

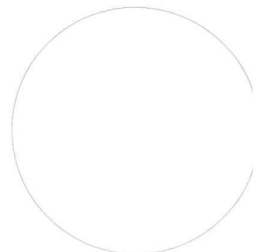
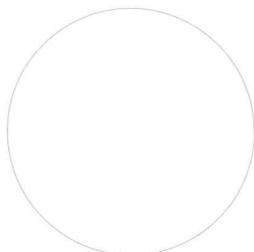
## 9 Grammar test

1 Write the time expressions below in the correct circle.

three months	2005
ten minutes	ages
6 o'clock	two days
lunchtime	five years ago
September	14 March
a long time	this morning
three hours	Thursday
last year	a week

for

since



2 Complete the sentences with the correct form of the verb and *for* or *since*.

- 1 She *has lived* (live) in Berlin *since* 2004.
- 2 They \_\_\_\_\_ (not, design) children's clothes \_\_\_\_\_ three years.
- 3 Hugo \_\_\_\_\_ (work) for three fashion houses \_\_\_\_\_ last year.
- 4 Gianni and Emilia \_\_\_\_\_ (run) their own business \_\_\_\_\_ six months now.
- 5 He \_\_\_\_\_ (want) to be involved in fashion \_\_\_\_\_ he was twelve.
- 6 It was an amazingly successful show. I \_\_\_\_\_ (receive) six orders \_\_\_\_\_ I got into the office.
- 7 Dee \_\_\_\_\_ (be) interested in an internship \_\_\_\_\_ several months.
- 8 We \_\_\_\_\_ (attend) all the main fashion shows \_\_\_\_\_ we set up our own company.

3 Read Karen's notes and write sentences in your notebook about what she hasn't done yet.

<i>Things to do on Tuesday</i>	
<i>brief new intern</i>	<i>call Andrea</i>
<i>call accessories manufacturer</i>	<i>talk to model agency</i>
<i>book flight to New York</i>	<i>check new designs</i>
<i>have lunch with Tara Busch</i>	<i>reply to Ingrid's email</i>
<i>send out invitations to fashion show</i>	

4 Answer the questions with *for* or *since*.

- 1 How long have you been in this language class?  
*I've been in this language class for three months.*
- 2 How long have you lived in your present home?  
\_\_\_\_\_
- 3 How long have you had your computer?  
\_\_\_\_\_
- 4 How long have you studied English?  
\_\_\_\_\_
- 5 How long have you been interested in a career in commerce?  
\_\_\_\_\_
- 6 How long have you known your English teacher?  
\_\_\_\_\_

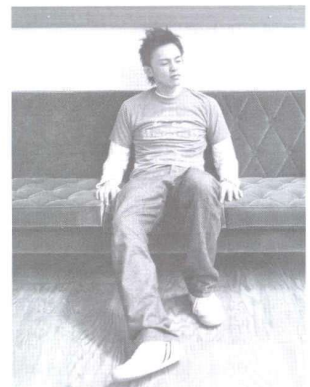
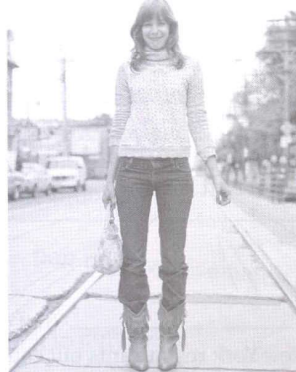
# 9 Dressing for work

- 1 People in business tend to wear certain kinds of clothes. Can you describe 'typical' business outfits for a man and a woman?
- 2 Group the items into the following categories. Some items may fit in more than one column. If any items are specifically for men or women, write M or F.

*jacket tie watch sweatshirt tiepin coat laptop raincoat shoes boots  
 suit handbag ring sweater bracelet shirt blouse jeans backpack  
 dress briefcase necklace folder trolley case T-shirt cufflinks umbrella  
 top mobile phone earrings denim jacket scarf smart skirt socks belt  
 shirt trainers*

Business clothes	Casual clothes	Out and about	Accessories

- 3 Describe what the people are wearing in the photos.



- 4 Work in groups and discuss the questions.
  - Which of these outfits would be suitable for an interview?
  - Are the outfits suitable for all office situations, e.g. meeting a foreign visitor, meetings, routine office work, etc.?
  - Which clothes would you feel most comfortable in?

## 10 Grammar test

### 1 Complete the sentences using the Present Passive.

- Our headquarters *are based* (base) in Barcelona.
- This website \_\_\_\_\_ (update) every week.
- Unfortunately, these disks \_\_\_\_\_ (not, produce) any more.
- The WWW Consortium \_\_\_\_\_ (fund) by a number of corporate members.
- VAT \_\_\_\_\_ (not, include) in the price.

### 2 Write sentences using the Past Passive.

- The contract / signed / yesterday afternoon  
*The contract was signed yesterday afternoon.*
- The letters / not / deliver / this morning  
\_\_\_\_\_
- Thousands of orders / generate / the advertising campaign  
\_\_\_\_\_
- The itinerary / organize / the administrator  
\_\_\_\_\_
- All my files / corrupt / the virus  
\_\_\_\_\_
- Last year's conference / not / hold / in Amsterdam  
\_\_\_\_\_

### 3 Write Passive questions for the following answers.

- How *is the document sent*?  
The document is sent as an email attachment.
- When \_\_\_\_\_?  
The sales figures were published in January.
- Where \_\_\_\_\_?  
The printers are manufactured in Japan.
- What \_\_\_\_\_?  
The company is called Arabesque.
- How often \_\_\_\_\_?  
We're given appraisals once a year.

### 4 Complete the text with the verbs in brackets using the Present or Past Passive.

#### ***The first charge card***

The American businessman Frank McNamara was entertaining clients at a restaurant when he realized that he didn't have his wallet. He

<sup>1</sup> \_\_\_\_\_ (allow) by the owners to leave his business card as an IOU. Soon after, he <sup>2</sup> \_\_\_\_\_ (inspire) to invent the charge card. The Diners Club Card <sup>3</sup> \_\_\_\_\_ (launch) in 1950 with only 200 members. They

<sup>4</sup> \_\_\_\_\_ (not oblige) to pay cash at 27 New York restaurants but could use their charge card instead. The restaurant bill <sup>5</sup> \_\_\_\_\_ (pay) by the Diners Club, then the cardholder paid the Diners Club at a later date. These days, Diners Club Cards <sup>6</sup> \_\_\_\_\_ (hold) by about eight million people and <sup>7</sup> \_\_\_\_\_ (accept) in over 200 countries.

# 10 Going online

1 Read the article and discuss the questions.

- 1 Which is the most important advantage? Which is the least important? Number them from 1 to 6.
- 2 Can you think of any other advantages?

## *Why businesses go online*

There are many advantages for businesses in going online.

- opportunities for expansion** – businesses can reach lots of new customers
- a global presence** – customers can get information about businesses anywhere in the world
- looking at the competition** – it is possible for businesses to analyse their competitors
- equality on the web** – small businesses can look as impressive on the web as big businesses
- 24/7 visibility** – customers can visit a website at any time of the day
- customer contact** – businesses can respond to customers' enquiries very quickly

2 Read the article and answer the questions.

- 1 How do you think you can make a website 'sticky'? Note ideas from the article and add your own.

EXAMPLES *update the site regularly run competitions*

- 2 Tick the problems you have experienced on websites.
- 3 Talk about it in groups. Which ones are the most annoying?

## *'Sticky' websites*

'Sticky' sounds like a negative adjective. However, when we talk about 'sticky' websites, it means they are good! Research suggests that people decide whether they like a website with just two clicks of the mouse. So businesses try to make their sites as attractive as possible to encourage visitors to stay. There are lots of things they can do, from creating new content to adding a chat room to creating a newsletter.

Unfortunately, many websites are 'non-stick', and visitors aren't interested in staying – which is bad for business. There is no point spending money on designing a website if visitors just aren't interested in it.

Here are some of the familiar problems:

- lack of contact information
- pop-up advertisements
- the links don't work
- the site isn't regularly updated
- uninteresting design
- difficult to contact the site
- the pages contain too much information
- out-of-date information
- the site is difficult to navigate
- the site contains mistakes
- not enough content
- the site doesn't work on all platforms
- no search facility
- the site takes a long time to load

# 11 Grammar test

## 1 Match the beginnings and ends of these sentences.

- |   |                |
|---|----------------|
| 1 He hasn't been here long,                   | a can she?     |
| 2 We'll finish by six o'clock,                | b didn't they? |
| 3 You got a bonus,                            | c is he?       |
| 4 They're having a meeting,                   | d aren't you?  |
| 5 Linda can't do any overtime this week,      | e hasn't he?   |
| 6 Roger isn't well organized,                 | f do they?     |
| 7 They don't regularly work long hours,       | g won't we?    |
| 8 You're going on a training course tomorrow, | h has he?      |
| 9 He's made lots of suggestions,              | i didn't you?  |
| 10 Guy and Alain arranged the trip,           | j aren't they? |

## 2 Complete the sentences with tag questions.

- I haven't got all the information here, *have I?*
- You want to have a job with more responsibility, \_\_\_\_\_?
- She thought there was a nice working environment, \_\_\_\_\_?
- They won't be able to get here in time, \_\_\_\_\_?
- Andrew's going to attend the conference, \_\_\_\_\_?
- Their proposal isn't very good, \_\_\_\_\_?
- The company offers career breaks of up to two years, \_\_\_\_\_?
- We've all studied the report, \_\_\_\_\_?

## 3 Complete the sentences. You want your listener to agree with you.

- You look at the sales figures. You don't think they are very good.  
The sales figures *aren't very good, are they?*
- Juan hasn't come to the meeting. You think he has forgotten about it.  
Juan \_\_\_\_\_?
- You think your listener bought a BlackBerry yesterday.  
You \_\_\_\_\_?
- You think Alessia enjoys working in a team.  
Alessia \_\_\_\_\_?
- You don't think your company's website is very user-friendly.  
It \_\_\_\_\_?
- You think that Lars is thinking of taking early retirement.  
Lars \_\_\_\_\_?

## 4 Complete the questions, then ask them to your partner.

- \_\_\_\_\_, don't you?
- \_\_\_\_\_, haven't you?
- \_\_\_\_\_, can you?
- \_\_\_\_\_, isn't he?
- \_\_\_\_\_, won't they?
- \_\_\_\_\_, are we?

# 11 Flexi-work

1 What are the advantages of working flexible hours for companies and their employees? What are the disadvantages? Note your ideas.

Advantages	Disadvantages

2 Which of your ideas apply to the company (C), employee (E), or both (CE)?

3 Read the magazine article. Underline any of your ideas that the magazine mentions, and add others to your list.

## Be flexible

There is a lot of discussion these days about the benefits of flexible working times. Many employers have already introduced it, and in these companies, both employees and their managers agree that there are many advantages. These include greater job satisfaction, people taking fewer days off, and employees managing their workload better. In fact, according to a recent report, employees believe that flexible working time is the key to improving the work-life balance. They say that by making their staff happier in the workplace, managers are able to keep the best talent in their company. So if

flexi-work is so good, why aren't more companies introducing it? Recent polls in all member countries of the European Union suggest that nearly two thirds of companies are not offering flexible working arrangements to their staff. Some employers believe that flexi-work could lead to high costs and losses in productivity. And the doubts aren't only on the employers' side. Some employees don't take up flexi-work because they think it could lead to 'career death'. They think that if they seem to be more interested in their home life than work, it could harm their prospects of promotion.



4 What do you think? Discuss the questions.

- Why are many businesses reluctant to introduce flexi-work?
- Why is there less absenteeism with flexi-work?
- Why could applying for flexible working hours lead to 'career death'?
- Would you want flexible working hours? Why? / Why not?

# 12 Grammar test

**1** Match the beginnings and ends of these sentences.

- |                                       |   |
|---------------------------------------|---|
| 1 If they increase their prices,      | a if you examine their rubbish.           |
| 2 If you don't know what to do,       | b they will be pleasantly surprised.      |
| 3 Customers will buy more             | c they will lose many of their customers. |
| 4 The shop won't survive              | d we will have to consider redundancies.  |
| 5 When they see the results,          | e will she be able to help?               |
| 6 If our performance doesn't improve, | f if the shop has a friendly atmosphere.  |
| 7 You will discover how people live   | g unless it improves its layout.          |
| 8 If we contact Louisa,               | h I'll help you.                          |

**2** Re-order the words to write sentences.

- call you I when I arrive will  
I will call you when I arrive.
- studies pass won't exams she she more her unless  
She \_\_\_\_\_
- her reply write to I if you she will sure am  
If \_\_\_\_\_
- unless image our harder we won't improve try  
Our \_\_\_\_\_
- you if market your use business research improve will  
If \_\_\_\_\_
- figures aren't the they do if what good will?  
What \_\_\_\_\_
- look promoted I if I will for not another job am  
I \_\_\_\_\_
- if help know don't staff what to will you our buy  
If \_\_\_\_\_

**3** Complete the dialogues with the correct form of the verbs. Use short forms.

- A Could I speak to Ms Canfield, please?  
B I'm afraid she isn't in the office, but if you \_\_\_\_\_ (want) to leave a message, I \_\_\_\_\_ (see) that she gets it.
- A What \_\_\_\_\_ (you, do) if you \_\_\_\_\_ (not, get) a pay rise?  
B I guess I'll have to look for another job.
- A Where shall we meet tomorrow?  
B If you \_\_\_\_\_ (be able to, get) here by 10.30, I \_\_\_\_\_ (meet) you at the station.
- A Is this a stressful job?  
B Well, unless you \_\_\_\_\_ (enjoy) working under pressure, you \_\_\_\_\_ (not, like) this position.
- A Did our sales increase last month?  
B No, they didn't. And they \_\_\_\_\_ (only, increase) when we \_\_\_\_\_ (improve) the quality of our products.

## 12 Understanding the market

- 1 Read the article then label the market research techniques Primary (P) or Secondary (S).

### Understanding the market

Companies need reliable, up-to-date information in order to plan and manage their business. Market trends are changing all the time, so companies need to know what consumers are thinking – and they need to know that fast! Their marketing information comes from primary or secondary sources. In primary market research, companies collect their information directly from customers. With secondary market research, they use information which already exists in printed form, on the Internet, or in computer files.

**National newspapers** These carry business sections which can provide useful information and news about market trends.

**Personal interviews** These are face-to-face interviews conducted in the street, outside people's homes, or in the workplace. Interviewers usually use questionnaires. It is a popular but expensive method.

**Online questionnaires** These are increasingly popular. Questionnaires are either emailed directly to consumers or pop up on websites after customer purchases or enquiries.

**Observation** Trained observers watch and analyse consumers' behaviour in various locations.

**Printed questionnaires** These are printed in magazines or distributed to homes through the mail. This technique is cheaper than telephoning.

**Online sources** These include specialist research sites and news sites. Some of these are expensive and not all companies can afford them.

**Trade press** These journals provide information for a particular area of business.

**Hall tests** People are brought in from the street to test and discuss a product.

**Focus groups** People give their opinions in small groups. This is good for more detailed research.

**Local newspapers** These contain information which may be useful for local decision-making.

**Official reports** These may be published by international bodies such as the European Union and national government departments.

**Telephone interviews** This is a quick and relatively cheap technique. Interviewers use questionnaires. Interviewees often don't want to answer.

**Company reports** These include your own company's customer information and reports produced by other businesses.

- 2 What are the potential benefits and disadvantages of using primary and secondary market research?

EXAMPLE *People may not give true answers in personal interviews.*

- 3 You work for a market research company. A client wants to set up a new CD and DVD store in your town selling non-mainstream music and films. The client wants to know if it will make money. In groups, decide:
- the information you need to find out (What are the main rival stores? What is the main reason for consumers choosing it? etc.)
  - the key people to ask (Which age groups should you focus on? Why? etc.)
  - the market research techniques to use (Which ones? Why?)

## 13 Grammar test

### 1 Complete the sentences by putting the verbs in brackets into the Past Continuous.

- 1 They *were studying* (study) in Budapest in 2004.
- 2 While you \_\_\_\_\_ (have) lunch, I thought of a good plan.
- 3 They \_\_\_\_\_ (not plan) to change the prototype.
- 4 We had the idea while we \_\_\_\_\_ (stand) at the coffee machine.
- 5 By the end of the last century, McDonald's \_\_\_\_\_ (operate) in 109 countries.
- 6 When he invented the 12-digit bar code, Norman Woodland \_\_\_\_\_ (work) for IBM.
- 7 Where \_\_\_\_\_ (you, live) in 1998?
- 8 She \_\_\_\_\_ (waiting) for me when I entered the office.
- 9 I \_\_\_\_\_ (finish) an important letter when the computer crashed.
- 10 What \_\_\_\_\_ (Steve, do) when he came up with the idea?

### 2 Look at the following sentences. Tick (✓) the correct ones, cross (X) the wrong ones, and write the correct form of the verbs.

- 1  Steve Jobs and Stephen Wozniak were meeting at a computer club in California in the 1970s. *met*
- 2  I worked in the R&D department when I first saw Serge. \_\_\_\_\_
- 3  I was logging on to the Internet when the power went off. \_\_\_\_\_
- 4  The printer wasn't working when I tried it five minutes ago. \_\_\_\_\_
- 5  I had a brilliant idea while I sat in a traffic jam. \_\_\_\_\_
- 6  The phone started ringing while I was in a meeting. \_\_\_\_\_

### 3 Complete the article by putting the verbs in brackets in the correct tense.

#### **The man who died at his desk**

Eric Maplethorpe, an employee in a New York publishing house, *died* <sup>1</sup> (die) last Tuesday and nobody \_\_\_\_\_ <sup>2</sup> (notice) for two days! A cleaner \_\_\_\_\_ <sup>3</sup> (find) Eric dead at his desk on Thursday evening. She \_\_\_\_\_ <sup>4</sup> (vacuum) the floor when she \_\_\_\_\_ <sup>5</sup> (ask) him to move his feet. When Eric \_\_\_\_\_ <sup>6</sup> (not, move), she \_\_\_\_\_ <sup>7</sup> (know) something was wrong.

'When I \_\_\_\_\_ <sup>8</sup> (leave) the office on Thursday, I thought Eric \_\_\_\_\_ <sup>9</sup> (work) at his desk,' explained a colleague. 'Eric \_\_\_\_\_ <sup>10</sup> (be) always the first to arrive and the last to leave. He was a quiet man and he \_\_\_\_\_ <sup>11</sup> (not, talk) much to people.' Eric \_\_\_\_\_ <sup>12</sup> (correct) a medical text book when he had the heart attack.

### 4 Answer the questions about you. What were you doing at

- 1 9.15 a.m. yesterday? \_\_\_\_\_
- 2 1 p.m. yesterday? \_\_\_\_\_
- 3 8 p.m. yesterday evening? \_\_\_\_\_
- 4 6 p.m. last Wednesday? \_\_\_\_\_
- 5 11 a.m. last Saturday? \_\_\_\_\_
- 6 11 p.m. last Sunday? \_\_\_\_\_

## 13 Research and development

1 Read the article and discuss the questions.

- 1 What are the two main reasons for doing research and development?
- 2 Can you think of more examples of product improvements?
- 3 Why would some companies not do any R&D?
- 4 Why is there more R&D in the computer industry than in the furniture industry?

### *R&D the key to the future*

A lot of larger companies have a research and development department. R&D, as it is commonly known, works to improve existing products and develop new ones.

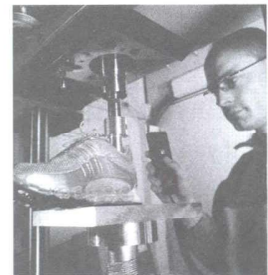
Product improvements are based on market research, and they can include anything from ring-pull cans to memory sticks for computers. New products are either the result of technological advances, such as mobile phones, plasma screens, and Sat Nav (satellite navigation in cars), or innovative new ideas such as Dyson's bagless vacuum cleaner. In some industries where products change very little – for example, the shoe industry – there is not much R&D. However, in high-tech industries where the competition between companies is very intense, there is a constant demand for new products.

But these improvements and innovations come at a

price, and countries spend billions of euros of their gross domestic product on R&D.

Unfortunately, spending time and money on R&D is no guarantee of success. Around 60% of new products fail in their development – and even

when they hit the market, the consumers may not want them. Some products can take up to ten years to develop. By the time they are ready, the world could be a very different place, and the product no longer competitive or relevant. It's a high-risk investment – but the rewards are potentially enormous. Just ask Steve Jobs at Apple.



2 Look at these major new products from the 1930s to the 1990s. Which decade did they come from?

pocket calculator

disposable lighter

suntan lotion

superglue

PlayStation

microwave oven

laptop computer

trainers

DVDs

miniskirt

CDs

- 3 Work in groups. What possible new products could there be in ten years time? Brainstorm your ideas.
- 4 Compare your ideas with the rest of the class. Vote for the top three ideas to develop.

## 14 Grammar test

**1** Complete the sentences with the correct form of the verbs.

- 1 If I were (be) you, I would go home.
- 2 If we \_\_\_\_\_ (focus) more on our employees' happiness, we would have a more successful business.
- 3 Louisa \_\_\_\_\_ (go) to the conference if you couldn't make it.
- 4 Alex thinks that if he had a better car he \_\_\_\_\_ (achieve) bigger sales.
- 5 If they \_\_\_\_\_ (invest) more in in-house training, they would soon see the benefits.
- 6 If I was Teresa, I \_\_\_\_\_ (not, waste) my time.
- 7 She \_\_\_\_\_ (be) much nicer if she were less stressed.
- 8 If you kept your thoughts on your goals, you \_\_\_\_\_ (not, get) irritated by small problems.
- 9 If we \_\_\_\_\_ (make) customer service a priority, we wouldn't receive so many complaints.
- 10 If you \_\_\_\_\_ (have to) choose a new career, what would it be?

**2** Underline the correct form of the verbs to complete the sentences.

- 1 If you *would breath* / *breathed* deeply, it *would help* / *helped* you to calm down.
- 2 They *learned* / *could learn* a lot about anger management if they *would go* / *went* on a course.
- 3 I *didn't get* / *wouldn't get* upset if you *didn't say* / *wouldn't say* personal things.
- 4 She *seemed* / *wouldn't seem* so aggressive if she *kept* / *would keep* her voice quiet and calm.
- 5 If you *didn't get* / *wouldn't get* the job, *would* / *will* you be very disappointed?
- 6 We *won't be* / *wouldn't be* in this crisis if our productivity *was* / *would be* higher.
- 7 If I *were* / *would be* her, I *won't talk* / *wouldn't talk* to her boss.
- 8 If we *chose* / *would choose* employees with higher EQs, perhaps our overall performance *would be* / *was* better.
- 9 There *wasn't* / *wouldn't be* a problem if our boss *wouldn't be* / *wasn't* so angry all the time.
- 10 If I *lived* / *would live* in the USA I'm sure I *would speak* / *spoke* a lot more fluently.

**3** Complete these sentences for you, then compare with a partner.

- 1 If I had a job with very long hours, I \_\_\_\_\_.
- 2 If I didn't have to work next week, I \_\_\_\_\_.
- 3 If the phone rang at 3 a.m., I \_\_\_\_\_.
- 4 If my best friend criticized my clothes, \_\_\_\_\_.
- 5 If I had to work abroad, I \_\_\_\_\_.
- 6 If I couldn't sleep the night before an important exam, I \_\_\_\_\_.

# 14 Soft skills

1 Do the soft skills quiz.

## What are soft skills?

Employers aren't only interested in qualifications and work experience when they interview job candidates. They are also interested in soft skills. You may still be in college or have only recently left – but you already have

some soft skills. But what are they? Well, they are things like organizing, planning, using the computer, getting on with people, and coming up with ideas.  
What are *your* soft skills? Do our simple quiz and find out!

Give yourself a score from 0 to 3 for each of the skills.

- 0 poor
- 1 OK
- 2 good
- 3 excellent

### Verbal communication skills

*Do people listen to you? Are you a good listener?*

Examples: speaking one-to-one and in groups, using the telephone, explaining things, listening to people, etc.

My score

### Written communication skills

*Do you send a lot of emails? Do you enjoy writing?*

Examples: printed and online work, writing emails and letters, college essays, stories, and scripts, etc.

My score

### Teamwork skills

*Do you like working with other people?*

Examples: working in a team, team sports, acting in plays, etc.

My score

### Practical and mechanical skills

*Are you good at fixing things? Do you like using tools?*

Examples: using your hands, repairing things, cooking, making things, etc.

My score

### Problem-solving skills

*Do you do Sudoku? Do you enjoy solving difficult problems?*

Examples: coming up with good ideas, planning and organizing, etc

My score

### Computer skills

*Do you do most of your research on the Internet? Do you use your computer for more than writing?*

Examples: word-processing, internet skills, spreadsheets, databases, etc.

My score

### Creativity

*Do you enjoy painting and drawing? Do you think of better endings to books and films?*

Examples: writing stories, doing art, thinking of new ways to do things, etc.

My score

### Leadership skills

*Do you like taking decisions? Do you enjoy taking responsibility?*

Examples: helping people to achieve a task, captaining a sports team, directing a play, etc.

My score

### Learning skills

*Are you making good progress in your studies? Do you like studying new things?*

Examples: learning new things quickly, wanting to learn more skills, learning to play an instrument, etc.

My score

### Time management skills

*Do you keep up with all your work?*

Examples: keeping to a schedule, meeting deadlines, giving in your homework on time, etc.

My score

### Your soft skills rating

- 24-30 Amazing! Why aren't you running your own successful business already?
- 16-23 Very good! You will impress any interviewer with these skills. Keep on adding to your skills base.
- 6-15 Not bad. You have enough soft skills to get an employer interested, but try to develop more.
- 0-5 Oh dear! Perhaps you should concentrate on getting qualifications!

2 Discuss your answers with a partner. How can you improve some of your soft skills?

## 15 Grammar test

### 1 Write the words in the correct order.

1 may at I tomorrow home work

*I may work at home tomorrow.*

2 offer the will him she job

\_\_\_\_\_

3 move Germany to they not might

\_\_\_\_\_

4 promoted may be not Nikola

\_\_\_\_\_

5 definitely the year will company next restructure

\_\_\_\_\_

6 that might thinks redundant made he be he

\_\_\_\_\_

### 2 Complete these sentences with the correct modal verb in brackets.

1 You must apply for this job. You *may not* (may / may not) see a better one.

2 I'll try to change the flight but it \_\_\_\_\_ (won't / might not) be possible.

3 If you take risks, you \_\_\_\_\_ (may / will) probably make some mistakes.

4 We \_\_\_\_\_ (may / may not) be able to go to the sales conference. We're very busy at the moment.

5 Look at my bank statement! I \_\_\_\_\_ (won't / may not) buy any more things online!

6 I don't know what to do. I \_\_\_\_\_ (won't / might not) go to the interview.

7 OK, that's arranged. I \_\_\_\_\_ (will / might) see you at 9.30 tomorrow.

8 If we offer David the job, do you think he \_\_\_\_\_ (may / will) accept it?

### 3 Complete the dialogues with *will*, *won't*, *might*, or *might not*.

1 A *Will* you let me know if they offer you a pay rise?

B Of course I \_\_\_\_\_!

2 A Are they still in the meeting?

B Yes, they aren't going to finish today. We \_\_\_\_\_ have to wait until tomorrow before they reach an agreement.

3 A Are you going to leave the office on time today?

B Well, if I finish writing all these letters, I \_\_\_\_\_!

4 A What are you doing at the weekend?

B I'm not sure. I \_\_\_\_\_ do anything, actually. I feel too tired.

5 A Have you called Ana?

B Yes, there was no answer. She \_\_\_\_\_ still be on her way to work.

6 A I \_\_\_\_\_ be able to go out tonight. It depends if I finish my work.

B Well, I hope you can make it!

7 A \_\_\_\_\_ you apply for the job?

B Yes, I think I probably \_\_\_\_\_.

8 A Hi, Femke! I'm calling from the station.

B Hi, Martin! Listen, I \_\_\_\_\_ be able to pick you up. Take a taxi and remember to ask for a receipt.

## 15 Interview techniques

1 Read the article and match the questions with the advice.

### *The Interview Doctor* **Dr Helen Anderson**

Interviews can be difficult, stressful, and unpleasant. However, if you are prepared, you can turn even the most difficult questions to your advantage. So here is my advice for answering five of the trickiest interview questions.



- |  |                             |
|--|-----------------------------|
| 1 Tell me about yourself.                        | 4 What are your weaknesses? |
| 2 Where do you see yourself in five years' time? | 5 Why should I employ you?  |
| 3 How do you cope with working under pressure?   |                             |

#### DR HELEN SAYS ...

- A This is a difficult question. In the interview you are already under pressure and the interviewer can see how you are coping! However, it's always a good idea to say that you quite like pressure and stress, that it makes work more exciting and interesting, etc. Also think of things that you do to help you relax.
- B This is your opportunity to talk about your strengths and positive qualities. Say why you are good for the job. Mention any good work you have done in the past or any positive feedback you have received. Talk about your skills.
- C Don't give too many examples of these! However, either mention a weakness that the interviewer could think is a strength (*I can sometimes get too involved in my work and forget to go home*) or think of a strength that you have that cancels it (*I sometimes don't concentrate in meetings ... but it's because I'm thinking of new ideas*).
- D This is a terrible question. The interviewer wants to know about you – but he / she doesn't want to know what you had for breakfast or what you're doing that evening. Try to keep your answer to talking about your career, relevant experience, and qualifications.
- E This is your opportunity to talk about your ambitions that relate to this particular job interview. The interviewer wants to know how the company will benefit from employing you. Don't suggest that you want to take your manager's job. That could be a big mistake!

2 How would you answer these questions? Discuss your ideas with a partner.

3 Look at the job advertisement. What qualities do you need for the job?

#### **ASSISTANT AT TRADE FAIR**

The successful applicants must:

- deal with the public
- speak English
- work in a team
- be prepared to work long hours

4 Work in groups. Imagine that you are attending a job interview for the trade fair assistant job. Take it in turns to be the interviewer and interviewee.

- Ask the questions to different students.
- Decide who gave the best answers and why.