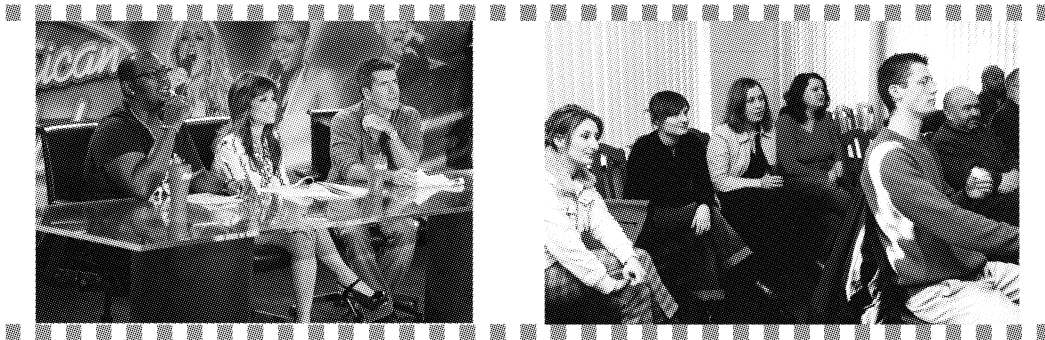


Unit One

Job Interview as a Secretary



Objectives

1. Grasp the oral expressions of job interview in English.
2. Learn some basic terms about job interview and be familiar with the questions asked during the job interview.
3. Grasp the dress etiquette in a job interview and pay attention to body language.
4. Learn to write an English résumé and a letter of application.

1.1 Reading

Reading Activity 1

Variety of Jobs

From the following people, we can get main jobs as follows: secretary, managing director, personnel assistant, accountant, receptionist, typist, IT manager, warehouse manager, driver, marketing manager, hotel staff, catering waiter, teacher, factory worker, interpreter, administrative assistant, market researcher, sales representative, pharmacist, actor/actress, journalist, policeman, student and so on.

Exercises

Discuss with your partner to decide what job you like best.

Reading Activity 2

Self-assessment in a Job

Before applying for a job, you should know what you need most in a job. For example,

- Working carefully
- Having a strong sense of responsibility
- Being upright
- Daring to adhere to principles
- Acquiring professional knowledge and technical ability specialty
- Being good at discovering problems
- Having fine language expression ability
- Having abilities of organization, coordination and leadership
- Looking at a good salary and fringe benefits
- Looking for opportunities of promotion and advancement
- Becoming an interesting and supportive co-worker
- Looking at recognition for a job well done
- Helping with your personal problem
- Doing interesting and challenging work
- Minding about job security
- Creating good working conditions
- Ensuring loyalty to employees
- Being consulted on decisions affecting your job

Exercises

Talk about your self-assessment in a job.

Reading Activity 3

Job Strategies

In a job market, it's difficult for people to find a satisfying job. How can people get a good job? Read the following strategies and be prepared to try to get hired:

1. Instinctive Interviewers

- Be quick to make a decision about you
- Have their favorite questions asked each time
- Finish the interview quickly if they don't like you

- Don't talk much about the job requirements

Suggestions

- Mind your appearance and first impression
- Have firm handshake
- Look good
- Be positive
- Act with confidence
- Smile

2. Personal and Feeling Interviewers

- Try to discover your values and feelings
- Ask questions on your personal qualities
- Want to know the way of your thinking and feeling
- Question your character

Suggestions

- Take a look at the organization's website
- Try to find information on the interviewer
- Be prepared to speak about your values and how they can contribute to the position and the company

3. Conversational Interviewers

- Move from topic to topic
- Be easy-going and conversational
- Discuss the work culture informally
- Be based on relationship
- Ask general questions about your career

Suggestions

- Be prepared and professional
- Be confident without being arrogant
- Be friendly and conversational

4. Behavioral interviewers

- Ask detailed questions and take notes
- Use assessment tools
- Want to know about your past work experience
- Connect questions with the job
- Be based on objective and fact

Suggestions

- Know your skills and competence and how they will add value to the organization

- Know your skills and how they will add value
- Believe you are competent at this and your ability will have influence on the organization

5. In a job interview, pay attention to the following points

- Don't discuss your personal problems
- Don't talk about salary
- Don't talk about religion, sex and age
- Don't make negative reference to anyone or an organization
- Don't be too casual
- Don't headwear
- Don't wear fresh dressing
- Don't wear wacky ties
- Don't accessorize too much
- Don't wear subtle make-up
- Don't have strong odors
- Don't have facial hair
- Don't tattoo

Exercises

1. What kind of job do you like most?
2. When you are in a job, do you know what you want most?
3. How much do you know about job interview strategies?

Notes

1. Having a strong sense of responsibility 责任心强
2. Being upright 为人正直
3. Daring to adhere to principles 敢于坚持原则
4. Acquiring professional knowledge and technical ability speciality
获得专业知识及技能特长
5. Having abilities of organization, coordination and leadership
有组织沟通、协调能力和领导才能

New Words and Expressions

1. managing director = executive director 常务董事
2. personal assistant 私人秘书
3. IT manager = information technology manager 信息技术经理
4. warehouse manager 仓库管理员
5. marketing manager 营销经理
6. hotel staff 酒店工作人员
7. catering waiter 餐饮服务人员
8. administrative assistant = executive assistant 行政助理

9. sales representative 销售代表
10. pharmacist ['fɑ:məsɪst] *n.* 制药者, 药商; 药剂师
11. self-assessment 自我评估
12. apply for 请求, 申请
13. adhere to 黏着, 坚持, 拥护
14. coordination [kəʊə: di'neɪʃən] *n.* 同等; 协调
15. look at *v.* 看, 考虑, 着眼于
16. fringe benefit 额外福利
17. promotion [prə'məʊʃən] *n.* 提升, 晋级
18. advancement [əd'vɑ:nsmənt] *n.* 推进; 促进; 进度; 进步; 晋升
19. supportive [sə'pɔ:tɪv] *adj.* 支持的, 支援的
20. consult [kən'sʌlt] *v.* 商讨, 向……请教, 查阅
21. instinctive [ɪn'stɪŋktɪv] *adj.* 本能的
22. strategy ['strætɪdʒi] *n.* 战略, 策略, 策略
23. handshake ['hændʃeɪk] *n.* 握手
24. positive ['pɒzətɪv] *adj.* 确实的, 明确的, 积极的; 肯定的
25. easy-going ['i:zi,gəʊɪŋ] *adj.* 随和的
26. arrogant ['ærəgənt] *adj.* 骄傲自大的, 傲慢无礼的
27. behavioral [bɪ'heɪvjər(ə)l] *adj.* 行为的
28. competent ['kɒmpɪtənt] *adj.* 有能力的, 胜任的, 足够的
29. headwear *n.* (= headgear) 头饰, 吊索
30. wacky ['wæki] *adj.* (行为等) 古怪的, 愚蠢的
31. accessorize [æk'sesəraɪz] *v.* 装饰
32. subtle ['sʌtl] *adj.* 细致的, 微妙的, 敏锐的, 狡猾的
33. make-up *n.* 化妆
34. odor ['əʊdə] *n.* 气味; 香味
35. tattoo [tə'tu:; tæ'tu:] *n.*, *vt.* (皮肤上) 刺花纹, 文身

1.2 Speaking

Dialogue 1

Scene: Mary, a secretary of ABC Company. She has a talk with Mr. Smith from a foreign language school about interview skills.

S: Mr. Henry Smith **M:** Mary

M: Hi, Mr. Smith. I heard that you are an expert about interview. So do you mind if I ask you some questions?

S: I'm fine. Go ahead with your questions, Mary.

M: If I go to a foreign company for an interview, what kind of questions would they ask?

S: Well, they may ask you why you want the job. Let's say you want to be an international trader, and then how would you answer that question?

M: I guess I would say that I love this job and I am capable of doing it well.

S: OK. In my opinion, you can say China is a mass country and is developing very fast with its international trade reviving. I want to get involved in business because it is growing fast and I can grow with it.

M: Wow, what a great idea! But what if I wanted to be a teacher or someone else? How can I answer it?

S: Well. Generally, there are two aspects you can say. One is from the society and the other is from you. That's usually the rule.

M: OK. Now the second question. What should I say if the company asked about my salary expectation? Would it be fine if I told them the figure?

S: No. It would be much better if you say that I work in your company so you must know very well how much I should be paid. And I am sure, after I work in your company for six months, you will find that I'm worth more. The rule is that never tell the specific figure.

M: Oh, I've never heard of this.

S: You know, companies usually ask some negative questions, for example, do you need training before you work? Or what is your weakness? If you say yes, that means the company has to train you and takes time. If you say no, obviously it's not true. And it is not wise for you to tell them about your weaknesses. So, usually you should try to make positive answers. You can say, for instance, "if I were assigned to work with my colleagues, I would try my best to do it well and at the same time I would value the training opportunity given to me by working hard and finish my work on time because I do love the job and the company."

M: What a smart answer!

S: Yes, companies would ask you questions to see the way you think. So never stay silent when having an interview. Try to come up with something related to the questions. When they ask you "Do you have any working experience?" If you don't have any, don't say no. You may say "Yes, I do. My study is my work. I get up early and go to bed late. I deal with different people and suffer a lot of pressure. It's much like doing a job." Of course, if you really do not know the answer, just say "Sorry, I don't know", because companies sometimes will appreciate your honesty and courage.

M: Yes, I think interview is like an art. It's interesting. I have learned a lot

from you. Thanks for your time.

S: Welcome. Wish you would like it. If you have any questions or suggestions, please email me, hello.hi18@yahoo.com.cn.

M: Thank you once again.

Notes

1. ...I am capable of doing it well我能够做得很好。

2. China is a mass country and is developing very fast with its international trade reviving.

中国是一个大国，并且在快速发展，其国际贸易正在恢复。

3. I want to get involved in a business because it is growing fast and I can grow with it.

我希望自己能投身于企业，因为它发展迅速，并且我也能随之成长。

4. what if...? 如果……怎么样？

5. What should I say if the company asked about my salary expectation?

如果公司询问我工资情况，我该如何回答？

6. The rule is that never tell the specific figure. 原则是不要说出具体的数字。

7. Try to come up with something related to the questions.

设法提供与问题相关的答案。

New Words and Expressions

1. revive [ri'vaiv] *vi.* 苏醒，复活；复兴

2. aspect ['æspekt] *n.* 样子，外表，面貌；神态，方面

3. expectation [ˌekspek'teɪʃən] *n.* 期待，预期，期望，指望

4. specific [sprɪ'sɪfɪk] *adj.* 详细而精确的；明确的

5. negative question 消极的问题； positive question 积极问题

6. predict [pri'dɪkt] *v.* 预知，预言，预报

7. for instance 例如

8. come up with 提出，拿出，赶上

9. relate to 有关，涉及

Dialogue 2

Scene: Mary is having a job interview with Mr. Smith.

M: Mary S: Smith

S: How are you, Mary?

M: Fine, thank you Sir.

S: Now, please tell me about yourself.

- M: I graduated from the Administration Department in Zhongxing University.
During those years, I also took some conversation courses in a language school.
After I graduated, I spent two years as an assistant in the foreign sales department in a computer company.
- S: How would you describe your personality?
- M: I am willing to make friends with people, and I like to know what they need and help solve their problems. In all, I'm not shy talking to people.
- S: What's your expectation towards this job?
- M: Apart from rich work experience and salary, I also expect to learn more about other countries' culture and attitude towards life. I like the feeling of sitting in the office and being able to make friends with people from different countries.
- S: Are you willing to work overtime about three times a week and also on the weekend sometimes?
- M: Since I am young and have no family, I want to take every chance to learn and participate in any affairs I can.
- S: Good. But if you happen to have some problems and you find no one in our department to help you right then, what can you do?
- M: If the problems are from our customers with our products, I will try to consult our engineers. If I cannot find help from them, I will try to read the manual to help solve the problem.
- S: Very well. So where do you see yourself in five or ten years?
- M: If I'm lucky enough to have this position, I will endeavor to know whatever a sales representative should know and hopefully move into a sales management position step by step.
- S: When can you start? Next Monday is OK?
- M: Yes, I can.
- S: Thank you. I'm glad to talk to you today. Please wait for us to contact you.
Miss Chang will show you the way out. Good bye.
- M: Good bye.

Notes

1. I graduated from the Administration Department in Zhongxing University.
我从中兴大学的行政管理学系毕业。
2. During those years, I also took some conversation courses in a language school.
大学期间,我也在一所语言学校修过一些会话课程。
3. How would you describe your personality? 您如何描述您的个性呢?
4. In all, I'm not shy talking to people. 总而言之,我不会羞于和人沟通。

5. What's your expectation towards this job? 您对这份工作有什么期待呢?

6. Are you willing to work overtime about three times a week and also on the weekend sometimes?

您愿意一个礼拜大约加班三次, 而且有时周末也要加班吗?

7. So where do you see yourself in five or ten years?

那么, 你认为自己在 5 年或 10 年后会怎么样?

8. If I am lucky enough to have this position, I will endeavor to know whatever a sales representative should know and hopefully move into a sales management position step by step.

如果我能够幸运地担任这个职位, 我将会努力了解任何业务代表应该知道的事情, 并且希望能一步一步晋升到业务经理的职位。

New Words and Expressions

1. personality [pə'sə'næliti] *n.* 个性

2. overtime ['əʊvətaɪm] *n.* 加班时间 (加班加点费)
adv. 在规定时间之外 (超出时间地)

3. in all 总共, 总计

4. manual ['mænjuəl] *adj.* 手工的, 体力的 *n.* 手册, 指南

5. a sales representative 业务代表

6. a sales management position 业务经理的职位

7. step by step 逐步地

Exercises

Suppose you are a graduate from a higher vocational college who major in Secretarial Studies. Please practice making job interview dialogues with your partner and then change roles to do the exercise again.

1.3 Writing

Résumé

Whether you want to find a new job or you're making a drastic career change, a Résumé is necessary for your job hunting. When writing a Résumé, you need to clarify what position you are applying for and highlight your qualifications and skills. A good Résumé should provide the following information:

- A) Your personal data and your objective
- B) Your education including degrees or certificates and courses
- C) Your work, paid and unpaid, full time and part time
- D) Your skills, such as languages spoken, computer and so on
- E) A short summary of qualifications
- F) Your awards and hobbies if you want to put it to paper

Sample One

Résumé for a Job

Résumé

Tidy Chen

Personal Data

Sex: female Health: excellent Height: 167cm Date of birth: 1981.3.17

TEL: 13475822036

E-MAIL: Tidychen1008@126.com

MSN: Tidychen1008@hotmail.com

Objectives

Overseas Sales or Manager

Language Skills

English: Fluent in speaking and excellent in writing and listening; Holder of the certificates of CET- 6 and PETS-5

Computer Skills

Good user of OFFICE software E-mails, Internet resources and can make daily maintenance for personal computers

Work Experience

Sep. 2006—Oct. 2007

Overseas Sales in Best Electronics Co., Ltd

To take care of requirements and orders from existing buyers in Asia & America; continuously develop new buyers; be in charge of the whole process of foreign trade

Sep. 2005—Sep. 2006

Sales Assistant in Tonward Corporation, China Office

To expand new business partners, make business negotiations, execute and process sales orders, ensure on-time delivery and solve buyer's complaints

Mar. 2005—Sep. 2005

Sales Coordinator in Group Batax Ltd.

To help execute orders, ensure delivery on time, provide after-sale service, translate database from English into Chinese and handle related files

Education Background

Sep. 2001—May 2005 Jiangxi Normal University

Majoring in Business English with bachelor's degree

Characters

Open-minded, creative, confident, cooperative, efficient and responsible