



Unit 4 Practice

Part A

Task 1 (p.11)

Announcer : Part A. Situation.

You are Emma Cheung. You work for an education centre. Your company is going to recruit a manager's assistant.

You will have a total of three tasks to do. Follow the instructions in the Question-Answer Book and on the recording to complete the tasks. You have two minutes to familiarise yourself with Tasks 1 to 3 before the recording begins.

Task 1.

You are talking with your manager about posting a job advertisement for the position. Listen to the conversation and complete the advertisement below.

You now have 30 seconds to study the task. At the end of the task, you will have 1 minute to tidy up your answers.

- Joseph : Hi Emma, can you help me write the job advertisement for the manager's assistant?
- Emma : Yes, sure. I'll get a pen and paper. OK. So, the job advertisement is for the manager's assistant...
- Joseph : Yes. ^① Under the job position, you should write the name of our company — Tom's Tutor Time.
- Emma : Tom's Tutor Time. OK. Should we write a bit about the company?
- Joseph : Good idea. ^② Put down that we were established in 2005 by Tom Wong and that we provide high quality tutoring

services. ^④ And now we employ over 50 tutors. ^③ Ah, you'd better mention we provide tutoring services for students aged 7 to 18 as well.

Emma : Hold on... for students aged 7 to 18... I didn't know we had 50 tutors. That's a lot!

Joseph : ^⑤ Well, we do have 3 centres now, one in Kowloon Tong, another in North Point and the new one here in Sheung Wan.

Emma : ^⑥ So the assistant's duties will be assisting you, the Centre Manager. I should write some other duties down so applicants have an idea of what the person will be required to do.

Joseph : Yes, make these bullet points. ^⑦ Apart from assisting the Centre Manager, the person will be handling enquiries from parents and tutors.

Emma : ^⑧ They'll need to type up documents, like invoices and reports and so on. So they need to be able to type fast.

Joseph : Yes, they'll need to be quite good at typing up documents — about 60 words per minute at least. ^⑫ Please write under qualifications: English data inputting with the minimum 60 words per minute. One more thing, the person will also be responsible for ^⑨ organising tutors' timetables.

Emma : I'll put it in the duties as well... organising tutor's timetables... Should the person have some working experience?

Joseph : Actually, no. I think it's best to get someone fresh out of school so that they can learn how we do things. As long as they have the right qualities,

they do not need experience. ¹¹ Well, we'll consider anyone who is Secondary 6 or above.

Emma : ¹⁰ So no experience required and Secondary 6 or above under qualifications...done. What else do we need to include in the advertisement?

Joseph : ^{13 14} The person should have good computer skills and communication skills.

Emma : Right. They need good computer skills to operate the computer systems in our centre. And they need good communication skills to deal with customers and tutors as well.

Joseph : For sure. Next, I think we need to mention our working days. ¹⁵ Most jobs are on Mondays to Fridays but we are open from Mondays to Saturdays.

Emma : Right. I'll put that down.

Joseph : Then we need to mention the salary we offer and the benefits. ¹⁶ The pay is HK\$9,500 a month and of course we offer healthcare insurance.

Emma : What about annual holidays?

Joseph : ¹⁷ We offer 12 days of annual holidays for administrative staff. I think that's it for the details. Now, we just need to provide contact details for those applying for the position. I think it's best to use your email address so you can coordinate interviews and all correspondence with applicants.

Emma : ¹⁸ OK, I will put down my email — emmacheung@ttt.com.hk.

Joseph : Excellent. Please send the advertisement to the newspaper by the end of the day. Thanks a lot, Emma.

Announcer : This is the end of Task 1. You now have 1 minute to tidy up your answers.

Task 2 (p.12)

Announcer : Task 2.

Three candidates have been interviewed for the position. The manager and you are listening to the interviews and filling in interview evaluation forms. Listen to the interviews and complete the forms.

You now have 30 seconds to study the task. At the end of the task, you will have 1 minute to tidy up your answers.

Joseph : Emma, I have the recordings of the three interviews I held this morning. I'd like you to listen to them with me and fill in the interview evaluation forms. Here's the first candidate.

Jane : Hi, my name's Jane Li. Nice to meet you. Thank you for seeing me first because of my dentist appointment. I really appreciate you fitting me in.

Joseph : No problem. It's nice to meet you, Jane. I'm Joseph and I'll be interviewing you today for the position of Manager's Assistant. I just have a few questions. Can I ask if you have any working experience?

Jane : Yes, I worked in a Japanese company. I got to meet lots of people.

Joseph : What did you need to do in the job?

Jane : ¹ I had to answer calls.

Joseph : Alright. What related skills do you have for the position?

Jane : Many. ³ I did a typing course at school so I can type quite fast. I got up to a speed of 65 words per minute by the end of the course. ⁴ And I'm good at English.

Joseph : Yes, your English is quite fluent. Typing and fluent English in fact are quite important for this position. Hmm... why do you think you are suitable for the position?

Jane : I think I'm quite an organised person. During my previous job, I had to manage my time carefully so I could get various tasks done on time. Also, I really don't like being behind schedule.

Joseph : Me neither. ² And you graduated from Secondary 6, right?

Jane : Yes.

Joseph : I don't have any more questions. Do you have any questions?

Jane : I would like to know when I can start if I get the job. ⁷ I'm really looking forward to working and...

Emma : Jane performed well in the interview. ⁵ ⁶ She seems very polite and friendly.

Joseph : Yes, she does. She also speaks clearly and confidently.

Emma : ⁸ I should write that under 'Comments': speaks clearly and confidently. What about the other interviewees?

Joseph : We'll listen to the second one now.

Joseph : Good morning. Are you Maria Wong?

Maria : Yes, I'm Maria.

Joseph : Sorry, could you speak a bit louder?

Maria : Um... I'm Maria.

Joseph : I'm Joseph, the Centre Manager in this centre. I'm just going to ask you a few questions. I have your application here. Now, let's see. ⁹ You've written that you have some experience working for your uncle. What kind of company does he have?

Maria : It's a small one in Tsing Yi.

Joseph : I actually meant what type of business does he have? Is it a tutoring centre?

Maria : No. ⁹ It's a food company.

Joseph : Your uncle has a food company. OK. What work did you do there?

Maria : Um... typing and... I worked in front of the computer.

Joseph : Did you enjoy working there?

Maria : Maybe... um... it was alright.

Joseph : Did you use any computer systems in your uncle's company?

Maria : Yes.

Joseph : ¹⁰ How would you rate your computer skills?

Maria : I think my computer skills are good.

Joseph : OK. What do you like to do in your spare time?

Maria : Um... I like sleeping.

Joseph : And you've graduated from university, right?

Maria : Yes.

Joseph : OK. Do you have any questions for me about our company?

Maria : No.

Emma : ¹¹ ¹² Wow, she really doesn't sound suitable. She was so quiet and shy. She hardly said anything.

Joseph : ¹³ Yes, I don't think she was very keen. She said very little.

Emma : What should I write for the comments then?

Joseph : ¹⁴ Please note down 'Speaks poorly'.

Emma : OK.

Joseph : Hmm... ¹⁵ please write down 'poor time management' as well. ¹⁶ Put a bracket and write '45 minutes late'.

Emma : Wow, she was 45 minutes late?

Joseph : Yeah. That's why I think she has poor time management.

Emma : Shall we listen to the third one?

Joseph : Sure.

Joseph : Good morning, I'm Joseph, the Centre Manager of this centre. You must be Janice Woo.

Janice : Hi Joe. It's 10:20 now but you were supposed to see me at 10:00.

Joseph : I'm sorry to have kept you waiting. I have had other people to interview and they took longer than I expected.

Janice : Oh, you should have seen me first before seeing anyone else. I think you'll realise that I'm the best person for the job.

Joseph : Well, we'll see. First, I'd like to ask you a few questions. So you've graduated from Secondary 6 but you haven't mentioned any work experience on your application form.

Janice : That's because I don't have any. I'm a fast learner so I don't think it'll be a problem as I will soon pick up the job.

Joseph : Do you have any skills you think would be useful for the position, Janice?

Janice : Well, it depends on the job offer. If the offer is good, then I shall use more of my skills.

Joseph : Excuse me, I was asking if you have any useful skills.

Janice : I have superb computer skills. I'm familiar with different computer software.

Joseph : OK.

Joseph : She's the worst among the 3 interviewees. She began badly by complaining about the interview starting late.

Emma : She was childish and arrogant.

Joseph : Yes, definitely. She has poor listening skills too. Please write that down.

Emma : Has poor listening skills... OK.

Joseph : Although she seems quite interested in

the job, I don't like this type of childish person. She even called me Joe!

Announcer : This is the end of Task 2. You now have 1 minute to tidy up your answers.

Task 3 (p.13)

Announcer : Task 3.

The manager has chosen the best candidate for the position. You are now talking to the newcomer on her first day at work. You are showing her around as well as explaining the details of the job. Complete the information and mark the places on the floor plan.

You now have 30 seconds to study the task. At the end of the task, you will have 1 minute to tidy up your answers.

Emma : Hi, you must be Jane. I'm Emma. I'm going to show you around and help you settle in.

Jane : Hi, nice to meet you.

Emma : Same here. I hope you will enjoy working here. I'll start by showing you where everything is, if that sounds OK to you.

Jane : Yes, that would be great, thank you.

Emma : Good. First I'll show you the different departments we have here. We teach many different subjects. First, in front of us is the reception. Then the big room on our left is Classroom B.

Jane : I see. How many classrooms are there?

Emma : There're two classrooms, Classroom A and Classroom B. The other big room in front of us is Classroom A. Your desk will be in this room. It's in the far right corner of the room.

Jane : Far right corner...OK.

Emma : Then on the left of Classroom A, you can see the library.

Jane : So the library in the corner. That's very nice.

Emma : Here're two photocopying machines that you can use. Let's walk straight to the other end. Can you see the pot plant between the two rooms? ⁴ The Manager's Office is on your left and on the right are the washrooms.

Jane : I see.

Emma : Now, the manager should be here soon. He gets in at around ⁷ 10:15. You met him at the interview. His name is Joseph Lai but we all call him Joe, not Mr Lai. He's a really friendly boss. ⁸ He's the Centre Manager of our centre.

Jane : That's good. What will I need to do to assist Joe?

Emma : ⁹ Well, he'll meet with you every morning at 10:15 am. ¹⁰ He'll go over what tasks you need to do that day. It varies from day to day and some days are busier than others. ¹² The lunch hour is normally 1:00 to 2:00 pm ¹³ but on Saturdays it's up to you — it's flexible.

Jane : ¹¹ May I know the office hours then?

Emma : Sure. We're open from 10 am to 7 pm. Now, you'll find on your desk a pack of useful things I have prepared for you. I need to give you some more later but I didn't have time to get everything and some other things you may want to bring from home. Please tick on this checklist for each item you want.

Jane : Sure.

Emma : Here's the pack. You'll find the keys and a security card. You'll need these to get into the centre in the morning. The tutors don't normally get in until 11:00.

Jane : So the administrative staff arrive first?

Emma : That's right. You'll need to check the office voicemail and if there're any

changes to tutors' timetables, you need to call them to let them know. ¹⁴ Here's a contact list of our tutors. ¹⁵ Then, you may want to bring a notebook from home to write down any other details, such as their email addresses or any useful numbers that come up.

Jane : Yes, I'll do that. A notebook will be useful.

Emma : ¹⁶ Now, here's the list of classes and costs. Some people enquire about our services and you'll need to know the details.

Jane : OK. I'll study this list.

Emma : ¹⁷ Now, next thing is stationery items. You'll need pens and correction tapes and things like that. They're not on your desk yet but I will give you some very soon. ¹⁸ Oh yes, we all bring our own mugs from home, so you may want to bring one in if you want to have some tea or coffee.

Jane : OK, I'll bring a mug tomorrow.

Emma : ¹⁹ Hmm... you haven't got a mouse pad here either. I'd better order you one. Sorry, it'll take a few days to arrive.

Jane : That's OK. I'm sure I'll manage. ²⁰ Do you have any wrist supports?

Emma : Do you mean wrist supports for using the computer mouse?

Jane : Yes, I think I will need one if I'm using the computer all day.

Emma : Sorry, we don't have any of those.

Jane : That's alright. I'll bring my own from home.

Emma : OK. Now, let me show you how to use the telephone...

Announcer : This is the end of Task 3. You now have 1 minute to tidy up your answers.

Part B (pp.14-18)

Announcer : Part B. Situation.

You are Ronald Lam. You are looking for a summer job and have just come across a job advertisement. You are going to apply for the position.

You will listen to a conversation between you and your cousin. As you listen, you can make notes on page 1 of the Data File.

Follow the instructions in the Question-Answer Book and on the recording to complete the tasks. You will find all the information you need in the Question-Answer Book, the Data File and on the recording.

You have five minutes to study the tasks and the Data File.

The conversation will begin now.

Stephanie : Hey Ronald, what are you doing?

Ronald : I'm looking at a job advertisement. I think I'm going to apply for it but I'm not sure.

Stephanie : What's the job?

Ronald : An assistant reporter at a magazine.

Stephanie : Oh, I think that is the perfect job for you! You should definitely apply.

Ronald : Well, I guess I'm interested. It does look good. ^{T5(7)} It involves travelling and writing and I love both.

Stephanie : Great! I know you enjoy travelling and writing. That's a good reason for applying. ^{T4(13) - (15), T5(6)} So what languages do you speak?

Ronald : Hmm... Cantonese, Putonghua and English. I'm fluent in all of those.

Stephanie : Cantonese, Putonghua and English... Good, you fulfil all those requirements. Do you have any job-related skills?

Ronald : Well, I have computer skills in word processing and design software.

Stephanie ^{T4(6)} : So put down that you have good computer skills. ^{T4(7)} Also, you have experience in setting up websites. Don't forget that.

Ronald : Oh yes, I've helped some school clubs set up websites. It is a relevant skill for this job too. Thanks Stephanie! Now then I'm thinking about the expected salary. I think HK\$8,500 would be good for a summer job.

Stephanie : No, you should state a higher amount so you can negotiate. ^{T4(8)} They may ask you to receive less, so say HK\$9,000 instead. ^{T4(9)} And write the word 'negotiable' in brackets right after the amount.

Ronald : Good idea, I will do that. Is it N-E-G-O-T-I-A-B-L-E for 'negotiable'?

Stephanie : Correct. Now I think you can mention your hobbies in your application letter.

Ronald: Oh then I should make them relevant to the job.

Stephanie : But you should also show you have other interests. For example, you play badminton but it's not job-related.

Ronald ^{T5(9)} : OK, I will put that I like playing badminton. ^{T5(10)} I think I should write that I enjoy reading novels in my spare time.

Stephanie : Yes, it'll help as it shows you have good language skills. Reading helps writing and the job is all about writing. Wow! The job is just perfect for you!

Announcer : That is the end of the recording. You now have 35 minutes to finish the tasks.