Contents

| Map of the book | | 4 |
|-----------------------------|--|-----|
| Thanks and acknowledgements | | |
| Introc | luction | 8 |
| (la) | Your CV | 10 |
| (1b) | Job hunting | 12 |
| lc | Get online | 14 |
| 2 a | The language of recruitment | 16 |
| 2b | Job adverts | 18 |
| <u>2</u> c | Applying in writing for a job | 20 |
| 3 a | Interview tips | 22 |
| 3b | At the interview | 24 |
| 3c | After the interview | 26 |
| 4a | Chatting with colleagues | 28 |
| 4b | Modern job titles | 30 |
| 4c | Company structure | 32 |
| 5a | Agency work | 34 |
| 5b | Company policies | 36 |
| 5 c | Understanding an employment contract | 38 |
| 6a | Danger! Understanding health and safety signs | 40 |
| (6b) | Health and safety training | 42 |
| 6c | Reporting accidents | 44 |
| (7 a) | Computer language | 46 |
| (7b) | Computer maintenance | 48 |
| 7 c | IT helpdesk | 50 |
| 8a | Case studies | 52 |
| 8b | Disability Discrimination Act | 54 |
| 8c | Equal opportunities monitoring | 56 |
| | | |
| Self-study exercises | | 106 |
| Audioscript | | 122 |

| 9a | Talking big money | 58 |
|-------------|--|-----|
| 9 b | Getting paid | 60 |
| 9c | Payment queries | 62 |
| 10a | Phoning in sick | 64 |
| 10Ь | Dealing with customer complaints | 66 |
| 10c | Everyday problems | 68 |
| (11a) | What's the law? | 70 |
| <u>(11b</u> | Annual leave | 72 |
| <u>(11c</u> | Maternity and paternity leave | 74 |
| 12a | Helping out | 76 |
| 12b | A green workplace | 78 |
| 12c | Working outdoors | 80 |
| 13a | Qualifications in the UK | 82 |
| 13b | Exam task practice | 84 |
| 13c | Evaluating a student's exam performance | 86 |
| (14a | Telephoning | 88 |
| (14b) | Service with a smile | 90 |
| <u>14c</u> | Customer service Snakes and Ladders | 92 |
| 15a | Email or snail mail? | 94 |
| 15b | Getting it right | 96 |
| 15c | Checking details | 98 |
| 16a | Moving on | 100 |
| 16b | Entrepreneurs | 102 |
| <u>16c</u> | Business start-up | 104 |