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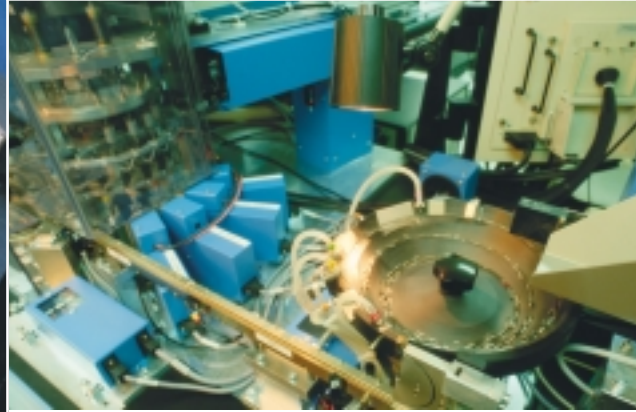
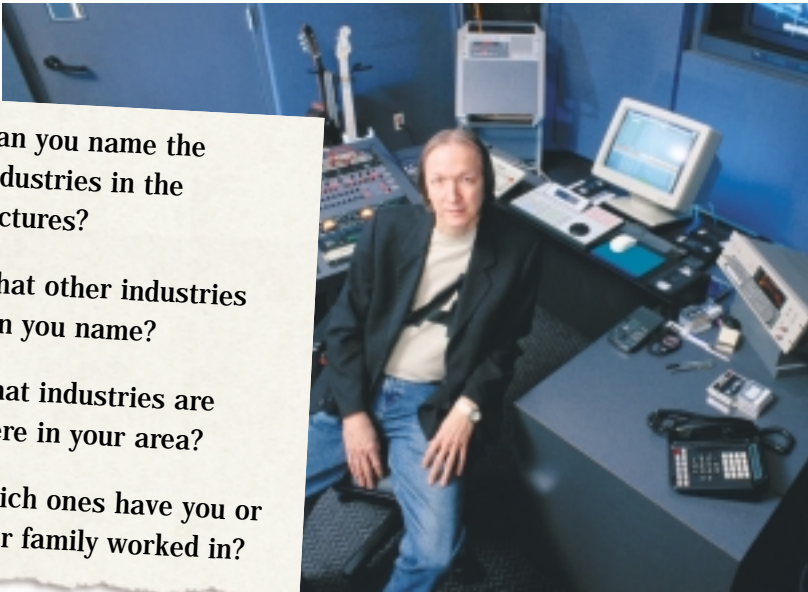
Working lives

Can you name the industries in the pictures?

What other industries can you name?

What industries are there in your area?

Which ones have you or your family worked in?



What you will do

This unit is about changes in job opportunities in different cities and looking for work. These are the skills you will practise. Which are the most useful to you? Tick the boxes.

Listening and speaking

Skill

- ☐ Listen to other people talking about their jobs
- ☐ Listen to explanations/instructions on the phone
- ☐ Talk about work preferences
- ☐ Talk about your feelings, likes and dislikes
- ☐ Make suggestions and give advice to someone

Skill code

Lr/E3.1a, 2a
Lr/E3.1c; Ws/E3.2a
Sc/E3.4b
Sd/E3.1c
Sd/E3.1d, 1e

Reading and writing

Skill

- ☐ Use vocabulary for jobs and industries
- ☐ Trace and understand main events of texts
- ☐ Scan texts to get information about employment opportunities
- ☐ Organise and write a letter of application

Skill code

Rw/E3.5a
Rt/E3.1a
Rt/E3.7a, 8a
Wt/E3.2a; Ws/E3.1a, 2a

Project work

At the end of this unit you will research an area of work that interests you.

Local industries

Activity A • Reading about a famous city

- 1 Read a report about Liverpool, a major city in the north-west of England, and underline the different industries. Which one isn't important now?



Liverpool started as a tiny fishing village on the banks of the River Mersey almost 800 years ago. The city has seen many changes over the years to become the busy, successful place it is today.

In the 1950s and 1960s the local economy grew and there were lots of jobs. However, in the 1970s Liverpool was hit by a world recession and trade at the docks declined. There was also a decline in shipbuilding at the nearby port, and in motor vehicle manufacture. Many companies closed down and thousands of people lost their jobs. In 1981 there were riots in the poorer areas of the city. The riots were due to high unemployment and a feeling that there was no future in the city. Because of the riots a group of local companies and the government decided to help and gave money to improve the city.

Today, tourism is one of the major industries in Liverpool. Every year there are more

than 6.7 million visitors to the city, and they spend £261 million. According to the English Tourist Board, Liverpool is Britain's favourite day trip destination. Favourite places to visit include the Albert Dock, Tate Gallery, the Beatles Story and the Liverpool Football Club Museum.

Other important industries today include glass manufacture, chemicals and, once again, motor vehicle manufacture. Information technology is also growing. There has also been an increase in the creative industries, including music, fashion and design and TV production. In fact, Liverpool has become the most popular film location outside London.

After the troubles of the 1970s and 1980s Liverpool is definitely back on the map. The city is once more a prosperous and lively place to live. In the future, as more money comes into the city, there will be more jobs for its people.

- 2 Read the report again.
 - a What effect did the world recession of the 1970s have on Liverpool?
 - b Which industries offer job opportunities in Liverpool today?

Activity B • Discussing jobs in your area

Work in small groups. Who are the big employers in your area? What industries are they in? Look at advertisements in your local paper to help you find out.

Job opportunities

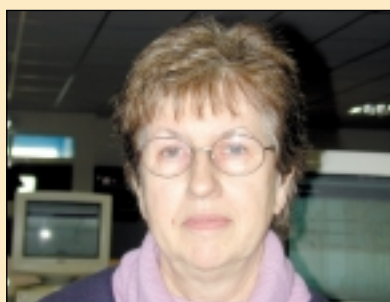
Activity A • Reading: job opportunities in Liverpool

- 1 The people in the photos were all asked this question: *Are there many job opportunities in Liverpool?* How many of them said yes? Tick the boxes.



Student ☐

'I've been here for three years. I live in the city centre and there are lots of job opportunities. I work nights as a doorman because during the day I study at the College of Performing Arts. I even had a couple of jobs as a film extra in the holidays.'



Spokesperson for local Chamber of Commerce ☐

'In 2001 the unemployment rate was 11.1%, with 21,000 people out of work, whereas in the rest of the north-west it was just 5.7% and in the rest of the UK 5.3%. The situation today isn't much better and Liverpool still has large pockets of unemployment.'



Local MP ☐

'Although there are high areas of unemployment in Liverpool and the surrounding area, there are also a record number of job vacancies. For those who can work, there are plenty of jobs. There's really no excuse and no reason to be unemployed today.'



Job centre spokesperson ☐

'I read recently that employment prospects are the best for 25 years. We're certainly beginning to see the difference. Lots more employers are coming to us with jobs, especially in the hotel industry.'



Local councillor ☐

'I live in north Liverpool and unemployment is higher here than in the rest of the city. Many people are unskilled and have low levels of education. There are signs things are improving, but it's very very slow.'

- 2 Read the texts again and answer these questions.
- a What was the unemployment rate in Liverpool in 2001?
 - b In which industry are there a lot of new job vacancies?
 - c Why is the unemployment rate high in north Liverpool?

Activity B • Vocabulary: industries and jobs

Match the jobs and industries. Complete the chart your teacher will give you.

Changing times

Activity A • Language: *there was/were, there has/have been, there will be*

1 Look at the sentences below about Liverpool. Which sentence tells you about:

- a a situation that is happening today?
- b a change that happened in the past?
- c a change that started in the past but is still continuing now?
- d a change in the future?

1 In the 1970s there was also a decline in shipbuilding.

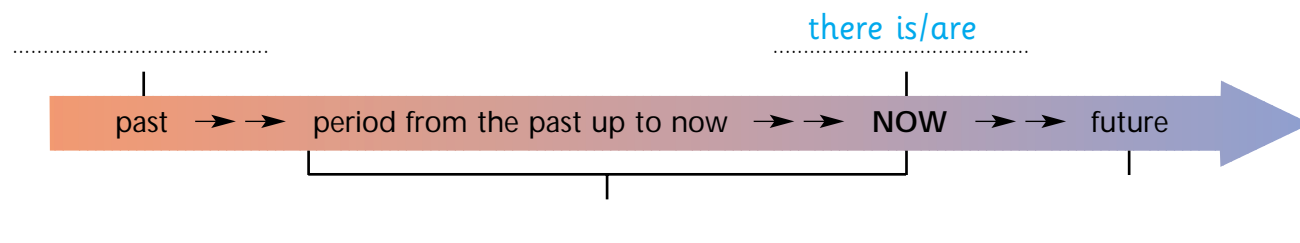
2 There are more than six million visitors to the city today.

3 In the future there will be more jobs.

4 Recently, there has also been an increase in the creative industries.

2 Complete the time line with the phrases in the box.

there is/are there has/have been there was/were there will be



3 Complete the article about employment changes in Liverpool using the phrases in task 2.

Clearly ¹ there have been a lot of changes in the city in recent years. ²
 a general improvement in the local economy and it is still continuing. Gone are the days when
³ few job vacancies and ⁴ nothing to bring people
 to the city. ⁵ more investment recently, particularly in north Liverpool.
 But the local council must continue to work towards full employment and to make sure that
⁶ work for all our young people in the future.

Activity B • Describing changes

- 1 Work in pairs. Practise using *there is/are, there was/were, there has/have been, there will be* using the cards the teacher will give you.
- 2 Write four sentences about changes in your local area using the same phrases.

A job you like?

Activity A • Listening: job likes and dislikes

- 1 Zahra works as a housing officer for a local housing association. Listen to her talking about her job. Does she like her job or not?
- 2 Listen again. What does Zahra like and dislike about her job?



Activity B • Talking about likes and dislikes

- 1 These words are for talking about jobs. Check the meaning of any words you don't know.

badly paid

boring

difficult

dangerous

dirty

stressful

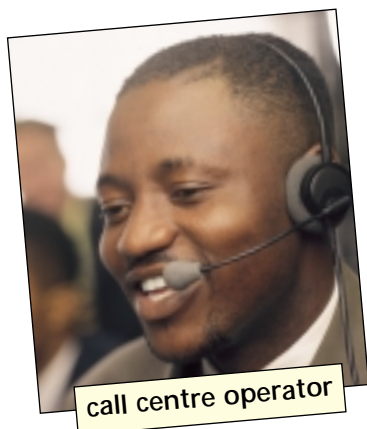
interesting

hard work

repetitive

well paid

- 2 Look at these pictures. Which two jobs would you most like to do? Which two jobs would you least like to do?



call centre operator



car mechanic



decorator



personal assistant



bus driver



security guard

- 3 Work in pairs. Take turns to explain your choices.

Example I wouldn't like to be a security guard because I think it's boring and often badly paid.

Job advertisements

Activity A • Reading: job advertisements

- 1 Read the three job advertisements. Match each job title with one of the advertisements.

Community nurse

Receptionist

Warehouse assistant

A

Do you have a friendly and welcoming manner?

Can you remain calm and professional no matter what is happening?

Are you flexible and good at working in a team as well as independently?

If so, then you could be the person we need. We are looking for a new member for our busy team who will be the first point of contact for our organisation. You will have previous experience in this type of work, good communication and IT skills, and enjoy working with people from all backgrounds.

Good salary for the right person; flexitime available.

B

Well-known company requires an organised mature person to be responsible for checking incoming deliveries, updating files and managing stock.

Minimum 1 year experience.
This is a permanent position.

C

Do you enjoy a challenging but highly rewarding job?

Would you like to be part of a friendly district team?

- We are currently looking for caring and committed staff with appropriate experience and professional qualifications.
- You need to be flexible and well organised, and a clean driving licence is essential.
- The team covers a large area with a varied caseload.
- You must be prepared to work some unsociable hours/shifts.
- Good opportunities for personal and professional development.

- 2 Read the advertisements again. What kind of person are they looking for? Underline words describing skills and personal qualities. Circle any phrases which tell you what experience the person needs.

Activity B • Talking about jobs

- 1 Choose one of the jobs above and make a list of four or five tasks you think the person will have to do.

Example **Receptionist: answer the telephone, deal with visitors to the company**

- 2 Work in pairs. One person thinks of a job and describes what the person does. The other person has to guess the job.

The right person for the job

Activity A • Listening: matching people and jobs

- 1 Jan Heron runs an employment agency in Liverpool. A local garage is looking for a tyre and exhaust fitter. Read the advertisement. What sort of person are they looking for? What skills do you think the person should have?

Tyre & Exhaust Fitter

- Required reliable fitter for busy fast-fit workshop
- Must be physically fit
- Some experience required
- 5-day week including full Saturday
- Good rate of pay plus bonus
- Full driving licence required

UNIFORM SUPPLIED BUT
MUST PROVIDE OWN TOOLS



- 2 Listen to three people talking about their experience. Do you think they are suitable for the job at the garage?
- 3 Listen to what Jan says about them and make notes in the table. Were you right?

	Yes/No	Reasons
Anjit
Carol
John

Activity B • Talking about your skills and qualities

What skills and personal qualities do you have?

- 1 Complete the questionnaire that your teacher will give you.
- 2 Think of a job you would be good at. Work in pairs. Discuss five of your skills or qualities that you think are important in this type of work.
- 3 Write a sentence about yourself, explaining why you would be good at the job. Give reasons.

Example I think I would be a good nursery worker as
I love children and I have lots of energy.

Remember

- We express reasons using *because* or *as*.

A change of career

Activity A • Listening: two very different jobs

Kadriye Soran grew up in Liverpool. She has had two quite different jobs.



- 1 Listen to the first part of an interview with Kadriye.

Which picture shows the kind of work she does today?



- 2 Listen again and answer the questions.

- a What job did Kadriye do after she left school?
- b Were her parents happy about her first job?
- c What does she like most about her current job?
- d What does she like least about her current job?



- 3 Listen to the second part of the interview. Are the statements true or false?

- | | True | False |
|--|--------------------------|--------------------------|
| a Kadriye changed jobs because she didn't like being a DJ. | <input type="checkbox"/> | <input type="checkbox"/> |
| b She took her A levels when she was 18. | <input type="checkbox"/> | <input type="checkbox"/> |
| c She did a degree in German and international relations. | <input type="checkbox"/> | <input type="checkbox"/> |
| d She did a two-year course to become a barrister. | <input type="checkbox"/> | <input type="checkbox"/> |
| e She specialises in criminal law. | <input type="checkbox"/> | <input type="checkbox"/> |
| f Hearings can last 15 minutes or half a day. | <input type="checkbox"/> | <input type="checkbox"/> |
| g Kadriye has more freedom in her current job. | <input type="checkbox"/> | <input type="checkbox"/> |
| h Being a barrister is hard work. | <input type="checkbox"/> | <input type="checkbox"/> |
| i Her advice to others is to stay in their current job. | <input type="checkbox"/> | <input type="checkbox"/> |

Making choices

Activity A • Listening: giving advice

- 1 Mohamed Ibrahim is a journalist. He lives and works in Liverpool. He has been offered two new jobs. Which is the better job? What is the problem with it?
- 2 Listen to the advice three of his friends give him. Which do you agree with?
- 3 Listen again. What phrases do Mohamed's friends use to give advice?
- 4 Look at these questions and phrases for asking for and giving advice. Do you know any others?



Asking for advice	Giving advice
What do you think I should do?	I think you should ...
What would you do in my position?	If you want my advice, ...
I'd like to ask your advice about ...	I'd ...
	You could always ...

Activity B • Speaking: giving advice

Abdul, Gerard and Sandra needed some advice, so they visited a careers adviser. Look at the notes the adviser made. What advice would you give each person?

Abdul

Bored with current job as waiter - wants to become a mechanic. Doesn't know whether to go to college or try to do some work experience first. Not sure where to go to get further information.



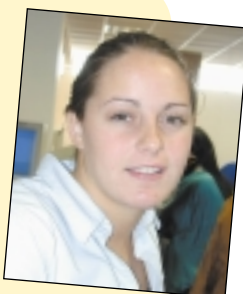
Gerard

Has been offered a full-time job at the local supermarket - needs the money. Wants to go to university to study law but needs to improve English first. College only runs English classes during the day.



Sandra

Has been offered a job which asks for a fluent Italian speaker. Italian is very rusty. Doesn't know whether to tell them the truth or wait till she's started the job.



Applying for a job

Activity A • Reading: letters of application

Kate Cooper and Megan O'Hara are in their last term at college and they are looking for a job. They see this advertisement in the *Liverpool Echo* and decide to apply.

- 1 Read the advertisement. Underline the information in the advertisement which Kate and Megan should think about when they write their letters of application.
- 2 Read and compare the two letters which Kate and Megan wrote. Which letter is better? Give your reasons.

Letter 1

Jane Small
RJK Publications
Lime Street
Liverpool L1 1RD

16 May

Dear Ms Small,

1 I am interested in applying for the post of Junior Administration Officer with your company, which was advertised in the *Liverpool Echo* on 14 May.

2 I have recently completed a BTEC National Diploma in Business Administration at the College of Further Education. I have also completed Key Skills level 2 in Application of Number, IT and Communication.

3 During my course I did a work placement with Bookpoint Ltd., a mail order book company. I have also done a range of part-time clerical jobs through AXIS Agency during my holidays. I am a friendly, outgoing person and enjoy working in a team. In addition, I am very interested in the publishing industry and would welcome the possibility of working with your organisation. I am particularly interested that the job offers career opportunities.

4 I hope you will consider my application and I look forward to hearing from you in the near future.

Yours sincerely,

Kate Cooper
Kate Cooper

JUNIOR ADMINISTRATION OFFICER – £12,000 pa

- Do you want to work in a stimulating environment?
- Do you want to learn all about publishing?
- Do you want excellent career prospects?

We are an exciting publishing company based in the centre of Liverpool. We need an office junior who is prepared to work hard and who is a team player. With excellent communication and numeracy skills you will play a vital role in the smooth running of our busy office. Interested?

Apply in writing to: Jane Small, RJK Publications,
Lime Street, Liverpool L1 1RD

21 Brunswick Rd
Liverpool L4 1HJ

Megan O'Hara
106, Smithdown Lane
Liverpool
L6 2DT

Dear Madam

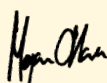
I want to apply for the job you advertised in the Liverpool Echo last week.

I've just done a course at college and learnt a lot of office skills. I've also done key skills courses. I did my work placement on my course and I've done lots of different holiday jobs.

I am a relaxed, friendly person and like working with lots of people. I always work hard.

I would like to work in your office. I hope you will be kind enough to give me an interview.

Yours faithfully



Activity B • Writing: organising ideas

- Look at Kate's letter. In which paragraphs did she write about:
 - her experience
 - her personal qualities and skills
 - her qualifications
- Look at the table. Complete the middle sections with information about Kate's experience, personal qualities and qualifications.

Opening	I'm interested in applying for ... I'm writing to ... I would like to apply for ...
Experience	
Personal qualities	
Qualifications	
Ending	I hope you will consider ... I look forward to hearing from you.

Activity C • Writing a letter of application

Your teacher will give you a range of advertisements to choose from. Read one and prepare a letter of application. Plan and draft the letter.

Reporting a conversation

Activity A • Language: reported speech

Oona Murphy is a personnel officer at William Brown, a local department store. She rings to invite Errol Stewart for an interview. Later that day Errol tells his wife what Oona said. Complete his sentences.

a



We're very interested in your application.

She said they were very interested
in my application.


b



There are a lot of applications for the job.

She said


c



Can you come for an interview next week?

She asked if

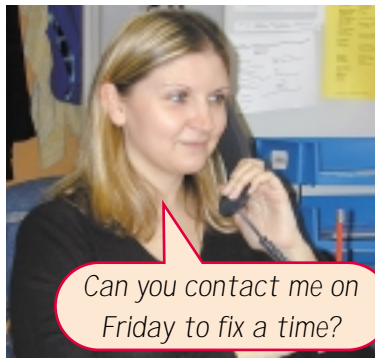
d



I'll put some details about the job in the post.

She said

e



Can you contact me on Friday to fix a time?

She asked if

Activity B • Listening and writing

1 The following Monday Oona leaves a message on Errol's answering machine. Listen to the message and complete the information.

a We need to change the location of your

b The interview will now be at our

c The office is from the station.

d I'll send you a

e Can you bring your with you?

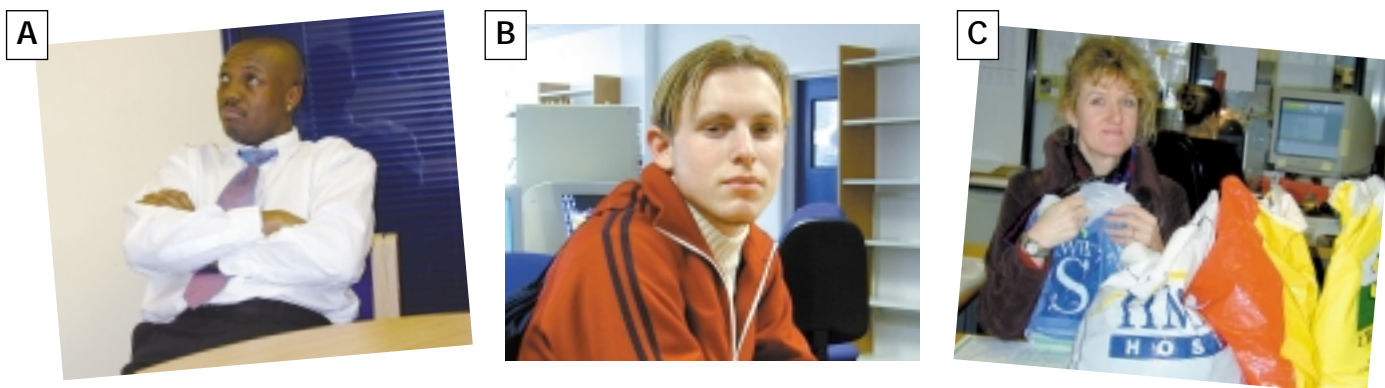
2 Rewrite the sentences in reported speech.

Example *She said they needed to change the location of my interview.*

Interview do's and don'ts

Activity A • Speaking: giving advice about interviews

Look at the pictures. These three people recently went for interviews. The photographs were taken at the interviews. The people didn't get the jobs. What advice would you give them?



Activity B • Reading: do's and don'ts

- 1 What things do you think you should and shouldn't do at an interview? Read the questionnaire. Then add two more things you think are important.

	Always	Sometimes	Never
1 Find out about the company before an interview.			
2 Do most of the talking during the interview.			
3 Prepare answers to questions you think the interviewer will ask you.			
4 Wear smart clothes.			
5 Ask for questions to be repeated if you don't understand.			
6 Ask questions about the job at the end of the interview.			
7 Ask about wages and conditions at the beginning of the interview.			
8 Say if you don't know the answer to a question.			
9 Lie when asked about your past experience and qualifications.			
10 Look at the interviewer during the interview.			
11			
12			

- 2 In pairs or small groups, complete the questionnaire.

Activity C • Speaking: asking questions at an interview

Write a list of questions you might be asked at an interview and questions you might ask. Practise with a partner.



Project



Activity A • Find information about jobs

- 1 Choose an area of work which interests you.
- 2 Find out as much information as you can about the skills, qualifications and personal qualities you need for that type of work.
- 3 Find out if there are job opportunities locally. You could do this by visiting your local job centre, local careers advice office, a college careers adviser, local library or by using the Internet.
- 4 Make a list of local companies you could contact, together with their contact details (address, phone number etc.).

Activity B • Find a job

- 1 Find two job advertisements from two different sources within your own area of interest that you could apply for. One source should be the Internet if possible. These jobs should be in your local area.
- 2 Write down all the details of the jobs and the skills, qualifications and personal qualities needed for the jobs you have chosen.
- 3 Explain why you are suitable for these jobs.

Activity C • Write a letter of application

Write a letter of application for one of the jobs. Remember to proof-read your work.



Check it

Activity A • Job advertisements

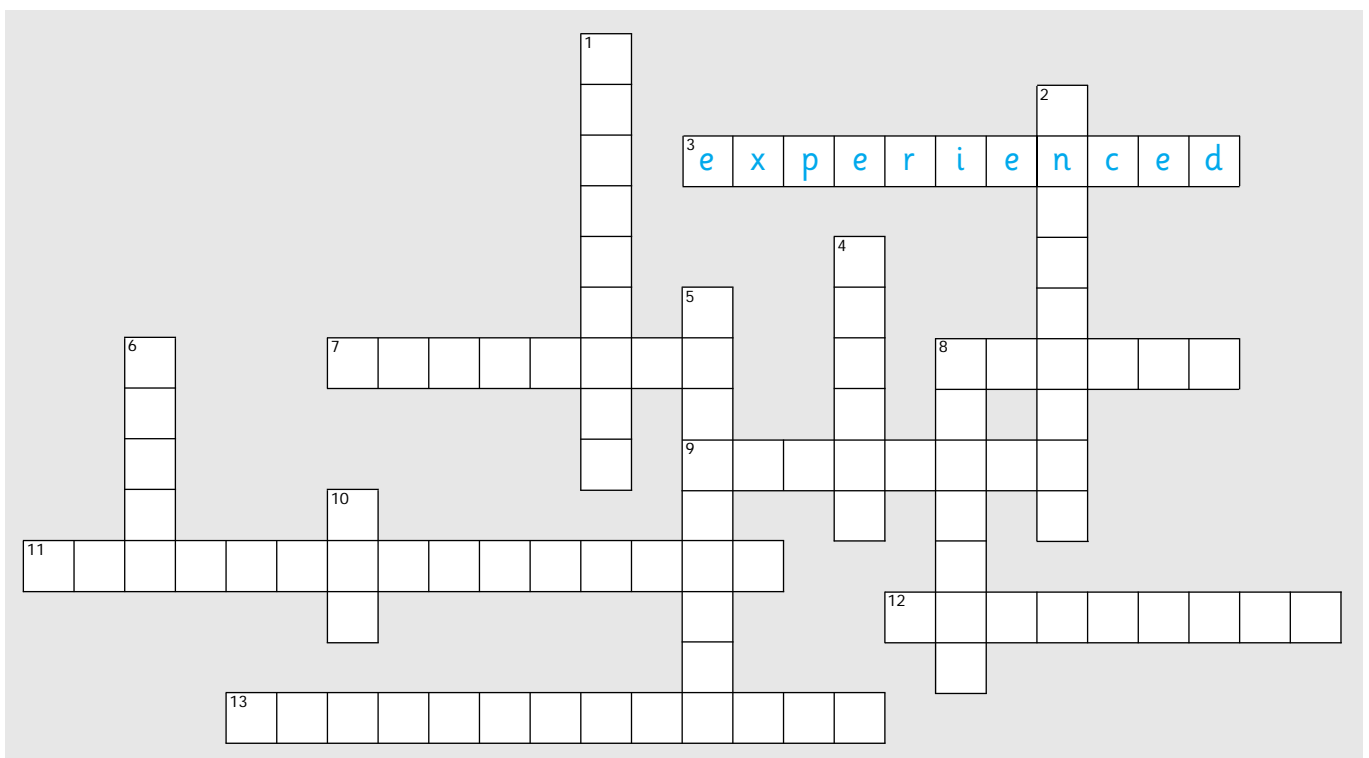
Complete the crossword puzzle. The missing words are all taken from job advertisements.

Across

- 3 The company want people who are and have done a similar job before.
- 7 Work 36 or more hours a week.
- 8 A fixed regular payment for work usually paid to employees every month.
- 9 Work two mornings a week.
- 11 I work u h I work at night and weekends.
- 12 The job is yours until you choose to leave.
- 13 I exercise a lot. I am

Down

- 1 You have some choice when you start or finish work.
- 2 No special abilities or training needed for work.
- 4 I work One week I work 7 am to 3 pm, and the next week 11 pm to 7 am.
- 5 The job is only for six months.
- 6 A fixed regular payment for work usually paid daily or weekly.
- 8 People who have special abilities or training are workers.
- 10 Money due for work.





Mini-projects

Activity A • Write about a job you would like

- 1 Think about a job you would like to do.
- 2 Write a short description explaining why you would like this type of work.
Paragraph 1 – Write a short description of the job.
Paragraph 2 – Explain which parts of the job you would most enjoy.
Paragraph 3 – Write about the skills and experience you have which would be useful in this type of work.
- 3 Work with a partner to improve your description.

Activity B • Read a job advertisement

- 1 Select a job advertisement from your local newspaper.
- 2 Read the advertisement and make notes about the job, e.g. pay, contact details.
- 3 What kind of person are they looking for? Organise your points under these headings:
 - personal qualities
 - qualifications or experience
 - special skills.
- 4 Make a list of the other information you would need to know about this job.
Then prepare some questions you could ask to get the information.

How am I doing?

Look back at the skills listed on page 1. Then finish the sentences below.

I am confident with

.....

.....

.....

I need more practice with

.....

.....

.....

Date



Audio scripts

Page 5 A job you like?

Activity A

Zahra: I'm a housing officer for a local housing association. I've just started working full time again now my kids are a bit older. Most of the time I love my job because I enjoy helping people. I enjoy going out on visits and seeing clients in their new homes. But I don't like it when people shout at me. It's not all the time but people sometimes get angry because I can't find them a home where they want it, or something has gone wrong, like the heating, and they expect me to put it right. Sometimes I have to work a lot of overtime, which I don't like because I miss times with my kids. And the salary isn't fantastic. But I wouldn't change my job. It's great!

Page 7 The right person for the job

Activity A2

Anjit: I started out as a tyre fitter but for the last ten years I've worked as a lorry driver. Unfortunately, I lost my licence last year and my job. I've had a bit of back trouble and I'm not as quick as I used to be, but I've still got my tools. Working Saturdays is no problem.

Carol: I'm a fully trained mechanic so obviously I've changed tyres but I've never worked as a tyre fitter. I'm a quick worker and I have my own tools and I don't mind the hours I work. And one more thing – I've got a clean driving licence.

John: I've just finished college and I've got a City and Guilds qualification. I always got good marks in my assessments and I did quite a bit of tyre fitting while I was doing work experience as part of my course. I passed my driving test a couple of months ago and I've got my own tool set. Saturdays are a bit of a problem because I play football every weekend. I wouldn't really want to give it up.

Activity A3

Jan: The company is looking for someone who gets on well with people because they'll be dealing with customers a lot. It has to be someone who can stand on their feet all day so the person we choose needs to be very fit. I'm afraid I wouldn't recommend Anjit – not because of his age, but because he's had back trouble. I just don't think he'd be fit enough. He also doesn't have a driving licence. John has only just left college and he's qualified but the problem is he's not free on Saturdays. Both Anjit and John have some of the skills the company are looking for but I think Carol's the best person for the job. She has the skills and experience the company's looking for and she's happy to work Saturdays.

Page 8 A change of career

Activity A

Part 1

Kadriye: I grew up in Liverpool in the 60s and early 70s. It was a great time for pop music. I'd always loved music so I dropped out of school when I was 16 to become a DJ. My parents were furious. I started doing private parties, then began playing in clubs in Liverpool and ended up with gigs all over the world. I met lots of fantastic people and the money was good, but I did get lonely sometimes. Now I've got a completely different kind of job. I'm a barrister. It was a long training, but it was worth it. I'm in court nearly every day now. I love it, especially when a client wins a case, but it's awful when solicitors shout at you in front of other people.

Part 2

Kadriye: I decided to change careers because female DJs have short careers, so when I was 24 I took my A levels and then I did a degree in German and international relations. After I graduated I did a one-year course to become a barrister, and now I specialise in family law. I deal mainly with children's cases. When they hold hearings in court, they can last for 15 minutes or



half a day. When it's all over, it's time to start preparing for the next case. It's really interesting work, but I don't have as much freedom as I used to and there's much more pressure. My advice to others who want to change career is go for it, but be prepared to work hard.

Page 9 Making choices

Activity A1

Mohamed: I'm a journalist. I've been offered two jobs. One's in Liverpool where I live and the other's in London. My wife doesn't want to move so I'd have to stay in London during the week and just come home at weekends. And of course, I wouldn't see much of my kids. The London job's my dream job – interesting work, lots of money and good promotion prospects. The one in Liverpool's also well paid, and I should have lots of responsibility, but not the same opportunities as I would in London ...

Activity A2/3

- Fatima: I'd get some more advice before making a decision. Talk to other people who are journalists.
- Jake: I think you should go to London. It's a great opportunity and they don't come along very often.
- Dave: I'd stay and work in Liverpool. If you take the London job, you'll never see your children.

Page 12 Reporting a conversation

Activity B

Oona: Hello, it's Oona Murphy from William Brown with a message for Errol Stewart. I'm sorry, but we need to change the location of your interview on Wednesday. The interview will now be at our head office. It's five minutes from the station. I'll send you a map. Can you bring your certificates with you? I'm really sorry for changing the arrangements at the last minute.



Page 2 Local industries

Activity A1

shipbuilding
motor vehicle manufacture
tourism
glass manufacture
chemicals
information technology
creative industries: music, fashion and design,
TV production
Shipbuilding isn't important now.

Activity A2

- a Trade at the docks, shipbuilding and motor vehicle manufacture declined
- b Tourism + all industries in paragraph 4

Page 3 Job opportunities

Activity A1

Student, local MP, job centre spokesperson

Activity A2

- a 11.1%
- b Hotel industry
- c Many people are unskilled and have low levels of education

Page 4 Changing times

Activity A1

a 2 b 1 c 4 d 3

Activity A3

- 1 there have been
- 2 There has been
- 3 there were
- 4 there was
- 5 there has been
- 6 there will be

Page 5 A job you like?

Activity A1

She likes it.

Activity A2

She likes helping people, going out on visits
She dislikes people shouting, working overtime, salary

Page 6 Job advertisements

Activity A1

Community nurse – C
Receptionist – A
Warehouse assistant – B

Page 7 The right person for the job

Activity A3

Anjit – no – bad back, no driving licence
Carol – yes – trained mechanic, quick worker, own tools, driving licence, can work Saturdays
John – no – doesn't want to work Saturdays

Page 8 A change of career

Activity A1

barrister

Activity A2

- a DJ
- b No – they were furious
- c When a client wins a case
- d When solicitors shout at her

Activity A3

- a false f true
- b false g false
- c true h true
- d false i false
- e false

Page 9 Making choices

Activity A1

The job in London is the better job. The problem is that his wife wants to stay in Liverpool.

Activity A3

I'd ...
I think you should ...



Pages 10 and 11 Applying for a job

Activity B1

- a paragraph 3 b paragraph 3 c paragraph 2

Page 12 Reporting a conversation

Activity A

- b She said there were a lot of applications for the job.
- c She asked if I could come for an interview next week.
- d She said she would put some details about the job in the post.
- e She asked if I could contact her on Friday to fix a time.

Activity B1

- a interview
- b head office
- c five minutes
- d map
- e certificates

Activity B2

- a She said they needed to change the location of my interview.
- b She said the interview would now be at their head office.
- c She said the office was five minutes from the station.
- d She said she would send me a map.
- e She asked if I could bring my certificates with me.

Page 13 Interview do's and don'ts

Activity A

Suggested answers:

- A You should sit properly/sit up straight and you shouldn't look bored.
- B You should wear smart clothes for an interview. You shouldn't wear sports clothes.
- C You shouldn't bring your shopping to an interview. You should wear a smart coat. You should take off your coat before you go into the interview room.

Page 15 Check it

Activity A

Across

- 3 experienced
- 7 full time
- 8 salary
- 9 part time
- 11 unsociable hours
- 12 permanent
- 13 physically fit

Down

- 1 flexitime
- 2 unskilled
- 4 shifts
- 5 temporary
- 6 wages
- 8 skilled
- 10 pay