

Block**7****PREPARING FOR A JOB**

UNIT 1**Responding to Advertisements** **97**

UNIT 2**Writing a CV, Cover Letter, Acceptance & Refusals** **118**

UNIT 3**Preparing for Interviews** **136**

UNIT 4**Facing interviews Including Phone and Walk in Interview** **150**

BLOCK 7 INTRODUCTION

Entering into the world of work is a systematic process. One should be aware about advertisement and how to respond to it within stipulated time. Applying for any post a CV play a very significant role to get into the selection process. Writing a CV is a skill because it highlights your value to the Employer, so one should be well versed with it. Once you are shortlisted for interview you should get ready to face the Interview by following the set procedure. Some Employers directly recruit individuals through walk in Interview channel.

The Units in this Block are:

Unit 1 –Responding to Advertisements

Unit 2 – Writing a CV, Cover Letter, Acceptance & Refusals

Unit 3 – Preparing for Interviews

Unit 4 – Facing Interviews including Phone and Walk in Interview

We have given you practice in these situations through interesting activities. If you sincerely and earnestly do all the activities, you will gain confidence to communicate and at the same time perform well in the work place. We have given answers to all the exercises/activities and a CD for the speaking and listening skills.

Hope you benefit from this block

THE PEOPLE'S
UNIVERSITY

UNIT 1 RESPONDING TO ADVERTISEMENTS

Structure

- 1.0 Objectives
- 1.1 Warm up
- 1.2 Reading
- 1.3 Speaking
- 1.4 Listening
- 1.5 Vocabulary
- 1.6 Grammar
- 1.7 Writing
- 1.8 Let Us Sum Up
- 1.9 Answer Key



1.0 OBJECTIVES

In this unit you will learn:

- What is career planning
- The process of career planning
- About setting short term and long term job objectives
- Where to look for jobs
- Responding to job advertisements
- How to make the most of Job Fairs
- Useful vocabulary for job seekers
- Grammar – word order, correction of errors
- How to write Thank You letters after job related meetings or job interviews



1.1 WARM UP

1.1.1

How would you decide if a job is worth doing?

Is it necessary to take a job that you feel interested in?

Or are there other considerations?

Is it true that you can work well only if you feel enthusiastic about your work?

This unit will guide you through the first phase of looking for a suitable job and show you how to prepare yourself for it.

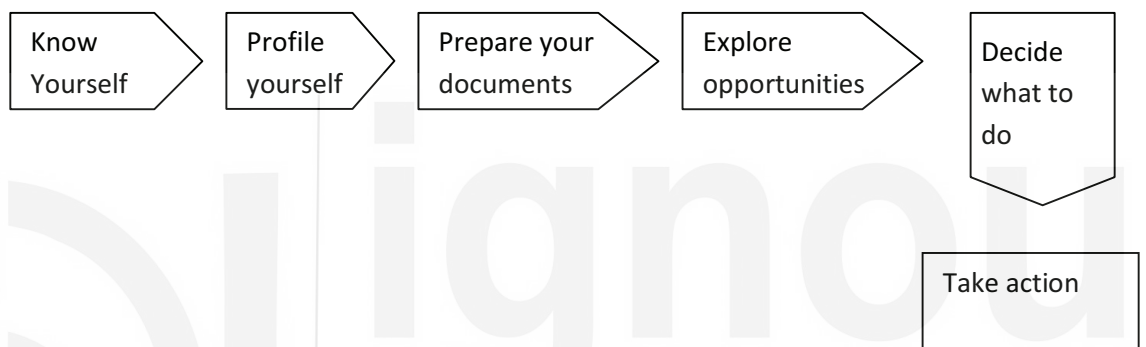
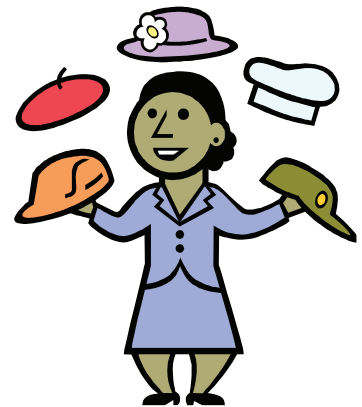
If a job is worth doing, it is worth doing well.

1.2 READING

1.2.1 How do I Begin

Without reading the text below, think of the steps you would need to take to prepare yourself for the job market.

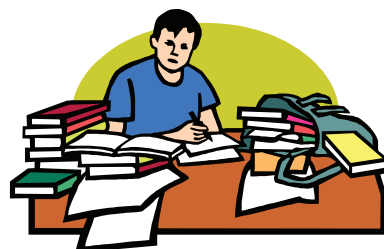
Now match your steps with those given in the flow chart. Details of the steps are given in the text below.



Now read the text below on Career Planning and answer the questions that follow.

It is important for you to plan your career carefully right from the beginning. You have probably already done part of this preparation by choosing courses that help you to prepare for your career. The next step is to get yourself ready for the job market, so that you are able to find a job in accordance with your qualifications, interests and skills. This is a challenging task and you must be willing to invest a lot of thought, time and energy. Remember that this will determine the course of your future life so don't do things hastily.

The entire process can be divided into six parts and it's important that you pay adequate attention to all of these to make the best of your abilities and options.



Know yourself

Before you even begin to search for a job you need to get your self ready for it. That is the first step to preparation for a job. To put this in simple words, you need to know exactly who you are, what you want to do, what you

wish to achieve and what kind of working life you would like to have. In other words, you must understand, define and profile yourself - know your interests, abilities, skills, strengths and weaknesses.

You need to ask yourself ‘Where am I now?’ ‘Where do I want to reach?’ and ‘How do I get there?’ This means you must be clear about your objectives – what kind of work would suit your interests and skills and help you to achieve what you wish to in your professional life. If you are not very sure about things at this point, don’t let this bother you. Just focus on what you feel and think about your career at the moment. As you grow and mature in your professional life, you can always modify or diversify your plans. However, a clear understanding of your objectives will help you channel your energy in the right direction and avoid confusion.



The important thing is confidence in yourself. Don’t worry about what your friends or acquaintances are planning to do, or what somebody whom you consider better than you wishes to do. You are not him. You have a mind and abilities of your own. Have faith in these and use them to make your own decisions.

Profile yourself and prepare your documents

Based on the analysis you have made of yourself, write out your CV or resume, through which you profile yourself for the job market. Details about CV and Resume writing are dealt with in the next Unit.

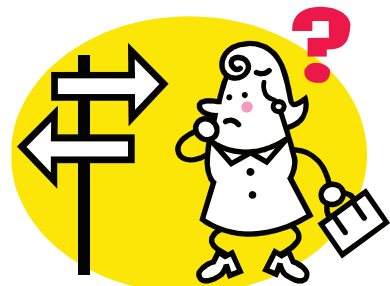
It is also very helpful to write out a description of yourself, your interests, skills and abilities, as well as your strengths and weaknesses. All these will come handy in the application and interview stages.

Explore opportunities

This is the key to successful career building. Where and how do I look for a suitable job? When researching careers, there are a number of options open to you – newspapers, websites, information centres, job fairs, people and experience. For the best results, use a combination of them all!

Decide what to do

As soon as you have some idea of what you want to do, look at advertisements. You need to study them carefully to see what employers are actually looking for, and how you can make yourself into a really good applicant.





Take action

Once you have identified a job vacancy or a possibility, send in your CV or Resume. It is useful to find out as much as you can about the company. You can do this by visiting the company website or talking to people who work there. Also start reading up about the company and try to contact someone who works there for any additional, helpful information.

Students often don't realise the value of work experience, which is invaluable for some careers. Part of the action you can take is trying to acquire experience during your studies – on weekends or during vacations. This is a distinct advantage as it sets you apart from those who have none. Equally importantly, you get the chance to see if working in particular settings, with those types of people, actually suits you or not. These work stints, may not be very lucrative, but they can help you to make useful contacts for the future. They may put you in touch with people who are prepared to write you a reference, let you know when vacancies arise, help you with applications or maybe even practise interviews.

Check Your Progress 1

- 1. State whether the following statements are true or false on the basis of the information given in the text.**
 - a. The first thing you need to do as part of career planning is look for a suitable job.
 - b. It is advisable to ask your friends to help you to define your objectives.
 - c. Your CV should be based on your self-profile.
 - d. The best place to look for a job is newspapers.
 - e. It is important to know something about the company where you apply for a job.
 - f. It is advisable to meet people who are doing the kind of work you are looking for.
 - g. You must be well paid, even in part time jobs you may do at weekends or during vacations.

- 2. Make a list of at least six things that you would include in your self-assessment based on the section “Know Yourself”.**

- 3. To identify your objective you must ask yourself the question:**
_____?

4. Make a list of the places where you can look for job options? Can you add at least two more options to those given in the text?
5. Make a list of the benefits of job experience.



1.2.2 Where do I begin?

Local and National Newspapers

Thousands of employers use classified ads as a means to advertise vacancies. Find out which day the papers advertise jobs. Most papers do so once a week whereas some jobs are advertised more frequently through the Employment News or Trade papers. Newspapers also keep you up to date on which companies are moving into the area and which are expanding. You can use this information to apply to those companies before they advertise, to see if there are any jobs available. You may want to contact a company for more details about a job after reading an article in the local press.



Subscribe or purchase newspapers that run job ads for your field of interest or focus on your job industry. These may be local or national. Besides, there may be trade journals or magazines that advertise the kind of posts you are looking for. Instead of waiting to run into one of them, buy them regularly or subscribe to them for the period when you are looking for a job. This will ensure that you do not miss a good opportunity. At this stage it

would be extremely useful to make a list of all the relevant hiring companies and the positions advertised.

Websites



These days' websites play an extremely important role in the recruitment process. Many companies advertise jobs on the internet through their own websites, recruitment websites or online job boards owned by newspapers. Jobs are usually advertised on 'job boards' which are like electronic newspapers. Generally, there are three types of job boards:

- specific job boards dedicated to particular professions or industries
- general job boards advertising all types of vacancies
- local job boards advertising all types of jobs in the area they cover

Preparing for a Job

You can search for the right job boards by using a search engine (for example Google or Yahoo). Try putting in 'job boards' or 'jobs in retail' and so on, until you find the job boards that are most suitable for you. If you are using your own computer, you can save the job boards as favourites.

New jobs get filled as quickly as they appear on some websites, so it's important you look regularly to make sure you don't miss an opportunity.

Applying online

There are two main ways to apply for jobs online.

i. Filling in an application form online

Fill in the details in the same way as you would with a normal application form. Before you send the form to the employer, check that you have given all the information asked for and that the information is correct.

ii. Emailing your CV

Some employers will ask you to send your CV by email. You will need to have saved your CV so you can attach it to the email. You should also include a covering letter.



Register with a recruitment agency

Recruitment agencies advertise short- and long-term jobs and some specialise in particular areas of work. If you register with the relevant agencies in your local area or online, you'll be kept up to date on the latest vacancies available

Some agencies organize training to make sure that you have the skills you need to get the jobs available. Training is often run because there are jobs available that need this training. So if you are willing to take the training, it is likely that there will be a job at the end of it. Agencies are constantly looking for new people and they want to work with you.

If you work with a recruitment consultant and build up a relationship with them, they will know what type of job you want and will continue to coordinate with you until you find it.

Agencies offer temporary jobs as well as permanent or fulltime jobs. A temporary



job could help you get onto full-time work. This would be helpful if you have not worked for many years or you do not have any work experience.

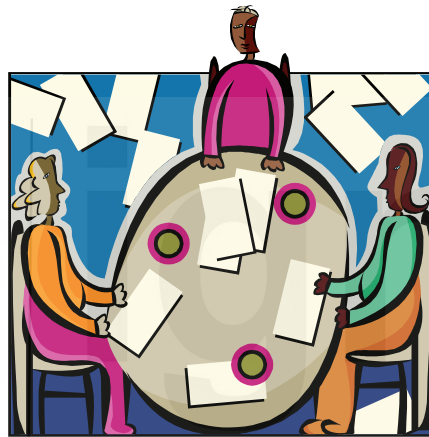
Temporary work could also give you the chance to get the skills and confidence you need for a permanent full-time job.

Agencies also offer jobs that have flexible working hours which may suit your situation and needs. You can get paid for holidays in temporary work.

Some agencies specialise in certain types of jobs. This means they may be able to offer you extra support so you can get a job in a particular area of work.

Information Centers

Some Universities have special Information centers that provide you with detailed background information about careers including relevant articles from newspapers, journals etc that can be useful for career planning. These centers are also equipped with up-to-date editions of books and directories containing information and advice about hundreds of career areas, magazines and booklets covering key



employment sectors favored by graduates and may have profiles of recent graduates.



People

No amount of paper information can give you the flavor of a job in quite the same way as speaking and listening to those actually doing it. Building up contacts with working people is an effective way of gaining information. This also enables you to make useful relationships for the future. Speak to

members of your family, your friends, casual acquaintances, those who graduated a year before you – in short, to anyone who may be able to help you!

Check Your Progress 2

1. What are the two qualities that job seekers must have?
2. How can you ensure that you don't miss an opportunity for an online job vacancy?
3. Name 3 ways in which online jobs are popularly advertised.
4. The 3 types of job boards are:

**Preparing for
a Job**

- i)
- ii)
- iii)

5. Two ways in which you can apply online are:

- i)
- ii)

6. Complete the following sentences:

- i) Newspapers are useful for job applicants because
.....
- ii) Information centres are run by and
provide useful
- iii) Building up contacts with people helps you to
- iv) Making regular notes helps you to

7. Enlist at least 5 benefits of registering with Recruitment Agencies.

Check Your Progress 3

Responding to a Job Advertisement

Complete the text below by inserting the sentences given at the bottom in the appropriate spaces.

Job opportunities are often advertised in the local newspaper, online, trade journals or sometimes through information centres, job fairs, people and experience.

To achieve this you must study the job description carefully and be very clear about what the needs of the company are, in terms of eligibility, qualities, abilities and skills.

- 1) It will also help you to prepare adequately for the interview.

These days many advertised jobs give you the option of sending in your CV and application by email.

- 2) Even if you decide to email your application, it is advisable to follow this up with a hardcopy, unless the advertisement specifically asks you not to send a hardcopy.

3. _____ If you do not meet the essential eligibility and requirements and go ahead with the application, you may end up wasting your time waiting for a response to your application. On the other hand, if you do meet their eligibility criteria, make sure you put in all the relevant information in a clear and organized manner.

Don't phone the company unless they specifically request in the advertisement that you call them.

Read the advertisement carefully and follow the instructions for the application to the letter. For instance you could be asked to apply by a hand written letter.

4. _____. Do not hurry through with your application. Ensure that you check your CV from the point of view of the job / company you are applying for. CV writing and the job application are dealt with in the next unit.

The most successful jobseekers are people who are persistent in their search and know where to look for work.

- A. Make a careful note of what are the requirements that the applicant must meet.
- B. This will enable you to decide what you should focus on in your CV and job application.
- C. Do exactly what the advertisement asks you to do.
- D. There may be others who wish to receive a hard copy of your CV and application.

1.3 SPEAKING

Goals are dreams with deadlines. ~Diana Scharf
Hint

Obstacles are those frightful things you see when you take your eyes off your goal. ~Henry Ford

Goal setting is important when you are thinking about your ideal future. Goals motivate you to turn this vision of the future into reality.

The process of setting goals helps you choose where you want to go in life.

By knowing and understanding what you want to achieve, you know where you must focus.



Hence goals are very important for career planning. Remember that your career choice affects how you live your life, from the

Preparing for a Job

type of home you live in to the kinds of vacations you can take. It influences your physical and emotional well being. So, it's clearly worth spending time on setting some goals.

To make your goals achievable you need to set them to a plan and a deadline.

You should set both long-term and short-term goals:

- **Long-term goals:** these are goals that you should be able to achieve in about three to five years.
- **Short term goals:** these are goals that you should be able to reach in one to three years.

In order for your goals to be achievable, they must be realistic and clearly defined. However, there must be some flexibility in your goals and you must be willing to change or modify them if necessary. Defining your career action plan becomes easier when your goals are clear and well thought out.

Think about your own short term and long term goals. Now discuss them with your study partner, friend or parents and find out how realistic these are and whether you can achieve them in the deadline that you have identified.

1.4 LISTENING

How to get ready before a Job Fair

If you are looking for a new job, a career fair or job fair is a good option to include in your job search plan. Attending a job fair allows you to meet with employers that you might not be able to

approach any other way. These events are usually held in University / college campuses, big grounds, large hotels or conference centers.

Job Fairs give you the chance to meet with representatives from a variety of companies who provide information about general career opportunities as well as specific details on the kind of jobs available.

Now listen to our expert Ms Vandana Bakshi who will be talking to you about how to prepare for a job fair. Listen carefully and jot down briefly what she has to say about each of these areas enlisted in the left hand column. The first one is done for you.



Check Your Progress 4

	Area	Tips
1	Dress	Formal / professional Comfortable shoes Ladies must not overdress.
2	Documents	
3	One minute profile	
4	Supplies	
5	Companies' information	
6	Arrival time	
7	Workshops	
8	Networking	
9	Initiative	
10	Enthusiasm	
11	Questions	
12	Business cards	
13	Notes	
14	Composure	
15	Follow up	

Now match your answers with the key.

1.5 VOCABULARY

Check Your Progress 5

1. Employment related vocabulary:

Take a look at these words / terms and see if you understand them. If you don't, you may look up the meanings in the Key. You must also check your understanding of the terms you understand by confirming with the interpretation given in the Key.

- 1) References

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- 2) Classifieds
- 3) Soft skills
- 4) Benefits – what’s another word that is frequently used as a substitute for this in the area of recruitment?
- 5) Deductions
- 6) Gross pay
- 7) Net pay
- 8) Deadlines



2. Complete the given text on Portfolios by choosing the most appropriate option from the 3 choices given in brackets.

A portfolio is a (i) _____ (job-hunting/ job- getting / job-gaining) tool that you can (ii) _____ (evolve / make / develop), that gives employers a (complete / whole / big) picture of who you are – your education, your experience, your accomplishments, your skill sets - and whether you have the (iii) _____ (skill / potential / strength) to become - much more than what you claim in your cover letter and resume.

A portfolio is not (iv) _____ (very / completely / absolutely) necessary. But if you want to get an edge, make an impact, or in short do everything possible to get a job, then it is a good idea to have a portfolio when (v) _____ (preparing / interviewing / showcasing) for professional positions.

1.6 GRAMMAR

Check your progress 6

1. Word Order

- i) work do you for Who?
- ii) turnover What company’s annual the is?
- iii) company insurance services My in specializes.
- iv) job looking am I for marketing a in.
- v) hours many do you How in work a week?
- vi) like I people with interacting.
- vii) paid leave much How get you do?
- viii) travel often you do How work for?
- ix) would work I like abroad to.
- x) vacancy have you Do company in your a?

2. Rewrite each sentence correctly.

- i) How much people does your company employ?
- ii) I wants to apply for a job in BHEL.

- iii) These days people often changes jobs.
- iv) I am having specialization in Taxation.
- v) I have no any laptop at home.
- vi) I am too much interested in latest technology.
- vii) Competition is too much in some jobs.
- viii) Until and unless I am sure about something I will not speak.
- ix) I enjoyed the interview too much.
- x) Some difficult questions were there at the interview.

1.7 WRITING

1.7.1

Thank You letters



It is estimated that less than 50% candidates send thank you notes after a job interview. Remember that it is a good practice to send a thank you note, as it may be influential in you being considered as a candidate for the job. It's a good way to remind the interviewer who you are, as well as reiterate your interest in the job.

You may handwrite this note and mail / courier it. Alternatively you can also send it by e mail. If you intend to send one, you must send

it soon after the interview, preferably within 24 hours. It doesn't make sense to send late thank you notes.

Here are some tips on how you should write such a letter:

- Thank the person you talked with
- Reinforce the fact that you want the job.
- You may also view your thank you letter as follow-up "sales" letters. In other words, you can restate why you want the job, and how you might make significant contributions, and so on.
- This thank you letter is also the perfect opportunity to discuss anything of importance that your interviewer neglected to ask or that you neglected to answer as thoroughly, or as well, as you would have liked.

Take a look at this sample.

**Preparing for
a Job**

Dear Ms. Singhal

Thank you for meeting with me yesterday to discuss the position of Management Trainee at Ascent Company.

I found the interview both interesting and informative, and left with a much clearer picture of what the position is about. I was pleased to interact with the panel of experts and to have the opportunity to present my abilities and skills and to convince them about my suitability for training in Marketing.

I thank you again for your consideration.

Yours Sincerely,

Iqbal Ahmed

Check Your Progress 7

Now imagine that you met a gentleman called Mr. D’souza at a job fair where he interviewed you informally and told you that you would receive an invitation for a formal interview with the panel from the HRD Department of the Company.

Write a letter to thank him for his interview and mention about your interest in the formal interview.

Compare your answer with the sample answer given in the key.

1.8 LET US SUM UP

In this unit you have learned how to plan your career by setting both short term and long-term goals. You are now aware of how to look for jobs and respond to advertisements, write cover and thank you letters. You have also learned about job fairs and how to make the best use of them. All these aspects are taught through reading, writing, listening and speaking activities. Please do all the exercises set for you?

1.9 ANSWER KEY

Check Your Progress 1

1. State whether the following statements are true or false on the basis of the information given in the text.

- a) The first thing you need to do as part of career planning is look for a suitable job. FALSE
- b) It is advisable to ask your friends to help you to define your objectives. FALSE
- c) Your CV should be based on your self-profile. TRUE

- d) The best place to look for a job is newspapers. FALSE
- e) It is important to know something about the company where you apply for a job. TRUE
- f) It is advisable to meet people who are doing the kind of work you are looking for. TRUE
- g) You must be well paid even in part time jobs you may do at weekends or during vacations. FALSE

2. Answer

- i) Interests
- ii) Abilities
- iii) Skills
- iv) Strengths
- v) Weaknesses
- vi) What you enjoy

3. Answer

Where do I want to reach?

4. Answer

- i) Newspapers
- ii) job related websites
- iii) company websites
- iv) information centres
- v) job fairs
- vi) people who are already working or have worked in a company
- vii) Professional bodies
- viii) Trade Associations

Additional options:

Recruitment Agencies / consultants

Campus placements

5. Answer

- it gives you an advantage over candidates with no experience
- it gives you a chance to see if working in particular settings, with those types of people, actually suits you or not.
- You can make useful contacts for the future by getting to work with people who may put you in touch with those who are prepared to write you a reference, let you know when vacancies arise, help you with applications or even give you interview practise

Check Your Progress 2

1. Job seekers must have **persistence and knowledge of where to look** for a job.

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2. You can ensure that you don't miss an opportunity for an online job vacancy **by looking up the websites regularly.**
3. Three ways in which online jobs are popularly advertised are through **company websites, recruitment websites or online job boards owned by newspapers.**
4. **The 3 types of job boards are:**
 - i) Specific job boards dealing with specific professions or industries
 - ii) General boards that deal with all kinds of vacancies
 - iii) Local boards that advertise jobs in a particular area or locality
5. **Two ways in which you can apply online are:**
 - i) online applications
 - ii) e mailing your CV and job application
6. **Complete the following sentences:**
 - i) Newspapers are useful for job applicants because **they advertise job vacancies regularly and keep you updated on company information that can be very useful for applicants.**
 - ii) Information centres are run by **Universities and provide useful information on jobs through articles, directories, reference books and other literature besides offering advice on jobs as they have a database on other Graduates from the University who have already secured jobs.**
 - iii) Building up contacts with people helps you to **learn from their experience as well as to make relationships that can be helpful for you in finding or getting a job.**
 - iv) Making regular notes helps you to **keep a record of your experiences during the entire process of career planning and job hunting, so that you can learn from it.**
7. **Five benefits of registering with Recruitment Agencies are:**
 - 1) They offer short term and long term jobs
 - 2) They update you on available job vacancies
 - 3) Some agencies organize training programs specifically for jobs available
 - 4) You can build a relationship with an agency which helps you to ultimately get a job
 - 5) Agencies also help you to get temporary or part time jobs which are helpful preparation especially for beginners.

Responding to a Job Advertisement

1. = B 2. = D 3. = A 4. = C

1.3 LISTENING (TAPE SCRIPT)

Job Fairs are becoming increasingly popular these days. They are extremely useful for companies as well as applicants. While companies get to meet a lot of prospective candidates at these events, the applicants have the opportunity to look at various job options and hope to find one of their choices.

However, these are busy events which attract a large number of people, especially youngsters. So what can you do to compete with the crowds attending job fairs? Here are some tips that can help you to prepare adequately and maximize your opportunities while you're there.

Many job fairs and career expos have information on participating companies on the job fair web site. Prepare yourself to be able to talk to hiring managers by checking out the company's web site, mission, open positions, and general information before you go.

Think of a job fair like a first interview. Always go to job fairs neatly dressed in formal clothes like you would wear to a professional interview. Remember that you only have once chance to make a first impression. Ladies should wear minimum make up. Make sure your shoes are comfortable because you may find yourself standing in queues for long hours!

It is advisable to carry a portfolio so that you have a ready hard copy record of all the relevant documents with you. Get some extra copies of your CV / resume together. Make sure your resume is current and up-to-date, including your contact information, and that it does not contain any spelling or grammatical errors or mistakes. It's a good idea to have a few copies printed on some good quality paper.

Be ready with a brief oral description of yourself which summarizes your qualifications, skills and experience so that you can quickly give a good idea of who you are and what you can offer to prospective employers. Think about your strong points, your goals, the company and what you would expect from the company. This profile should take about a minute or so. No more.

Always carry extra pens, a notepad, pins / staples, paper clips and business cards with your name, your email address, and cell phone number. If you don't have a business card you can put down your contact information on cards that you prepare specially for the occasion.

Keep in mind that lines can be long, so arrive early - before the fair officially opens.

Preparing for a Job

If the job fair has workshops or seminars, attend them. In addition to getting job search advice, you'll have more opportunities to connect with people.

While you are waiting in line, it's a good idea to talk to others. You never know who might be able to help with your job search.

Take the initiative to shake hands and introduce yourself to recruiters when you reach the table. Demonstrate your interest in the company and their job opportunities.

Employer surveys find that one of the most important personal qualities candidates can bring to a new position is enthusiasm. This means that employers want to see you smile!

It is extremely useful and impressive to have some questions ready for the company representatives. The more you interact with them, the better impression you'll make.

Don't forget to collect business cards, so you have the contact information for the people you have met and spoken with.

It's difficult to keep track of everything when you're meeting with multiple employers in a busy environment. Jot down notes on the back of the business cards you have collected or on your notepad, so that you can refer back to whom you spoke to about what.

There will be many applicants approaching employers at the same time. Do not let that bother you. Keep a positive attitude and have faith in yourself. And also remember you will face competition wherever you go, even after you've joined work.

Take the time to send a brief follow up thank you note or email to the company representatives you met at the job fair. It's a good way to reinforce your interest in the company and to remind company representatives that you're a strong and genuinely interested candidate.

Check Your Progress 4

	Area	Tips
1	Dress	Formal / professional Comfortable shoes Ladies must not overdress.
2	Documents	Carry all your relevant documents in a portfolio Make sure you have plenty of photocopies of your documents
3	One minute profile	Prepare a brief oral description of yourself as a quick introduction to who you are and what you can offer to a company / employer
4	Supplies	Keep items of stationery handy with you so that you don't have to go asking others for things like glue, stapler etc.

5	Companies' Information	Look up online for information on companies participating in the fair. This will help you to prepare better.
6	Arrival time	As job fairs are usually crowded, arrive early so that you are ahead in a queue.
7	Workshops	These help you to get advice regarding jobs and job requirements. They also offer an opportunity to meet with people.
8	Networking	Talk to others around you at the job fair. You can do so if you arrive early or when you are waiting in a queue. Besides, you can also do so at workshops, seminars etc.
9	Initiative	Do not wait for others to approach you. You can be the one to initiate a conversation.
10	Enthusiasm	Show interest in companies, people. Smile!
11	Questions	Prepare questions in advance for company representatives who will be there at the fair.
12	Business cards	Collect business cards of potentially useful contacts.
13	Notes	Since you meet a large number of people at such events, keep notes on them by writing behind business cards of in a diary so that you can refer back to this later.
14	Composure	Keep your balance and composure at all times. Don't be afraid of competition. It is a part of life and the sooner you get ready to face it, the better.
15	Follow up	Write back to people who have shown interest in you. Follow up with companies who interviewed you to find out about the status of your interview. This will also communicate your keen interest.

Check Your Progress 5

1. Employment related vocabulary:

Reference: A person who knows you and is willing to describe and usually praise you to support you when you are trying to get a job; a statement as to a person's character or ability.

Soft skills: Skills such as communicating, conflict management, human relations, making presentations, negotiating, team building, and other such abilities are called soft skills.

Benefits: Things that employers may offer you in addition to your salary; for example, health insurance, annual or sick leave, holidays, paid vacation, parking space or monthly reimbursement for parking space area, mileage for travel, and tuition reimbursement

Another term used for benefits is **perks**.

Preparing for a Job

Classifieds: Advertisements in a newspaper, magazine, or online, regarding job opportunities; the section of a newspaper, magazine or Web site devoted to advertisements about job opportunities.

Gross Pay / Wages: The total amount of your pay or wages before any deductions are taken out of your pay

Deductions: An amount of money taken from your pay every payday (usually for things such as taxes, provident fund etc.

Net Pay: The amount of pay or wages you take home after all your deductions are taken out of your pay

Deadlines: A time limit, as for payment of a debt or completion of an assignment or piece of work.

2. Complete the given text on Portfolios by choosing the correct option from the 3 choices given in brackets.

A portfolio is a **(i) job-hunting** tool that you can develop, that gives employers a **(ii) complete** picture of who you are – your education, your experience, your accomplishments, your skill sets - and what you have the **(iii) potential** to become - much more than just a cover letter and resume can provide.

A portfolio is not **(iv) absolutely** necessary. But if you want to get an edge, make an impact, or in short do everything possible to procure a job, then it is a good idea to have a portfolio when **(v) interviewing** for professional positions.

Check Your Progress 6 (Grammar)

1. Word Order

- i) Who do you work for?
- ii) What is the company's annual turnover?
- iii) My company specializes in insurance services.
- iv) I am looking for a job in marketing.
- v) How many hours in a week do you work?
- vi) I like interacting with people.
- vii) How much paid leave do you get?
- viii) How often do you travel for work?
- ix) I would like to work abroad.
- x) Do you have a vacancy in your company

2. Rewrite each sentence correctly.

- i) How many people does your company employ?
- ii) I want to apply for a job in BHEL.

- iii) These days' people often change jobs.
- iv) I have specialized in Taxation.
- v) I do not have a laptop at home.
- vi) I am very much interested in latest technology.
- vii) There is a lot of competition in some jobs.
- viii) Unless and until I am sure about something I will not speak.
- ix) I enjoyed the interview very much.
- x) I was asked some difficult questions at the interview.

Check Your Progress 7 (Writing)

Dear Mr D'souza,

I am writing to thank you for giving me time at the Job Fair yesterday and for showing interest in my qualifications and skills. It was deeply satisfying for me to learn that you consider me as a prospective employee of your company.

Due to the rush at the fair I had limited interaction with you. I did not get the opportunity to talk to you in detail about my abilities and suitability for the kind of work you mentioned.

I am extremely thankful for your proposal to recommend me for a formal interview at your company and eagerly look forward to the opportunity.

Yours Sincerely

Poonam Saigal

UNIT 2 WRITING A CV, COVER LETTER, ACCEPTANCE & REFUSALS

Structure

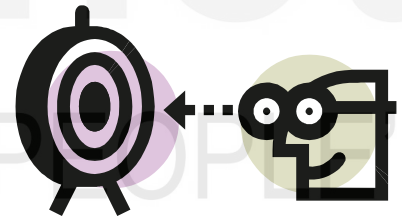
- 2.0 Objectives
- 2.1 Warm up
- 2.2 Reading & writing
- 2.3 Language Focus
- 2.4 Writing
- 2.5 Grammar
- 2.6 Answers



2.0 OBJECTIVES

In this unit you will learn about:

- The importance of a Curriculum Vitae (CV) and Job Applications
- the format and structure of a CV
- how to write a Curriculum Vitae
- how to write job applications
- how to write a brief profile of yourself
- how to write:
 - requests for reference letters
 - acceptance letters for jobs
 - resignation letters
- useful vocabulary for CVs and employment related letters
- words describing work and responsibilities
- Grammar : action verbs



2.1 WARM UP

Here is a statement followed by a question that can make you reflect on the topic of this Unit.

Your CV is your ticket to an interview where you can sell yourself!

What is it that you sell to the selection panel or interviewer when you present yourself at a job interview?

2.2.1

Curriculum Vitae



The term Curriculum Vitae is a Latin term that means ‘the way your life has run’ and a CV is a personal statement that tells the employer what you have done so far in your life in terms of qualifications and experience. A CV usually consists of contact information, education, experience, skills and personal interests. It should present a well-rounded picture of you.

A CV serves an extremely important purpose of highlighting your value to the employer.

When you prepare your CV, keep in mind that at the time of your job interview your prospective employers will have a copy of the CV with them. This will provide them with the framework to guide your job interview. Hence ensure that you prepare the CV in such a way that you are able to defend it before the interview panel.

Now that you understand the importance of the CV, you would also realize that it is essential to spend time and effort in drafting it. Although standard formats are recommended for CVs, it always helps to be a little creative. Remember to be concise and to the point, but at the same time make sure that you include all the facts that are relevant and important.

To begin with, consider the layout of your CV. Visual presentation is an important aspect of your document, so do not ignore it. You would obviously use a computer and it is advisable that you use all the features of Word to your advantage. Do not overuse capitals. They should be limited to the heading. Also use the bold typeface as well as point sizes effectively. The subheadings of your CV should be smaller than your main heading. If you have further divisions under subheadings you could use a still smaller point size or features like underline. Another important thing is justification. It is helpful to use justify which means aligning text to left and right margins. This gives a neat block like look to the CV and your lines don’t hang on one side. Also use good quality paper and ensure that the quality of printer is satisfactory, which means the printout must not be smudged, blurred or too light as that would look untidy and cause undue strain to the reader of your CV.

Before you begin to write your CV it would be useful for you to spend some time thinking about yourself and making notes. Take a look at the given structure of a CV and note the subheadings under which information is generally presented. This will help you to organize your materials.

Preparing for a Job

Name

Address
Telephone
Cell Phone
Email

Personal Information

Date of Birth
Place of Birth
Citizenship
Visa Status
Gender
Marital Status

Employment History

List in chronological order, include position details and dates

Work History
Positions
Research and Training

Education

If you wish to make an impact with your CV it can be achieved by thinking very carefully about yourself and what you have done in the past and believe you could do in the future, given the right opportunity.

You can begin by thinking and making notes about these four areas:

- experience
- interests
- skills
- personal qualities



There are various ways in which you can do this. What's given here is only one possible way to do it. Whichever approach you choose, however, make sure that you make detailed notes of your ideas – even if you think they may not be relevant. Also, keep all your lists and sheets of notes 'open'; go back to them from time to time and make sure that you haven't missed anything out. This preparation stage is essentially one of brainstorming. Selection and organization of information come later.

Experience: Many people find it easier to start with this, because it is the most concrete and fact based. Your notes on your experience should certainly include:

- education
- any professional training
- periods of employment – include part-time jobs and those which didn't last very long, as well as 'proper' jobs
- any voluntary work you have done

Interests: You might wonder why you should consider your personal interests when preparing a job application. After all, these are the things you do in your spare time when you are not working. Interests are relevant for a number of reasons:

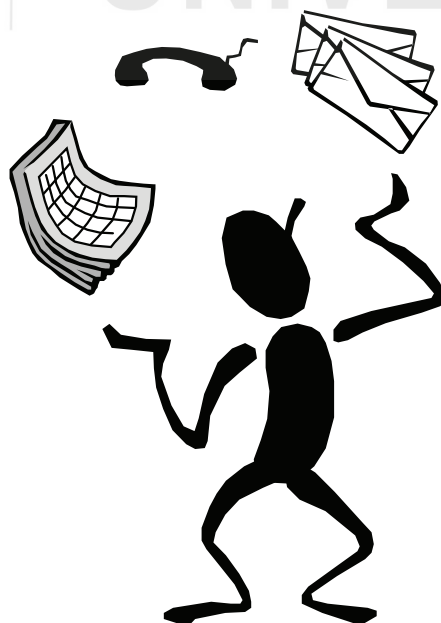
- your interests are a reflection of your personality, and your personality is very relevant for your employer.
- They frequently indicate skills you have which are not currently used at work.
- They often have a bearing on why you are interested in particular types of employment.

Skills: Your notes on your experience should provide you with useful clues when it comes to listing your skills. Look at each of the different phases of your life so far and ask yourself:

- Which skills did I use here that I already had?
- Which skills did I improve on or consolidate?
- What new skills did I learn?

In addition, think about your leisure time interests: perhaps these also involve useful skills which may be relevant to a job application.

Here are examples of some of the skills you can indicate:



Preparing for a Job

- Communication skills : written & verbal
- Interpersonal skills
- Teamwork skills
- Analytical skills
- Computer skills
- Public speaking
- You could also include skills like:
- Organizing events
- Making presentations
- Trouble-shooting
- Giving advice

Don't be too concerned at this stage about whether the skills you list are relevant. That can come later. For now write them all down.

Personal qualities: This is the area that many people find most difficult; they are unhappy talking about themselves and their qualities because they feel it is boastful to do so. They may also find it quite difficult to step back and look at themselves objectively. On the other hand, if you don't tell a potential employer about your personal qualities, who will?

It is sometimes difficult to begin such a list, so here are some qualities to start you off. Write down any which you think apply to you, and then add others of your own. For each one you choose, make sure that you can think of incidents in your own life and work experience that give evidence of them.

- Adaptable
- Accurate
- Creative
- Conscientious
- Competent
- Decisive
- Self-motivated
- Self-confident
- Imaginative
- Thorough
- Receptive
- practical
- Can work under pressure
- Dependable
- Energetic
- Enterprising
- Resourceful
- Dedicated
- Mature
- Methodical
- Objective
- Positive
- Persevering
- Self disciplined
- Sense of humour

Turning your notes into the final CV

Now that you have detailed personal notes, you are all set to write out your CV. The next step is to organize your information in a systematic way. Remember that your CV must include a summary of your educational and academic backgrounds, research experience, work experience, awards, honors, affiliations, skills, interests and other details.

These days many applicants include a brief profile (three or four lines maximum) to state their career focus and/or aims and perhaps evidence of two or three main strengths, in their CVs. The profile should state who you are, what your goal is and what you wish to achieve.

Take a look at this profile of a fresh applicant given as an example:

Highly motivated Commerce Graduate with a consistent first division and experience in co-organising successful campus events as part of the Commerce Club; participated in projects in Accounting and gained useful experience during Internship with Unilever.
Looking for a challenging job in accounting.

Check Your Progress 1

You are now ready to take a look at what the finished CV actually looks like. To do this, you must first fill up suitable subtitles in the given Curriculum Vitae. They are given in jumbled order in the box below:

Interests	Work experience	Personal
Education	References	
Skills	Co-curricular activities	Profile
Extra curricular activities		Projects

Curriculum Vitae

1 _____

Name: Deepika Sharma

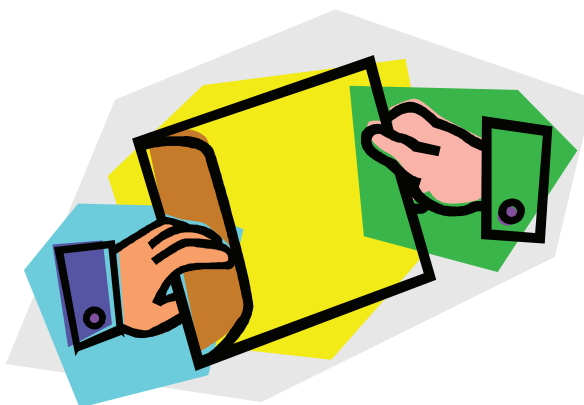
Date of Birth: 8 September
1988

Nationality: Indian

Address: 45 A Sector, Shakti
Nagar, Bhopal, 462022

E mail: dhara.taneja@hotmail.com

Telephone: 0755 2586456



**Preparing for
a Job**

2 _____

An enthusiastic and responsible Under Graduate in Commerce, with good oral and written communication skills with part time experience in the Insurance Sector. A hardworking and motivated team worker, with good social competence and ability to persuade and convince people. Looking for a challenging position in the Insurance sector.

3 _____

2008 -2011	B Com with Economics	Excel Institute Bhopal	Ist Division
1991 – 2008	Primary to Higher Secondary School	St Teresa’s Institute Bhopal	Ist Division
2009 – 2010	Certificate Course in Computer Accounting	RGI	Evening Batch

4 _____

Projects: Won special appreciation for project on Educating Rural Sector on Benefits of Insurance

5 _____

Sports: Basketball – District level

Member of Organizing Committees for several cultural events

6 _____

Summers of ICICI Lombard Insurance as Trainee in Health Insurance 2010 & 2011

7 _____

Strong customer relations

Interpersonal skills

Computer proficiency

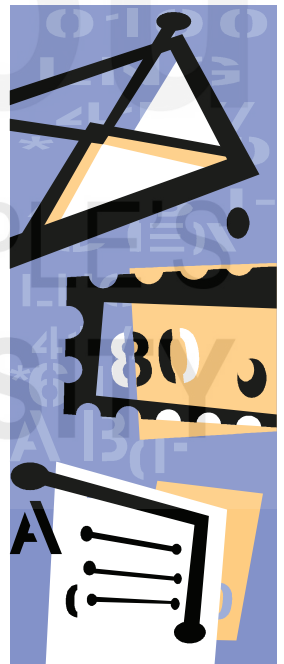
8 _____

Sports: Basketball, swimming

Cultural: Member of Spic Macay – an organization that promotes traditional art and culture

9 _____

1. Ms Anila Lal, HOD Commerce, Excel Institute, Bhopal 462012; Tel : 0755 2457903



2. Mr R Andrews, Senior Manager, ICICI Lombard, T T Nagar, Bhopal
462005; Tel : 0755 2488345

Now match your answers with the Key.

Writing Task 1

Now write out your own CV by substituting the information given under different heads with information about yourself.

2.2.3

Letter of Application

The CV must be accompanied by a Job Application or what is also known as the Covering Letter. The CV is a document that you would write and keep ready for all companies or institutions where you apply, whereas a job application is a document that you would write individually for each company or institution. The emphasis of the CV is 'you', on the other hand the emphasis of the job application is the company where you are applying. You need to let the company know how you can meet **their** requirements. Instead of copying from samples of application letters given in books or on websites, it is a good idea to write out your own customized application letter. You may use the samples for guidelines and clues on how to go about writing these letters, but the final product must be your own. Make sure that you keep a copy of your letter for your own record and reference.



A job applicant generally writes job application in one of these situations:

1. in response to an advertisement
2. posting your CVs online or sending them to Job Boards or recruitment Agencies
3. an unsolicited application in a situation where he / she wants to be considered for a job if and when there is a vacancy
4. a situation where he / she learns from someone about a vacancy which has not yet been advertised

The most common situation is the first one, where you apply in response to a job advertisement. The role of the application letter is to draw a clear connection between the job you are seeking and your qualifications listed in your CV. Through the letter you should match the requirements of the job with your qualifications, emphasizing how you are suitable for that job.

A job application is as important as Curriculum Vitae and must be carefully drafted and neatly written out. In this letter you should:

Preparing for a Job

- Confirm that you wish to apply and mention the post and advertisement /state that it is an unsolicited application / mention that you have learnt there is a vacancy - whichever of these is applicable to the situation
- State why you are interested in the position or the organization and relate your interests with that of the company.
- Present your work experience, education, training and skills briefly, to enable the reader to see the connection between your qualifications and the requirements for the job. Highlight your relevant skills and experience which make you a suitable candidate. Refer to the CV that has more detailed information
- End positively offering to provide any further information and expressing the hope for an interview. In the last paragraph of the application letter, you can indicate how the prospective employer can get in touch with you.

These four points should be the four paragraphs of your job application. Remember that paragraphing is extremely important for a clear organization and structure of your application.

Check Your Progress 2

Job Application

Complete this application letter using the correct form of the following words:

interest	employ	complete	match	learn	deal
ability	appreciate	enclose			

246 Mahavir Apartments
Malviya Nagar
Bhopal 462014

8 August 2018

Mr Saurabh Khanna
Manager HRD
Bajaj Allianz Insurance Pvt Ltd
256 Nehru Nagar
New Delhi

Dear Sir

I am an under graduate in Commerce, _____ in the post of Junior Executive advertised in The Times of India, dated 1/08/18

At present I am _____ part time as a trainee with ICICI Lombard, Bhopal where I have _____ one year. Having worked in the insurance industry for a year, I believe I have _____ the basics and I now wish to take up a full time job in Insurance. Bajaj Allianz is a known name in this field and I am sure I will find the work at Bajaj both challenging and satisfying. You are looking for junior executives, who can help promote life insurance in the rural sector of MP and that is my specific area of interest. The job you are offering _____ my personal and professional interests.

As you will notice in my _____ C V, I have a good knowledge of English and Hindi, which gives me an advantage in _____ with rural customers. I am a highly motivated, hard working and responsible worker. My colleagues and friends often _____ my _____ to get along with all kinds of people. I am sure my socializing skills along with my ability to communicate effectively in English and Hindi would be extremely relevant and suitable to the needs of your organization.

I look forward to the opportunity of an interview.

Yours faithfully

Mr Neelabh Trivedi

Writing Task 2

Using the above sample as a guide, write out a job application in response to a vacancy that you can locate in the area of your interest and qualification. Compare your application with the given sample. Use the language input given in section 2.2.3 to write the application.

2.2.4

Speculative Job Applications

An effective way of gaining entry to work is by sending in your application even when no vacancies have been advertised. This is done on the presumption that when the prospective employers need someone they will consider your application. You may also do this when you learn from somebody that a company is looking to employ people. So do not always wait for a job advertisement. You have nothing to lose from such a job application.

Preparing for a Job

What you can do is:

- Identify employers who recruit people with your degree; who might be interested in your qualifications and / or your skills.
- For this you must be tuned in to such employers. The internet is a good place to start. Learn about the company, their organizational structure, trends in your field etc,
- Find out the name of the person you need to send your CV to and address your application accordingly.

Ensure that your letter states clearly what you are looking for - a job, work experience, project work - along with what skills and experience you have to offer. If you are primarily looking for a summer job or an internship during a gap between your studies, or just an opportunity to gain experience, it must be mentioned clearly in your application. Joining a company as an intern, part timer or for work experience can be a useful way to open doors, network and gain references.

- Follow up your letter with a telephone call to show that you are sincerely interested and see if you can arrange a meeting to discuss job possibilities, review your application, or make contacts.
- It always helps to make contact with people from the area where you wish to work. Ask people, including lecturers or past students, for contacts who may know of opportunities in a particular sector.

2.3 LANGUAGE FOCUS

2.3.1

Beginnings of covering letters:

I am writing to apply for.....

I am applying for.....

I am interested in the coordinator position advertised in

I am very much interested in the entry-level position advertised.....

I read with interest your advertisement for positions atCompany.

Speculative / unsolicited job applications

I have recently learnt that you are looking for.....

I have learnt that you have a vacancy in.....



I believe that you are looking for.....

Other useful Language

I would appreciate your consideration for this job opening.

Enclosed is a copy of my CV.....

I am enclosing a copy of my CV.....

Additional information about my experience and suitability can be found in my enclosed CV.

Closing statements

Thank you for taking time to review my CV.

I will be thankful for the opportunity of an interview.....

Thanks for your consideration. I look forward to hearing from you soon.

I look forward to the opportunity of an interview.

2.4 WRITING

Besides a CV and Job application, one is required to write a whole lot of other letters at different stages in the process of looking for a job. In the earlier section of this Unit you have learnt about CV Writing, including how to draft a brief profile of yourself, as well as Job Applications or covering letters.

2.4.1

Reference letters

Reference letters play a very important role in the process of recruitment.

Before you mention someone as a referee in your CV you might need to write to the person asking if you can mention him / her as a referee in your CV. The first letter in this section will make you familiar with this process. This is a guided task where the clues provided will help you along.

Write a letter to a professor asking him / her if you can mention him / her as a referee in your CV and whether he / she will be willing to provide a reference for you when needed.

Include the following points:

- a reminder of who you are (professors teach hundreds of students and should be able to remember who you are)
- request for permission to name him / her as a referee
- inform them about where you are applying – it could be an Institute of Higher Education or a business organization

Now compare your letter with the sample given in the key.



2.4.2

Follow up letter to a Job Application

If you have not had a response to your job application, you can consider writing a follow up letter to find out about the status of your application. Take a look at the given example.



The date and address of the applicant and Mr Gehlot have not been included in the sample. They must be included in your letter.

Dear Mr. Gehlot

I submitted a letter of application and a CV earlier this month for the position of Junior Insurance Executive advertised by your company in the *Times of India*. I have not yet had any response from your office.

I am very interested in working in your Company and I believe I have suitable skills and experience for the kind of work you expect from junior executives.

If necessary, I would be glad to resend my application or to provide any further information you might need. I can be reached anytime at 0986256435 or khalid.hussain@gmail.com. I look forward to hearing from you.

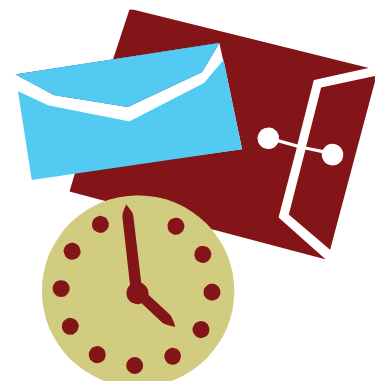
Thank you for your consideration.

Read the above letter carefully. Now imagine that you have not received any response from a company where you sent in your job application and CV. Write a follow up letter to the Employer and then compare your letter with the above sample.

2.4.3

Responses to an Appointment Letter

You have already been informed in Unit 1 of this block about the need to write a Thank you letter for



any interview that you face whether at a Job Fair or in a Company office.

When you receive an offer for appointment, commonly there could be two possible responses to such an offer. You either accept the offer or refuse it.

Here is an offer of appointment from a company where you appeared for a job interview.

GIS Insurance

258 Nehru Nagar
New Delhi 110019
Tel: 91 011 26018563
E mail: gisinsurance.del@sancharnet.in

8 August 2019

Dear Ms Satinder Kaur

Offer of Appointment

Thank you for attending the interview on 20 July 2019. I am pleased to offer you the post of Junior Executive in our Sales Division at a starting salary of Rs 15,000 per month. You will be required to join duty on 1 December 2019.

As discussed, office hours are from 9.30 am to 6 pm, Monday to Friday. You will be entitled to 2 weeks of annual paid holiday. The terms of employment have already been explained to you. We will be glad to give you any other information you may need with regards to your appointment.

Please confirm acceptance of this appointment in writing and that you can take up this duty from 1 December.

Yours Truly

Malcolm Lobo
G M, HRD

A. Imagine that you are Ms. Satinder Kaur. Write a letter of acceptance to Mr. Malcolm Lobo. Now compare your response with the sample answer in the key.

On the other hand you could be in a position where you have had a better offer from some other company. Or perhaps, you do not live in Delhi but in a small town in MP, and because of your mother's illness it is not possible for you to take up work out of town at this moment of time. In such a situation

you would need to write a letter of refusal. Be brief, polite and to the point. At the same time, it is a practice to state the reason for refusal, though sometimes you may not find it convenient to do so.

B. Draft a letter of refusal to the same offer letter given above and then compare your answer with the one given in the sample. The following points will help you to structure your letter:

- **Thank Mr. Lobo for the offer**
- **Use a buffer statement**
- **Give reason for refusal**
- **Close positively**



Now compare your letter with the sample given in the Key.

2.5 GRAMMAR

Action verbs can help you to describe your participation in college activities or work experience. Out of the given choices identify the suitable action word to complete the given sentences.

1. While at work I _____ new challenges .
a. encourage b. maintain c. enjoy
d. do
2. As a student I _____ several important college functions and events.
a. created b. controlled c. developed d. organized
3. In the general office the secretaries _____ all word processing and typing.
a. handle b. expedite c. assist d. organize
4. I can _____ with difficult customers without losing my patience.
a. talk b. handle c. look after d. deal
5. During my internship I _____ the skill of working as part of a team.
a. gained b. learnt c. made d. achieved
6. In my final year of college I _____ actively in extra-curricular activities.
a. implemented b. created c. participated d. started



7. I _____ the role of team leader in a group project in my final year of B Com.
a. acquired b. acted c. played d. managed
8. I was successful in _____ the interest of many villagers in the life insurance scheme of our company.
a. generating b. producing c. devising d. creating
9. My work in the insurance sector _____ interaction with many illiterate people in the villages.
a. consisted b. managed c. involved d. had
10. Sales persons should be able to _____ customers politely.
a. convince b. satisfy c. speak d. talk

2.6 ANSWERS

Check Your Progress 1

1. Personal 2. Profile 3. Education 4. Projects
5. Extracurricular activities 6. Work experience 7. Skills 8. Interests
9. References

Check Your Progress 2

Initiated executed directed re designed launched
Assumed Formulated Earned

Check Your Progress 2

Dear Sir

I am an under graduate in Commerce, interested in the post of Junior Executive advertised in The Times of India.

At present I am employed part time as a trainee with ICICI Lombard, Bhopal where I have completed one year. Having worked in the insurance industry for a year, I believe I have learnt the basics and I now wish to take up a full time job in Insurance. Bajaj Allianz is a known name in this field and I am sure I will find the work at Bajaj both challenging and satisfying. You are looking for junior executives who can help promote life insurance in the rural sector of MP and that is my specific area of interest. The job you are offering matches my personal and professional interests.

As you will notice in my enclosed C V, I have a good knowledge of English and Hindi, which gives me an advantage in dealing with rural customers. I am a highly motivated, hard working and responsible worker. My colleagues and friends often appreciate my ability to get along with all kinds of people. I am sure my socializing skills along with my ability to communicate

**Preparing for
a Job**

effectively in English and Hindi would be extremely relevant and suitable to the needs of your organization.

I look forward to the opportunity of an interview.

Yours faithfully

Mr Neelabh Trivedi

Check Your Progress

2.4.1 Write a letter to a professor asking him / her if you can mention him / her as a referee in your CV and whether he / she will be willing to provide a reference for you when needed.

Dear Madam

I am a former student of your faculty of Commerce. I was an Under Graduate student at the RNT College from 2008 to 2011. You may recall that I was in constant touch with you during my studies and also did my project under your guidance in my Final Year of B. Com.

I wish to name you as a referee in my Curriculum Vitae and would like to request for your permission to do so.

I am applying for jobs in Insurance in the private sector.

I look forward to your positive response to my request.

Yours Sincerely

Amita Sen

2.4.2

A. Letter of Acceptance

Dear Mr. Lobo,

Thank you for your letter of 8 August 2019 offering me the job of a Sales Executive at GIS Insurance.

I will be glad to report for duty on 1st September at 9.30 am.

I eagerly look forward to working in your company.

Yours Truly

Ms Satinder Kaur

B. Letter of Refusal

Dear Mr. Lobo

Thank you for your letter of 8 August 2019 offering me the job of a Sales Executive at GIS Insurance. It was a difficult decision to make, but I have already accepted a position with another company.

Thank you for taking the time to interview me and share information on the opportunity and the company

Once again, I'd like to express my gratitude for the offer.

Thank you for your consideration.

Yours Truly

Ms Satinder Kaur

Check Your Progress

Grammar 2.5

1. c 2. d 3. a 4. d 5. b
6. c 7. c 8. a 9. c 10. a

ignou
THE PEOPLE'S
UNIVERSITY

UNIT 3 PREPARING FOR INTERVIEWS

Structure

- 3.0 Objectives
- 3.1 Warm up
- 3.2 Reading
- 3.3 Listening
- 3.4 Writing
- 3.5 Speaking
- 3.6 Grammar & Vocabulary
- 3.7 Answers



3.0 OBJECTIVES

In this unit you will learn about:

- How to prepare for a job interview
- the systematic step wise approach to preparation
- the importance of first impressions
- body language during interviews
- the type of questions to expect
- the type of questions you should ask
- useful vocabulary for talking about yourself at an interview
- Grammar : verbs



3.1 WARM UP

The excitement and panic of the first interview!

It is common to feel both happy and nervous about your first interview, or for that matter, about any job interview

Thinking about which job you should apply for, looking for job advertisements and writing out your CV and application forms takes up a lot of your time. And then you also know that not every job application meets with success. So getting a telephone call, letter or email inviting you to an interview is

What will happen at the interview?

Who will interview me?

What will they ask me?

How should I dress?

wonderful news, though it can sometimes take you by surprise. All this while

you were in a period of uncertainty, and all of a sudden you need to go for a real job interview.

Here are some questions that may race through your mind at such a time:

These can make you feel anxious. The only way to deal with this situation is to prepare for your interview. There are many things you can do by way of preparation that can help you to develop your interview skills and do well at the interview.

3.2 READING

Preparing for the Interview

If you are anxious about your interview, remember that you have climbed one step higher towards your goal by being called for an interview. You have been short-listed from amongst all applicants. That should give you some comfort and confidence.



Check Your Progress 1

Here is a checklist of things you should do while preparing for a job interview. Do you agree with this list? How important are all these points? Think about them and then match your thoughts with what is given in the text that follows:

1. Collect all your relevant documents together.
2. Be sure about the location of the interview.
3. Organize your travel arrangements.
4. Decide what you are going to wear for the interview.
5. Study your CV and job application.
6. Find out as much as you can about the job and the company.
7. Prepare some questions that you would like to ask.
8. Prepare answers to some interview questions that you may be asked and practice the answers.
9. Work on a positive first impression.

Now read the text given below. Each paragraph carries an alphabet before it. Match the checklist with the appropriate paragraph. Check your answers with the key.

Preparing for a Job

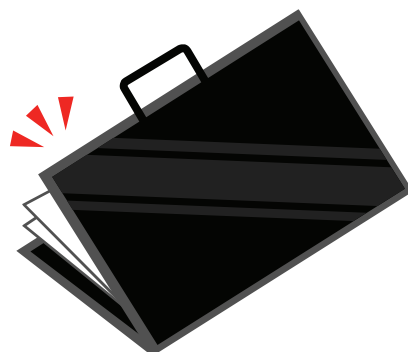
A. You have already provided some basic information about yourself in your CV and job application. At the job interview the panel wants to confirm the claims that you have made about yourself and find out some more information about you. The first thing you must ensure is that you have prepared yourself to explain and justify all claims that you have made in your CV and job application. Therefore, you must study both these documents carefully before the interview.



B. Check exactly when and where your interview is to be held. This may seem very obvious but some applicants arrive at the venue late. They either miss the interview or create a very poor first impression. Even if you arrive just in time you can be in trouble. You could be tired, thirsty, out of breath because you have climbed the stairs too fast or come running into the venue. The ideal thing to do is, find out about the venue well in advance. Preferably visit the location before the actual date of the interview, so that you know exactly where it is and how much time it takes to travel to the place. Also this will help you to decide about the best way to travel to the place and enable you to make the necessary arrangements.



C. Make sure all your paperwork is in order. You will be surprised at the amount of papers you would have collected in your run-up to the interview. This could include interview information provided by the company, your own CV and application, your interview research notes, travel information and tickets if you are going out of town for the interview. It is advisable to make a separate file or folder in which you put away all your interview related paperwork safely. Also ensure that you have your portfolio ready. This will



carry papers that show evidence of your education, experience and achievements so far. If you are organized you may feel in better control of the situation and can prevent the last minute hunt for papers and documents.

D. Some job advertisements are very elaborate and tell you a lot about the company and the job you are applying for. Make sure you study the job advertisement carefully again, before the interview. You must not embarrass yourself by being unable to answer any question that is asked based on the advert. More importantly you must not ask for any information which is already given in the advertisement. Besides,

on your own initiative you should find out as much as you can about the company where you are applying. It is very easy to get information about companies on the web through company websites, career websites etc. If you are well informed about the company you also prove that you are genuinely interested in it.

E. An important part of interview preparation is what you wear to the interview. This should not be neglected as people see you before they actually talk to you and how you look is important. You must look smart and professional. This creates a good impression and makes you feel confident. It is good to be formally dressed for an interview. Jeans and T shirts should be avoided for sure. At the same time do not wear anything too tight or uncomfortable.



F. Interviewers take into account many things when forming an opinion regarding your suitability for the job. This includes your qualifications, how well you answer the questions that you are asked and what they think of you as a person. However, first impressions are very important. Your dress, the way you carry yourself, the tone of your voice as well as your first handshake or namaste speak a lot about you. In other words, your body language is very important. A good first impression creates a favourable framework for the remainder of the interview.

G. One of the key concerns you are likely to have before a job interview is what kind of questions you will be asked. Hence it is worthwhile to spend time on understanding and thinking about interview questions. This can help you to deal comfortably with a wide variety of topics and question types. This does not mean you should learn off the answers by heart. This preparation is meant to ensure that you have the right information in your mind that you can draw from when you are asked a question. Rattling off memorized answers would work negatively for you and give the impression that you are speaking without any understanding of what you are saying. The speaking section of this unit will deal with question types and how to answer questions effectively.

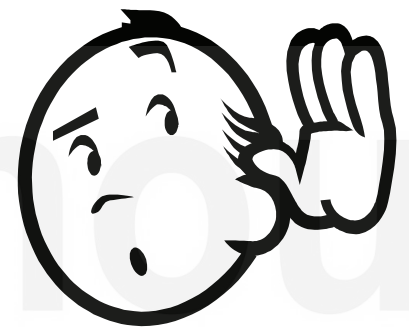


H. Apart from preparing to answer questions you also need to be ready with a few questions to ask the interview panel. An old Chinese proverb states ‘One who does not ask a question remains a fool forever’. This might be true for an interview. A few well prepared questions show the interviewer that you are a serious applicant for the job. Your questions can be based on something that you have read about their future plans. You could also have questions about the job itself or about opportunities for advancement in the future.



3.3 LISTENING

Listen to an expert talking about the importance of body language at an interview and then answer the questions given below. Listen to the audio as many times as you need to.



Complete the given sentences on the basis of what the speaker says about body language:

1. It is important to pay attention to body language because.....
2. The two major benefits of a good posture are:
 - i)
 - ii)
3. Eye contact helps you to
4. The handshake is your first connection with the interviewer.
5. Three important elements of body language are:
 - i).....
 - ii).....
 - iii).....
6. A comfortable sitting position described by the speaker is.....
7. Appropriate hand movements are important because they help you to.....
8. You can learn about suitable hand movements by watching

9. Name at least 3 negative gestures that the speaker talks about:

i).....

ii).....

iii).....

10. Stress and anxiety can make you indulge in negative movements like..... and

3.4 WRITING

Standing out from the Crowd

Another important aspect of preparation for your job interview is to stand out as an individual; to be able to convince an employer that you are the right person for the job. After all there are many applicants for a job and you need to be able to stand out in the crowd of applicants. In other words you need the confidence to sell yourself.

You can do this by:

- being clear about yourself
- letting the company know what you can offer to them
- communicating all of this effectively to the interview panel

How can you accomplish this? You can do so by identifying your key skills and achievements before the interview. You need to take active steps to present yourself in the best possible manner.

By way of preparation to achieve these goals pick up your pen and paper and:

1. Make a list of your strong points

To help you here is a list of qualities to get you started. You should be able to add some more of your own to them. Also remember that you will need to illustrate these with the help of examples from your personal experience.

- hard working
- reliable
- determined
- organized and systematic
- enthusiastic
- quick learner
- flexible



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- self-motivated
 - proactive
 -
2. Once you have made a list of your qualities think of situations when you demonstrated these qualities. These would be your achievements.
 3. Now make a list of the skills that you believe you possess. Here are some clues to help you:
 - I T
 - Team working
 - Leadership
 - Research
 - Written communication for example writing reports, letters
 - Oral communication – giving presentations
 - Time management
 - Problem solving
 - Any other
 4. Think of tasks or jobs you have done well where you used these skills.

All of this preparation will help you to stand out at a job interview and help convince your prospective employer that you are the right candidate for the job.

3.5 SPEAKING

Check Your Progress 3

It is important to make an estimate of the type of questions you may be asked at a job interview so that you can think of possible answers in advance. In fact you should practice your answers with your study partner or before friends or members of the family who can give you an honest feedback.

Here is a list of questions to help you:

Personal

1. Tell me about yourself.
2. How would you describe yourself?
3. Do you have any hobbies? What do you do in your spare time?



Education

1. Why did you choose to study this particular course / subject?
2. What were your favorite classes/activities at school?

Job

1. Why did you apply for this job?
2. Why do you want to work for us?

Strengths

1. What are your three greatest strengths?
2. What can you contribute to our organization?
3. What are your strong points and how have they helped you to succeed?

Success / Achievement

1. What does success mean to you?
2. What is your greatest achievement so far?

Career Goals

1. Where do you want to be 5 years from now in your career?
2. What are your long term career goals?

After you have attempted the answers take a look at the clues given in the key. In case of difficulty, first look at the clues and then attempt to answer the questions. Remember that these questions are about YOU and therefore what goes into the answer must be about you and not memorized from elsewhere. The clues and samples are only meant to help you to prepare suitable answers, not to give you correct answers.

3.6 GRAMMAR & VOCABULARY



Check your progress 4 (A)

The first impression you make on the interviewer can have a great impact on the rest of the interview. When you speak, your language must be correct and appropriate. Let's practice grammar by looking at some of the questions that you could be asked at the beginning of an interview.

Complete the answers by filling up the gaps from words given in the box:

feel	studying	talk	like
	am	buy	I'm
find	make	speak	
work	live	listen	
play	visit	tell	
solve	need		

Preparing for a Job

1. How do you do?

Ans: fine. Thank you.

2. Where do you live?

Ans: I in Mirzapur.

3. What are you doing these days?

Ans: I'm in B Com Final Year.

4. What are your hobbies?

Ans: I to play cricket in my spare time.

5. How often do you play cricket?

Ans: I cricket once in a week.

6. Do you have any work experience?

Ans: Yes. I part time as a salesperson in a department store.

7. Tell us something about your work?

Ans: I need to to the customers who the store to our products. I also them what they want to know or where to what they are looking for. Sometimes, I also to their complaints and try to their problems.

8. What are the skills you need to use at work?

Ans: I good conversation skills to customers happy and satisfied.

9. What would you say is your main strength?

I a good listener. I also very politely with customers.

Check Your Progress 4 (B)

Combine the words given in the table below to make word partnerships which can be used to describe yourself and your work:

1	hard	A	going
2	well	B	competent
3	easy	C	conscious
4	highly	D	working
5	pro	E	disciplined
6	self	F	motivated

7	socially	G	mannered
8	good	H	spoken
9	time	I	humoured
10	soft	J	active

3.7 ANSWERS TO CHECK YOUR PROGRESS

Check your progress 1

1. – C
2. – B
3. – B
4. – E
5. – A
6. – D
7. – H
8. – G
9. – F

Tape script

Listen to an expert talking about the importance of body language at an interview.

Your body language at an interview is about the non-verbal messages that you send out during the interview. These can sometimes be more powerful than what you speak. It is therefore important to be aware of how you appear to other people. Remember that an interviewer is likely to develop a first impression of you even before you speak.

You can create a good impression by standing up straight and tall. A good posture not only makes you look confident but also improves the quality and tone of your voice. You must also face the interviewer and make eye contact. These help you to establish a visual connection with the interviewer. A good firm handshake enables you to make the right physical connection and shows that you are confident. Doing this with a genuine smile lifts your face and creates a good first impression.

Body language can help you to communicate positive messages. This includes the way you sit, your facial expressions and your hand movements. So sit right back in the chair and not at the edge of it. Take a few moments to get comfortable. You could cross your legs at the ankle if you wish. Also clasp your hands loosely in your lap. You should lean forward occasionally to

answer a question. If you are very anxious, sitting comfortably can help you to relax. Try to keep your facial muscles relaxed and smile occasionally. The interview is a serious affair and hence a grin would be inappropriate. Also look at the interviewers occasionally. Eye contact is important whereas looking at the floor is negative. Hand movements can help you to emphasize a point, liven up what you speak and help you to appear more confident and relaxed. Watching TV presenters or teachers could give you clues on the use of hand movements! Remember never to point your finger to an interviewer.

Just as there are gestures that you must be aware of, there are also gestures that you must avoid. Do not use distracting body language or gestures that cause the listener to stop listening to what you are saying. These can be unconscious habits and you may be unaware of them. Some distracting gestures are: fiddling with your earring or ear, turning the ring on your finger, flicking your hair back, fiddling with a button or anything else lying in front of you or tapping a pen. There is also negative body language that arises out of stress or anxiety which includes crossing and uncrossing your legs or arms, foot tapping, drumming your fingers, cracking knuckles or shifting around in your chair. Do not grip the sides of the chair, clasp your hands behind your head or tip your chair back. These are all negative movements.

The key is to observe your own body language carefully and to practice positive gestures, while avoiding negative ones.

Check Your Progress 2

Complete the given sentences on the basis of what the speaker says about body language:

1. It is important to pay attention to body language because **it sends out powerful non-verbal messages.**
2. The two major benefits of a good posture are:
 - a. **it shows confidence**
 - b. **improves the quality and tone of your voice**
3. Eye contact helps you to **make a visual connection with the interviewer.**
4. The handshake is your first **physical** connection with the interviewer.
5. Three important elements of body language are:
 - i) **posture**
 - ii) **facial expressions**
 - iii) **hand movements**
6. A comfortable sitting position described by the speaker is to **sit back comfortably in your chair.**
7. Appropriate hand movements are important because they help you to **emphasize a point, liven up what you speak and make you appear more confident and relaxed.**

8. You can learn about suitable hand movements by watching **TV presenters or teachers.**
9. Name at least 3 negative gestures that the speaker talks about:
 - i) **fiddling with your earring or ear, , flicking your hair back,**
 - ii) **turning the ring on your finger**
 - iii) **fiddling with a button or anything else lying in front of you or tapping a pen**
10. Stress and anxiety can make you indulge in negative movements like **foot tapping and cracking knuckles.**

You may find additional alternatives given in the tape script for some of the questions asked. These would also be correct as answers.

Check Your Progress 3

Personal

1. Tell me about yourself.

This appears to be a really easy question – after all you know more about yourself than anyone else! However, this is a broad based and open ended question. You must decide just where to begin and what to say about yourself.

It is a good idea to stay focused and to highlight a few key points that you want the interviewer to know about you. Try to keep the information as relevant as possible to the job. A minute should be sufficient for this.

Here is an example:

I have just completed my B Com with Computer Applications and I am looking for my first regular job. I am interested in becoming an accounting technician. I have done a summer job with a local agency to get some experience in this area. I really enjoyed learning about different aspects of accountancy procedures made possible by the use of IT. I also realized that I have the right kind of skills for this type of work. I wish to take up further studies in IT aided Accountancy as a part time course in order to increase my knowledge about the field.

2. How would you describe yourself?

In response to this question you would talk about the kind of person you are. Talk about your interests and hobbies. This is an opportunity for you to highlight your qualities as well as skills and abilities. Don't forget to give examples.

Education

1. Why did you choose to study this particular course / subject?

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Here you must give reasons for the choice of your subject or course and be able to talk about the relevance of your studies to your job. You could base your answer on:

- what interested you about the course / subject – eg. key topics
- what you have learned – subject knowledge, projects, practical tasks
- any important skills you acquired – communication, computing, team working
- how all this relates to the job you are being interviewed for

Job

1. Why did you apply for this job?

The interviewer wants to know whether you understand what the job is really about. They may also want to know what makes you suitable for this particular kind of work. This is a chance for you to highlight those of your skills that match the company's requirement. Also mention your qualification and experience and its relevance to the job.

- state the aspects of the job that interest you
- your key skills
- any relevant knowledge / experience that you have

2. Why do you want to work for us?

To be able to answer this question appropriately you should have done some research beforehand. You can get a lot of information about companies on their websites. Give some specific reasons that show your knowledge of the company.

- you could give a brief overview of information gathered as well as the source – website, brochure
- some positive features of the company you liked – work culture, training opportunities, the kind of products it makes
- why you would be suited to the company - talk about your own qualities and skills for eg. hardworking, team worker, advanced computing skills, quick grasp of new technology

Strengths

1) What are your three greatest strengths?

Highlight strengths that relate to the job. Also give examples of occasions where you have displayed these strengths.

For example:

- good at getting along with people
- working under pressure
- managing time

Career Goals

1. Where do you want to be 5 years from now in your career?

Here the interviewer may want to get an idea of whether you plan to stay with the company for a reasonable length of time or not. They would also want to see whether your career goals fit in with the company. You could talk about

- the skills you want to develop on the job
- completion of an additional training / qualifications along with your job
- taking on more responsibility
- specializing in any specific area of your work so that you become an expert in that area in a few years' time

2. What are your long term career goals?

You should be able to differentiate between your short term goals – what you want to achieve in the near future and your long term goals – what you wish to achieve in the distant future. For example, you may want to work for a company at the moment and then later set up your own company, agency or consultancy.

Check your progress 4 (A)

1. I'm
2. live
3. studying
4. like
5. play
6. work
7. talk, visit, buy, tell, find, listen, solve
8. need, make, feel
9. am, speak

Check your progress 4 (B)

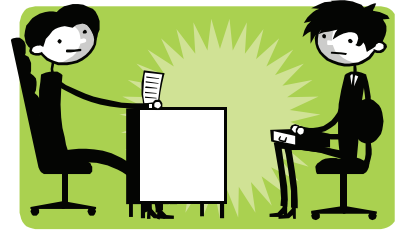
Combine the words given in the table below to make word partnerships which can be used to describe you and your work

1	hard	D	working
2	well	G	mannered
3	easy	A	going
4	highly	F	motivated
5	pro	J	active
6	self	E	disciplined / motivated
7	socially	B	competent
8	good	I	humoured
9	time	C	conscious
10	soft	H	spoken

UNIT 4 FACING INTERVIEWS INCLUDING PHONE AND WALK - IN INTERVIEWS

Structure

- 4.0 Objectives
- 4.1 Warm up
- 4.2 Reading
- 4.3 Listening
- 4.4 Speaking
- 4.5 Writing
- 4.6 Grammar
- 4.7 Answers



4.0 OBJECTIVES

In this unit you will learn about:

- Regular job interviews
- Telephone interviews
- Walk in interviews
- how to prepare for job interviews
- what to do during the job interview
- types of job interviews
- the kind of questions asked at interviews
- the kind of questions candidates can ask prospective employers
- Recruitment related vocabulary & grammar



4.1 WARM UP

"Young man, do you think you can handle a variety of work?"

"I ought to be able to. I've had ten different jobs in four months."

Read this joke about a job interview.



Do you think you could be in such a position some day? In this Unit you will learn about different types of interviews and how to participate in them.

4.2 READING

4.2.1

Facing the Interview

Interviews: Here are the four Key Stages of an interview

1. Arrival

- Arrive at company / interview reception area – a little before the given time
- Sign in – you may be asked to wear an identity badge
- Wait in the reception area or outside the interview room

2. Introductions

- You may be accompanied to the interview room by interviewer / member of staff
- Walk in and shake hands / greet interviewer/s
- Introduce yourself when you are asked to do so.

3. Main interview

- Interviewers usually outline the interview format for you.
- Some introductory questions
- Main questions
- You ask questions

4. Departure

- Goodbyes
- Return to reception area and sign out

Check your progress 1

Now that you know the stages, it would be useful to prepare a checklist of things you should do at each stage. The checklists given below have some important words missing! In some cases the first letter of the word is given to you as a cue. Can you insert/ complete the missing words. Check your answers with the Key. Once you have completed the sentences, go through them carefully again.

Arrival

- Switch _____ your mobile

Preparing for a Job

- Use the toilet – it could be a **I**_____ interview!
- Take a _____ at yourself in the mirror
- Have a glass of _____
- Take some deep **b**_____ to relax
- Go **t**_____ any company brochures or literature you have with you or which is lying around.

Introductions

- **I**_____ yourself using your full name – first name as well as surname
- **S**_____ hands
- Wait for the interviewer to _____ you to sit down
- Make sure you sit as **c**_____ as possible
- Do not keep a bag or briefcase in your **I**_____ – put it down by the **s**_____ of your chair

Main interview

- Try to answer all the _____ that you are asked
- If you do not know an **a**_____, do not bluff – say **p**_____ that you do not know
- Maintain eye _____
- **L**_____ carefully and attentively
- If you do not understand a question, ask for **c**_____ **n** – this is better than giving a **w**_____ answer
- Be direct and to the _____ in your answers
- Do not mumble or speak too **s**_____

You must appear to be:

- Business-like and **p**_____
- **K**_____ about the job and company
- **C**_____ but not overconfident!
- **A**_____ and friendly
- **E**_____ **c**?

Departure

- **T**_____ the interviewer/s for their time and shake hands

- **R**_____ to take all your belongings back with you
- Also thank the people in the **r**_____ area or anyone else who sees you out

Here are a few more tips for you:

During the Interview

1. Give a positive first impression which could include a warm handshake and a pleasant smile.
2. Show enthusiasm and interest. Your body language can help you do this. Watch your nonverbal clues, such as eye contact, posture, gestures and fidgeting.
3. Be careful about your interactive communication. Listen attentively and concentrate. Do not ever interrupt the interviewer before he / she has completed the question.
4. Respond to questions and back up your statements about yourself with specific examples whenever possible.
5. Ask for clarification if you don't understand a question.
6. Be honest and natural.
7. Ask questions, since the interview is as much an opportunity for you to learn about the company as for the company to learn about you.
8. Be courteous to the administrative staff, since how you treat them can have an impact (positive or negative).
9. Make sure you understand the employer's next step in the hiring process; know when and from whom you should expect to hear next. Know what action you are expected to take next, if any.
10. When the interviewer concludes the interview, offer a firm handshake and make eye contact. Depart gracefully.
11. After the interview, make notes right away so you don't forget critical details.
12. Write a thank-you letter to your interviewer promptly.



Try to recall the 12 points that you have just read. Write them down in the box below. The theme of the point is given to help you. After you have elaborated them match what you have written with the text.

Preparing for a Job

1. Positive first impression

2. Enthusiasm and interest

3. Interactive communication

4. Back up your statements

5. Clarification

6. Be natural

7. Ask questions

8. Be courteous

9. Understand the hiring process

10. Depart gracefully

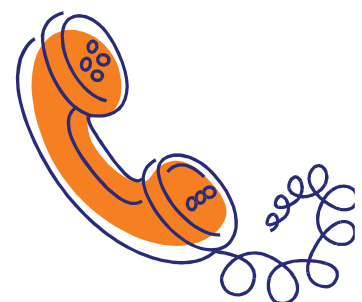
11. After the interview

12. Thank-you letter

4.2.2

Telephone Interviews

These days' telephone interviews are often used to screen a large group of applicants. On the basis of this the company can choose whom to invite for the face to face interview. In such interviews, applicants are often



asked some preliminary questions. The interviewer might be interested in finding out whether you meet the right criteria which could include educational qualifications, skills and appropriate work experience. These interviews are often conducted by recruitment agencies on behalf of a company.

A suitable time is arranged beforehand so that the applicant is ready for the interview. You need to prepare for a phone interview just as you would for a regular interview. You must make sure:

- you give the correct telephone number
- the telephone is fully charged in terms of batteries and money – in case of mobile phones
- you answer the telephone yourself – especially if it is a landline where other people could be around
- you speak clearly and loud enough but not too loud!

It is also very important to think about where you will take the call. You do not want to have the interview in a noisy place or in front of other people. This means you must choose a quiet place. You should also have a desk or table around so that you can keep your papers handy in case you need to consult them during the interview. A writing pad or paper for taking down notes is also advisable.



Since you cannot see the person you are talking to, your tone and voice become extremely important during a telephone interview. Be clear and courteous and sound confident. Remember that the first impression in a telephone interview is as important as a face to face interview.

When you pick up the phone, greet suitably and give your full name. Try to avoid a long silence after you are asked a question. Also don't forget to ask some questions yourself. At the end of the interview thank the interviewer for their time.

So, on the day of a telephone interview:

- be ready in time just as you would for a regular interview
- spend some time quietly before the interview to gather your thoughts
- switch off any other telephones that you may have around you
- sit comfortably
- have your job application, CV, any other relevant documents as well as pen and paper ready
- keep a glass of water nearby
- answer the telephone yourself
- smile – it will help the tone of your voice

Practice Interviewing

Talking on the phone isn't as easy as it seems. It might be a good idea to have a friend or family member help you to get so

me interview practice. You can also record yourself on a tape recorder so you can see how you sound over the phone. You'll be able to hear your "ums" and "uhs" and "okays" and you can practice reducing them from your conversational speech. Also this will help you to rehearse your answers to those typical questions you'll be asked.

A Few Don'ts

- Avoid sounding casual – during the interview sound professional, as if you were meeting the interviewer face to face
- Don't smoke, chew gum, eat, or drink.
- Don't speak too fast.
- Don't use a person's first name unless you are asked to do so.
- Don't interrupt the interviewer.
- Don't speak in very long sentences. The listener might forget the beginning by the time you reach the end of a sentence.



After the Interview:

- Take notes about what you were asked and how you answered.
- Remember to say "thank you." Follow with a thank you note which reiterates your interest in the job.

4.2.3

Now make a checklist of at least 10 do's and don'ts for telephone interviews. Check your answers with the text above.

	Do's		Don'ts
1		1	
2		2	
3		3	
4		4	
5		5	
6		6	
7		7	
8		8	
9		9	
10		10	

Check your progress 2 A

Read the write up on Telephone interviews given in 4.2.2 carefully. You will notice that there is a lot of similarity in the preparations that you would make for a telephone interview and an in-person interview. However, there are also

some differences. What are the advantages that you enjoy in a telephone interview, which you would not have for a face to face interview? Write down at least 3 points. Match them with the Key.

Check your progress 2 B

Make a list of what you would need to do for a telephone interview which is not needed for a face to face interview. Check out your list with the Key.

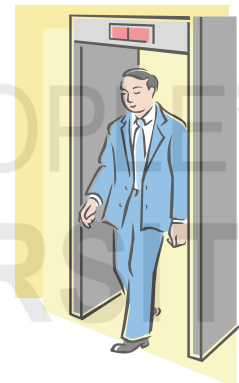
4.3 LISTENING

Check your progress 3



Listen to a speaker talking about walk in interviews and answer the given questions.

1. Give examples of 2 situations where walk in interviews may be held by companies.
2. What 4 pieces of information would an advertisement for a walk in interview carry according to the speaker?
3. Why do you think such appointments may be temporary in nature?
4. What kind of candidates would be at an advantage for such interviews?
5. Why should you not ask whether you are selected or ask to be selected/
6. Name 3 qualities and abilities mentioned by the speaker which could ensure success at such interviews.
7. What do you understand by 'then and there'?



4.4 SPEAKING

4.4.1

You have already been given samples of questions you may be asked at a job interview along with sample answers and clues. Here are some more questions for you to practice. Think about possible answers. Record your answers and listen to the recording and assess your responses. You could also practice them with your study partner.



Team work

1. What qualities do you have that make you an effective team person?
2. Do you work better by yourself or as part of a team?

3. What type of people do you work best with?

Strengths

1. What can you contribute to our organization?
2. What are your strong points and how have they helped you to succeed?

Success / Achievement

1. What have you achieved so far and how?
2. What has been your most satisfying experience in your studies / work so far?

All of these are questions about you. Think about how you would answer them. Make notes first and use these to practice your answers.

Communication

1. How important is listening as a communication skill?
2. What are the qualities of a good listener?

Clues:

1. We spend more time listening than speaking especially as young employees. It is important to understand what is spoken in order to get the message right. If you do not listen and understand you could end up doing the wrong thing. Attentive listening is very important during interviews, meetings, discussions as well as in social conversation.
2. Pay attention to the person who is talking to you. Do not look here and there.

Do not interrupt the speaker. Let him / her finish before you speak.

Your body language should show that you are listening with attention.

Ask questions to clarify something if you have not understood. You can also reword what you have heard to check whether you have understood something correctly.

4.5 WRITING

Check Your Progress 4

Asking Questions during a Job Interview

At most interviews, you will be invited to ask questions of your interviewer. This is a chance for you to learn something about the employer, and for the interviewer to further evaluate you as a job candidate. It requires some advance preparation on your part.

Here are some guidelines for asking questions:

Think of five good questions, understanding that you may not have time to ask them all. Ask questions concerning the job, the company, and the industry or profession. Your questions should show your interest in these subjects and that you have read and thought about them.

Now compare your questions with the ones given in the Key.

4.6 GRAMMAR & VOCABULARY

Check Your Progress 5 A

Correct the mistakes in these sentences:

1. I speak English good.
2. I am agree to travel for business purposes.
3. I am having my own laptop.
4. I makes presentations often.
5. I oftenly travel by public transport.
6. Could I have one information please?
7. Are you giving any medical allowance?
8. I am finding out about the information from your company website.
9. Are we having to travel in this job?
10. I knows how to use Microsoft Office.

Check Your Progress 5 B

Fill in suitable words to complete these partnerships. The first letter of the word is given to help you.

1. o..... events
2. a..... training programmes
3. p..... in seminars
4. h..... a team
5. w..... part-time
6. c..... a survey
7. h..... complaints
8. l..... a..... business visitors
9. a..... meetings
10. g..... presentations

4.7 ANSWERS KEY

Check your progress 1

The answers are given in bold.

Arrival Checklist:

- Switch **off** your mobile
- Use the toilet – it could be a **long** interview!
- Take a **look** at yourself in the mirror
- Have a glass of **water**
- Take some deep **breaths** to relax
- Go **through** any company brochures or literature you have with you or which is lying around

Introductions

- **Introduce** yourself using your full name – first name as well as surname
- **Shake** hands
- Wait for the interviewer to **invite** you to sit down
- Make sure you sit as **comfortably** as possible
- Do not keep a bag or briefcase in your **lap** – put it down by the **side** of your chair

Main interview

- Try to answer all the **questions** that you are asked
- If you do not know an **answer**, do not bluff – say **politely** that you do not know
- Maintain eye **contact**
- **Listen** carefully and attentively
- If you do not understand a question, ask for **clarification** – this is better than giving a **wrong** answer
- Be direct and to the **point** in your answers
- Do not mumble or speak too **softly**

You must appear to be:

- Business-like and **professional**
- **Knowledgeable** about the job and company
- **Confident** but not overconfident!

Preparing for a Job

- **Approachable** and friendly
- **Enthusiastic**

Departure

- **Thank** the interviewer/s for their time and shake hands
- **Remember** to take all your belongings back with you

Also thank the people in the **reception** area or anyone else who sees you out

Check Your Progress 2 A

For a telephone interview you can:

- keep your documents before you and use them when necessary – for example CV and a list of your strengths, abilities etc. can be kept in front – however, you must not read from them but talk about them.
- Write as many notes as you want.
- Be more relaxed since you are not being watched!

Check your progress 2 B

- Keep the telephone fully charged in terms of batteries and money – in case of mobile phones
- you answer the telephone yourself – especially if it is a landline
- choose a place that is not noisy
- prepare the room suitably
- make sure no one disturbs you once the interview begins
- Keep your documents before you

Body language plays a very important role in any interview.

4.3.1

Tapescript

Walk in Interviews are becoming very popular these days. They help companies and organizations to appoint people to meet their immediate need. Business companies sometimes need staff at short notice for projects which are generally for limited periods of time, or to meet unexpected demand for their products or services. For such needs they may not want to wait for their formal and elaborate procedure adopted for regular appointments. Hence they call candidates for walk in interviews.

Walk in interviews are advertised by companies in newspapers and trade journals or sometimes online. These advertisements carry information regarding the interview schedule and positions to be filled, along with venue details and offers.

If you succeed in such an interview, chances are that you will be offered a position then and there and may be asked to join the company immediately. However, at times these may turn out to be temporary or short-term appointments. Although, if you are good at your job you may be retained by the company. For freshers and candidates who are not employed currently, these opportunities help them to get employed immediately.

Those job seekers who are ready with their CVs and documents as well as interview preparation stand a good chance of being selected at walk in interviews. Most questions that you are asked at such interviews are similar to regular interviews. At such interviews it is not advisable to ask questions like “Am I selected?” nor should you say things like “Please select me”, as these show lack of confidence.

In order to be successful in such interviews candidates need to be prepared at all times. Remember that even interviewers are aware of the fact that these are based on on-the-spot interaction and so they assess the candidates accordingly. However, candidates whose basic skills are well developed and have good overall world knowledge and general awareness as well as suitable skill sets have a good chance of success in such interviews. Another important factor is your ability to communicate and to present yourself. If these are well developed, they give you the right amount of confidence and comfort to deal with the needs of walk in interviews.

Check your progress 3

1. Give examples of 2 situations where walk in interviews may be held by companies.

- a) To meet immediate needs
- b) To engage someone for a limited period

2. What 4 pieces of information would an advertisement for a walk in interview carry according to the speaker?

- 1) Interview schedule
- 2) position to be filled
- 3) venue details of where the interview will be held
- 4) what the job offers

3. Why do you think such appointments may be temporary in nature?

This is so because many of these appointments are made to fill in temporary requirements.

4. What kind of candidates would be at an advantage for such interviews?

Fresher's and people who are presently unemployed could benefit from such interviews.

5. Why should you not ask whether you are selected or ask to be selected?

This shows lack of confidence in yourself.

6. Name 3 qualities and abilities mentioned by the speaker which could ensure success at such interviews.

The three qualities mentioned are:

- 1) Developed basic skills
- 2) good overall world knowledge and general awareness
- 3) suitable skill sets for the job advertised.

7. What do you understand by ‘then and there’?

immediately

Check your progress 4

1. I'd like to know something about my day-to-day responsibilities in this job?
2. Does the company send its employees for seminars, workshops, and training so that they can keep up their skills or learn new ones?
3. What kind of work can I expect to be doing the first year?
4. How much opportunity will I have for decision-making in my first assignment?
5. What is your company's policy on transfers to other cities?

Check Your Progress 5 A

Correct the mistakes in these sentences:

1. I speak good English.
2. I agree to travel for business purposes.
3. I have my own laptop.
4. I often make presentations.
5. I often travel by public transport.
6. Could I have some information please?
7. Do you give any medical allowance?
8. I found out about the information from your company website.
9. Do we have to travel in this job?
10. I know how to use Microsoft Office.

Check Your Progress 5 B

Fill in suitable words to complete these partnerships. The first letter of the word is given to help you.

1. organized events
2. attended training programmes
3. participated in seminars
4. headed a team
5. worked part-time
6. conducted a survey
7. handled complaints
8. looked after business visitors
9. arranged meetings
10. gave presentations



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