B

You're attending the Eastern States Job Fair. Listen to extracts from the two talks and correct the six errors on the Job Fair program.

Eastern States Job Fair Seminars and Workshops Saturday May 17 Morning Sessions	Speaker: Don Stanley 15
	Seminar Title: "Getting the most out of the 50 -minute interview"
Summary: Interviews should be longer and more efficient.	
Time: 9:00 a.m. in Seminar Room 32	
	This seminar is of special interest to interviewees.
Speaker: Kimberly Armstrong	
Workshop Title: "Taking full advantage of job advertisements"	
Summary: Interviewers also need to learn what questions to ask.	
Time: 11:00 a.m. in Workshop Room 47	
	This workshop is of special interest to recruiters.

Communication

Temporary work agency interviews

PeoplePower is one of the fastest growing temporary work agencies in the area and represents the best and the brightest executives, skilled professionals, and craftspeople in a wide range of jobs. They are currently expanding their listings and have arranged interviews with top candidates.

Choose whether you would like to be a co-director of PeoplePower or one of the candidates and consult your role cards on page 168.