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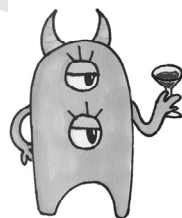
Unit 1

Job Interview



Hi, you guys. I'm Michael. I am going to graduate from a professional college majoring Business English. I am looking for a job.

Hello everyone. I am Michael's friend, Nemo. I am an AI. I have super learning power and so I am incredibly knowledgeable.

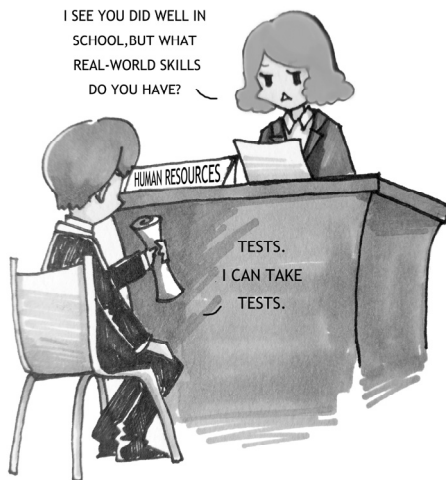


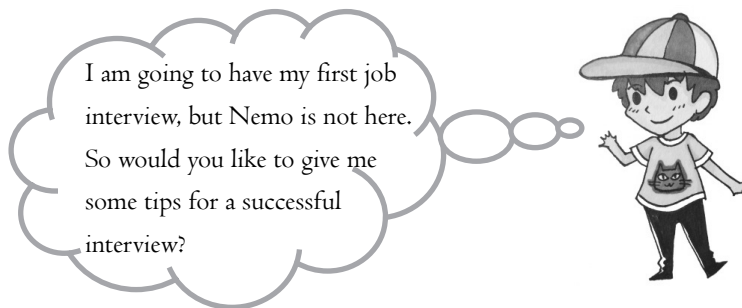
Part I Warm-up

Task 1 Look at the comics, describe it and then discuss it with your partners.

Words and expressions for your reference:

black suit	nervous confident
book worm	human resources
grey-haired	degree experienced
resume	practical work skills



Task 2 Fill in the blanks.

Tip 1 _____

Tip 2 _____

Tip 3 _____

Task 3 Listen to the dialogue and finish the questions.

Thanks for your suggestions.
Today I came across my friend
Nancy in the street. Please
listen to our dialogue.



1. What are the tips Nancy gave to Michael? Let's sum up. Some of tips have been listed.

Tip 1 _____

Tip 2 Do some homework before going to an interview. You should know:

a. _____

b. _____

c. How is it doing lately?

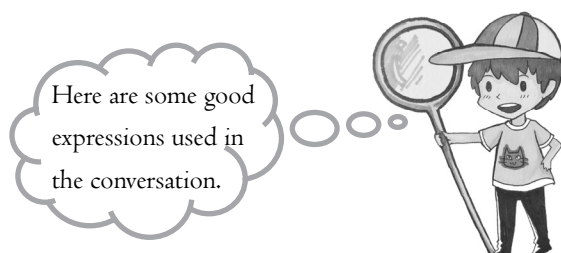
Tip 3 _____

a. They might ask you some questions about Finance theories;

b. _____

c. _____

Tip 4 _____



2. Fill out the Chinese meaning of some of the expressions used in the conversation.

- | | |
|------------------------------|------------|
| heavy work-schedule | (1) _____ |
| look closely | (2) 认真查阅 |
| do some homework | (3) _____ |
| come up with a solution | (4) 想出解决办法 |
| if/when the situation arises | (5) _____ |
| give a bad impression | (6) _____ |
| good decision | (7) 不错的决定 |
| find a good job in no time | (8) _____ |

Part II Listening Practice

Practice 1



I am having interview with
two companies respectively.
Please listen to the dialogues
and finish the tasks.



1. Listen to the following dialogue and fill in the missing words.

John: Good Morning, Michael. I am John.

Michael: Good Morning.

John: Michael, let's _____ (1) _____ the interview. Are you ready?

Michael: Yes, I am.

John: As you know there is an open _____ (2) _____ for salesman, and I need to fill this position as soon as possible.

Michael: Please, could you tell me a little bit about the position?

John: I think it has already been _____ (3) _____ in detail in the job listing. Michael, tell me a little bit about yourself.

Michael: I was a student at ZFC College, and I just graduated and I majored in Business English. I have been working _____ (4) _____ as a shop assistant for the last year.

John: What are you looking for in a job?

Michael: I have learned a lot of Business English _____ (5) _____ at school, and now it is time for me to put them into _____ (6) _____. The job should help me learn more real world skills.

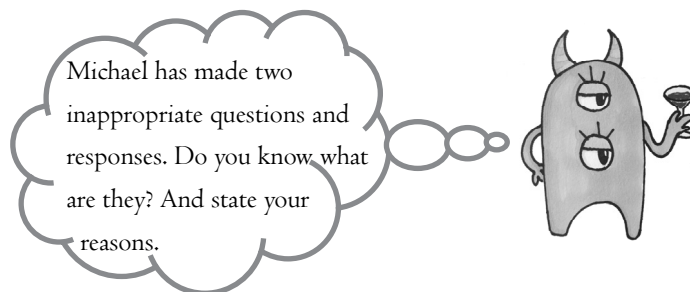
John: What are your _____ (7) _____? Why should we hire you?

Michael: I am a hard-working person and a fast learner. I am very _____ (8) _____ to learn, and I get along fine with people.

John: What's your biggest _____ (9) _____?

Michael: I am sort of perfectionist and my standards are just too high sometimes.

2. Listen again and fill in the table.



Silly questions/responses	Reasons

3. Study the following expressions and match them with the corresponding Chinese equivalents.

- (1) _____ (2) _____ (3) _____ (4) _____ (5) _____
 (6) _____ (7) _____ (8) _____ (9) _____ (10) _____

(1) an open position	a. 尽快
(2) as soon as possible	b. 详细地
(3) in detail	c. 职位空缺
(4) job listing	d. 你看中一项工作的什么方面?
(5) What are you looking for in a job?	e. 实用技能
(6) put into practice	f. 和每个人相处融洽
(7) practical skills	g. (招聘公告中的) 职位描述
(8) fast learner	h. 完美主义者
(9) I get along fine with everybody	i. 进行实践
(10) perfectionist	j. 学习能力强的人

Practice 2



I screwed up the first interview.
 But I still have chance. The
 following is part of my
 second interview dialogue.



1. Listen to the dialogue and decide whether the statements below are true (T) or false (F).

- _____ (1) Michael found the interviewer's office without difficulties.
 _____ (2) Michael admitted that he was not a very outgoing sort of person.
 _____ (3) Michael had also some experience in travelling.
 _____ (4) Michael believed that he was able to work long hours.
 _____ (5) All the employees of this company have average ten days of paid vacation.

2. Translate the underlined sentences by yourself, then listen to the dialogue again and check your translations.

Interviewer: Good afternoon.

Michael: Good afternoon.

Interviewer: Please sit down. Did you find our offices all right?

Michael: Yes, with no difficulty. I've passed this building several times before.

Interviewer: Right. Well, I can see from your resume that you like meeting people and enjoy being sociable.

Michael: Yes, (1) 我是那种很外向的人 and I'm not afraid to take the initiative.

Interviewer: Well, that's exactly the kind of person we need. (2) 你为什么觉得自己擅长这份工作, though?

Michael: I think I have a good telephone voice, and I am very confident on the phone. (3) 我也具有销售方面的经验, as you can see from my resume. I think I would find this work very interesting.

Interviewer: Okay. As you know we need (4) 能加班的人. Will you be able to cope with this?

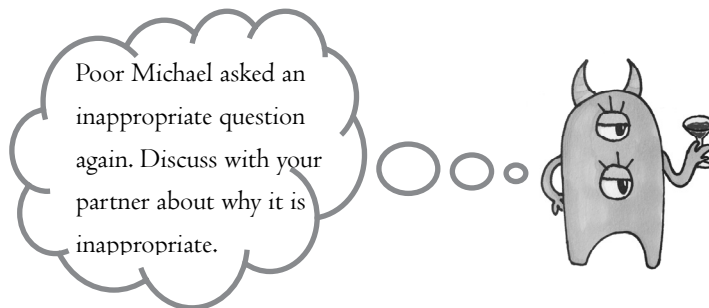
Michael: (5) 我相信我能够做到.

Interviewer: Right, then do you have any questions for me?

Michael: How much vacation will I get?

Interviewer: Workers with one year of experience in our company have average ten days of paid vacation.

3. Discussion.



Part III Language Focus

In principle, job seekers should be clear about what they need and expect from a job, but timing is critical. When being asked what else he wants to know about the company, the job seeker should not only ask such questions as “how many sick days can I take” because to focus on such questions (exclusive of anything else) in a first interview leaves the interviewers with the sense that he is assessing the job purely as a vehicle for him to get paid time off. The interviewers are not inspired to hire him.



How to break ice

- Give short, positive answers to questions.
- Don't go into too much detail.
- Expect questions about the weather or how you arrived to the job interview.
- It's a good idea to make a pleasant comment to break the ice. Keep it short, positive and simple.

Examples:

① Interviewer: (opens door, shakes hands) Good morning.

Job Applicant: Good morning and it's a pleasure to meet you.

② Interviewer: How do you do? Please take a seat. It's quite the rainy day outside, isn't it?

Job Applicant: Yes, luckily, you have a nice underground parking lot that helped me avoid the worst of it. I must say this is an impressive building.

How to mention the referrals

- Mention the name of the referral at the beginning of the interview. Ideally, this should be done when asked about how you found the job opening.
- Provide the name of the referral, Don't go into too much detail about the relationship, unless asked.
- Give the name of the referral only once. Don't continue to repeat the name during the

interview.

Examples:

① Job Applicant: Yes, Peter Smith encouraged me to apply, and I think I'd be ideal for the position.

Interviewer: Oh. Peter... he's a great salesman, we like him a lot. Let's go over your resume.

② Job Applicant: My colleague Rhoda suggested I contact you regarding the copy writer position.

Interviewer: Yeah, I once worked together with him in L.A. Well, may I ask about your working experience, please?

How to introduce personal details

- You have to give your name, where you are from and a brief review of your resume. You may also provide any other personal detail that you choose to provide.
- You should tell the interviewer about your educational qualifications.
- Standard questions during a job interview are "tell me about your professional experience". You could tell anything that you think would be relevant for the job.
- One of the tricky interview questions that you might be asked is "tell me about your weaknesses and/or strengths". You should be honest and do not boast your strengths. Tell about some of your strengths as having a positive impact on your professional capabilities.

Examples:

① Interviewer: All right...now tell me about yourself.

Job Applicant: I graduated from ZFC College and I took accounting as my major. During my time at college, I joined in Students' Union as a student leader, where I learnt a lot about leadership. I also took English course since I was in elementary school until I graduated from College. On many occasions, I joined accounting and English contests and won the first prize.

② Interviewer: How do you think the education you're received will contribute to your work in this institution?

Job Applicant: I have already learned a lot in the classroom and I hope to be able to make practical use of it in your company. My specialization at the university is just in line with the areas your company deals with. I am sure I can apply what I have learned to the work in your company.

③ Interviewer: So what kind of advertising experience do you have?

Job Applicant: I worked for M&C company for five years. I helped edit and make newspaper ads.

How to talk about career objectives

- Keep your answer general, especially if you don't know a lot about the typical career path at the company.
- Stress your interest in a long-term career at the company and stress that you're ready to settle in and grow with the firm. You must at least show an honest intention to stay long enough to be a good investment.
- Demonstrate your enthusiasm for the job as an exciting next step for you. Most importantly, make it clear that you are motivated to take on this opportunity right now.

Examples:

① Interviewer: What specific goals have you established for your life?

Job Applicant: My goal right now is to find a position at a company where I can grow and take on new challenges over time. Most importantly, I want to work for an organization where I can build a career.

② Interviewer: Ok then...Ms. Wang, what is your objective for your career?

Job Applicant: I'd like to give my contribution and to add values to the company I am working for. I've always thought, "You'll get what you put in."

What are the final things to consider

- Think about the employer's needs first.
- Emphasize how you will help achieve the company's goals.
- Explain how your skills and attributes will benefit the organization.
- Ask for clarification if you are unsure of the question.

Examples:

① Interviewer: Do you have any questions to ask me?

Job Applicant: Given what we've just discussed during this interview, do you have any concerns about my fit for this position?

② Interviewer: We will contact you as soon as we have make our decision.

Job Applicant: Thank you for taking the time to interview me today. Based on our conversation, my background is a good fit with the job requirements. I hope I could become a member of your company.



Wow, you have taught me a lot, Nemo! Follow me to my third interview.



Task 1 Listen to the dialogue and answer the following questions.

- (1) What position does Michael apply for?
- (2) What does Michael mean by saying he has “a lot of initiative”?
- (3) What sometimes bothers Michael in his life?
- (4) How does Michael think of this company?
- (5) Do you think the chance for Michael to land the job is slim or big?

Task 2 Listen to the dialogue again and choose the proper questions for the interviewer.

- a. Do you have any questions for us?
- b. What do you feel your greatest strengths are?
- c. What are your long term goals?
- d. Why do you want to work here?
- e. What do you feel your weaknesses are?
- f. What kind of training or qualifications do you have?

Interviewer: ... You apply for the position of an assistant administrator, but (1)_____?

Michael: I didn't get formal school training for this job but I have some part-time job experience in the field. I'm willing to get further training if I am offered the job. I learn quickly and I like to keep upgrading my skills.

Interviewer: (2)_____?

Michael: My greatest strength is that I have a lot of initiative. I am always looking for a better way to do things at work that I feel would save the company money.

Interviewer: (3)_____?

Michael: I never like to leave work until I have everything finished completely. Sometimes this bothers me but I feel inside that it is important.

Interviewer: (4) _____?

Michael: I am looking for a position with a company where I can stay and grow with and I feel this position would give me this opportunity.

Interviewer: (5) _____?

Michael: I would like to develop my interest and career with a company which is reputable not just in China but abroad. I believe your company would be able to support my aspirations.

Interviewer: (6) _____?

Michael: Not at the moment.

Interviewer: Well, thank you for taking the time to answer the questions and we will be in touch in the next few days. Should you have any questions, don't hesitate to contact me.

Michael: Thank you and I look forward to hearing from you soon.

Task 3 Translate the following useful sentences.

(1) I'm willing to get further training if I am offered the job.

(2) I learn quickly and I like to keep upgrading my skills.

(3) I have a lot of initiative.

(4) I never like to leave work until I have everything finished completely.

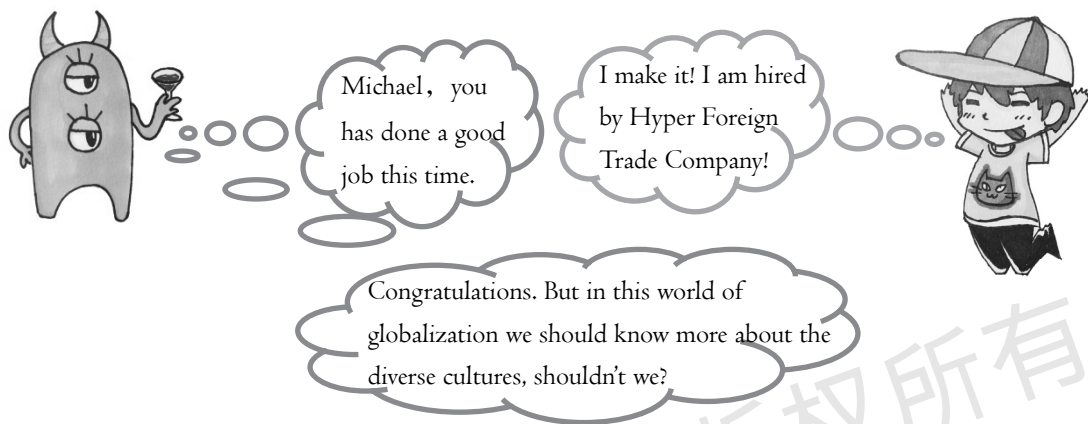
(5) Your company is reputable not just in China but abroad.

(6) I look forward to hearing from you soon.

(7) Don't hesitate to contact me.

Task 4 Retell the story of Michael's third interview from the interviewer's point of view. The beginning has been given.

I interviewed a college student for the position of assistant administrator this afternoon...



Part IV Expansion of Culture

Multicultural recruiting will be more and more important over the next decades as organizations become more global in their recruiting practices. We must become a more culturally sensitive and therefore more skilled candidate.

1. Eye contact: Making eye contact is a sign of respect and confidence in North America, and candidates who avoid eye contact give the impression that they lack confidence, are hiding something, or are not trustworthy. In other cultures, making eye contact is considered highly disrespectful, and avoiding eye contact is a sign of respect. So a candidate from Asia or the Middle East who avoids eye contact is actually showing you respect.

2. Handshake: A firm handshake is another sign of confidence in North America. But in Asian cultures, a soft, weak handshake is the norm (规范). And in some cultures, people shake hands vigorously for a longer time, and may put their left hand on your elbow, which may feel invasive (侵略性的) to some people. As well, a candidate from a culture where men and women don't shake hands may feel uncomfortable shaking hands with an interviewer of the opposite sex.

3. Smiling: A warm smile is a welcoming gesture from an interviewer, and when a candidate returns the smile, both people connect. Asians may smile when they are embarrassed, or to conceal discomfort, and Germans "only smile when there is something to smile about". It

can be disconcerting(困窘的) to talk to candidates who never crack a smile or who smile when you consider it inappropriate.

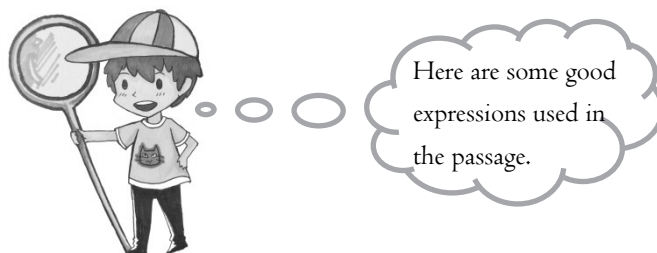
4. Gestures: In North America, a nod means agreement, but Indians roll their heads from side to side to indicate agreement. American recruiters may interpret this as disagreement. In other cultures, people move their head down to indicate agreement — which is usually mistaken for disagreement by Americans.

5. Body odors: Smells can greet you before you exchange words. Americans are very conscious of odors, and expect candidates to be fresh and clean. In some cultures, people use strong perfumes and colognes (花露水), which may turn off American recruiters. Food smells such as garlic or spices, or body odors, may also lead recruiters to cross candidates off their list right away.

6. Space wars: Candidates who come too close for comfort may cause recruiters to retreat. Canadians are used to wide open spaces, and feel invaded when someone encroaches (侵占) in their personal space. In most countries, the population is denser and people are used to standing closer together. A candidate who moves closer is attempting to connect, but Canadian may not see it that way.

7. Showing emotion: In places such as East Asia, people do not show emotions openly in a business setting, and may be perceived as not being interested in the job. On the other hand, some Latin Americans, Eastern Europeans, and Arabs may show more emotion in the workplace, and may be perceived as not being in control. The amount of emotion people display in the workplace is also based on culture.

Remember that while basic body language (facial expressions of joy, fear, anger, disgust, sadness, and surprise) is universal(共通的), most of the body language we use in the workplace is learned behavior. We didn't all grow up knowing how to shake hands with a business contact. We learned it by observing people in the business community, through a book or training course.



- | | |
|---|------------------------------|
| (1) recruiting practices 招聘工作 | (5) sign of confidence 自信的标志 |
| (2) opposite sex 异性 | (6) crack a smile 微笑 |
| (3) Interpret this as disagreement 理解为不同意 | (7) be conscious of 在意 |
| (4) the population is denser 人口稠密 | (8) be perceived as 被看成…… |

Task 1 Decide whether the statements below are true (T) or false (F) according to the passage you have read.

- _____ (1) A candidate from Latin America who avoids eye contact is actually showing you respect.
- _____ (2) But in Asian cultures, a soft, weak handshake is the norm.
- _____ (3) Arabs “only smile when there is something to smile about” .
- _____ (4) Some people move their head down to indicate disagreement — which is usually mistaken for agreement by Americans.
- _____ (5) Americans are very conscious of odors.
- _____ (6) Asians feel invaded when someone encroaches in their personal space.
- _____ (7) Eastern Europeans and Arabs may show more emotion in the workplace.

Task 2 Discuss with your classmates about what is viewed as appropriate in China in terms of the following 7 aspects. Fill out the form. The first has been done for you.

Items	Chinese Norm
Eye contact	In China eye contact is not considered disrespect for the audience and most Chinese speakers like to involve their audience with eye contact.
Handshake	
Smiling	
Gestures	
Body odors	
Showing emotion	
Space wars	

Part V Speaking Activities

Activity 1

Directions: Suppose your partner is an interviewer; please introduce yourself to him/her.

Activity 2

Directions: Suppose you are Michael, and your partner is Nemo. Make a dialogue between Michael and Nemo about Michael's first interview on Page 3.

Activity 3

Directions: Role-play Michael's fourth interview for the position of marketing assistant and the job ads is given.



Marketing Assistant

Responsibility

- Responsible for the local management of marketing and sales activities according to the instruction from the head office.
- Collect related information to the head office.
- Develop relationship with local media and customers.

Requirements

- College degree and above with good English (speaking and writing).
- With basic idea of sales and marketing, related experience is preferred.
- Working experience in the international organization is a must.
- Good communication and presentation.