

Unit 1

Interview and Recruitment

Learning Objectives

- to master the basic language and skills to be an interviewer and interviewee
- to master the useful sentence structures for interview
- to learn the recruitment methods and some interview etiquette
- to write cover letters

Lead-in

I. Brainstorming: Work with your partner and write out words or expressions often used at an interview.

<i>Documents & People Involved</i>	
<i>Employment Terms to Be Discussed</i>	
<i>What to Learn about Interviewee</i>	

II. Pair work: Discuss the following questions with your partner.

1. What purposes does a job interview serve?

The interviewer wants to _____

The applicant wants to _____

2. What are the typical questions that an interviewer might ask?

(1) _____

(2) _____

(3) _____

(4) _____

(5) _____

Words and Phrases

advertisement [əd'vɜ:təɪzmənt] *n.* 广告

An advertisement is an announcement in a newspaper, on television, or on a poster about something such as product, event, or job vacancy.

agency ['eidʒənsi] *n.* 代理

An agency is a business which provides services for another business.

aggressive [ə'ɡresiv] *adj.* 盛气凌人的

Someone who is aggressive shows aggression.

associate [ə'səʊʃieɪt] *n.* 同事

Your associates are your business colleagues.

assignment [ə'sainmənt] *n.* 任务

An assignment is a task or piece of work that you are given to do.

attire [ə'taɪə] *n.* 服装

Attire is clothing.

bad-mouth ['bæd'maʊθ] *v.* 说某个人的坏话

If someone bad-mouths you, they say unpleasant things about you, especially when you are not there to defend yourself.

by appointment [ə'pɔɪntmənt] 按照约定

If you do something by appointment, you arrange in advance to do it at a particular time.

candidate ['kændɪdɪt] *n.* 候选人

A candidate is someone who is being considered for a position, for example, in an election or for a job.

check out 仔细看一看

Check something out means “to look at something closely”.

consult [kən'sʌlt] *v.* 咨询

If you consult someone, you ask them for their opinion and advice.

criterion [kraɪ'tɪəriən] *n.* 标准(pl. criteria [kraɪ'tɪəriə])

A criterion is a standard by which you judge or decide something.

cover ['kʌvə] *v.* 处理

To cover means to deal with.

curriculum vitae [kə'rikjʊləm'vi:tai] *n.* 简历

Curriculum vitae is a brief written account of your personal details, your education, and the jobs you have had. You are often asked to send a curriculum vitae when you are applying for a job.

delivery [dɪ'livəri] *n.* 交付

A delivery is something that is delivered to someone.

egotistical ['egəʊtɪstɪkl] *adj.* 自高自大的

If you are egotistical, you believe that you are more important than other people.

exclusive [iks'klu:siv] *adj.* 独有的

Something that is exclusive is used or owned by only one person or group, and not shared with anyone else.

expertise [ˌekspe'ti:z] *n.* 专门技术

Expertise is special skill or knowledge.

go off 发出响声

If something goes off, it makes a sudden loud noise.

groom [gru:m] *v.* 使整洁, 打扮

Someone who is well groomed is clean and smart in appearance.

headhunter ['hedhʌntə(r)] *n.* 猎头

A headhunter is a person who tries to persuade someone to leave their job and take another job which has better pay and more status.

hire ['haɪə] *v.* 雇请

If you hire someone, you pay them to do a job for you.

installment [in'stɔ:lmənt] *n.* 分期付款

If you pay for something in installments, you pay small sums of money at regular intervals over a period of time.

outline ['aʊtlaɪn] *v.* 概述

If you outline an idea or plan, you explain it in a very general way.

perfume ['pə:fju:m] *n.* 香水

A perfume is a pleasant-smelling liquid which you put on your body to make yourself smell nice.

personnel [ˌpə:sə'nel] *n.* 人事部门

Personnel is the department in a large company or organization that deals with employees, keeps their records, and helps with any problems they might have.

prevalent ['prevələnt] *adj.* 普遍的, 流行的

A condition or belief that is prevalent is very common.

qualify ['kwɒlifai] *v.* (使)具有资格

If someone qualifies for something, they have the right to have it or to do it.

qualification [ˌkwɒlɪfɪ'keɪʃən] *n.* 资格, 条件

The qualifications needed for a particular activity or task are the qualities and skills that you need in order to do it.

recruitment [ri'kru:tment] *n.* 招聘

When recruitment takes place, people are persuaded to join an organization or an army.

remuneration [ri,mju:nə'reɪʃən] *n.* 报酬

Someone's remuneration is the amount of money that they are paid for the work that they do.

regarding [ri'gɑ:diŋ] *prep.* 关于

You can use regarding to indicate what you are talking or writing about.

reputation [ˌrepju(:)'teɪʃən] *n.* 名誉, 名声

The reputation of someone or something is the opinion that people have about what they are like, especially about how good they are.

retainer [ri'teɪnə] *n.* 预聘费

Retainer is a partial fee paid in advance for professional services.

shortlist ['ʃɔ:tlist] *n.* 〈英〉供最后挑选(或考虑)用的候选人名单

If someone is on a shortlist, for example, for a job or a prize, they are one of a small group of people that have been chosen from a larger group. The small group is judged again and a final decision is made about which of them is the best.

submission [səb'mɪʃən] *n.* 提交, 呈递

The submission of a proposal or application is the act of sending it to someone, so that they can decide whether to accept it or not.

team player 善于团队合作的人

If you refer to someone as a team player, you mean that he/she works well with other people in order to achieve things.

vacancy ['veɪkənsi] *n.* 空职

A vacancy is a job which is not being done by anyone and which people can apply for.

Situational Dialogues

Dialogue 1

A: Excuse me. **May I see** Mr. Allan Wilson, the personnel manager?

B: **It's me. What can I do for you?**

A: Nice to meet you, Mr. Wilson. **I'm coming here for an interview by appointment.**

B: Nice to meet you, too. Please take a seat.

A: Thank you.

B: **May I have your name?**

A: My name is Jessica Lawrence.

B: OK, Miss Lawrence, we have received your letter in answer to our advertisement. I would like to talk with you regarding your qualifications for this position.

A: **I am very happy that I am qualified for an interview.**

Dialogue 2

A: **What made you choose our company?**

B: You've been the market leader for the past years because of the reputation of your products and quality of customer satisfaction and I would like to work for such an outstanding company.

A: **What do you know about our company?**

B: I know it was founded by Sam Walton, a legend of American retail industry, in Arkansas in 1962. Now it has become the world's largest private employer and retailer. The company employs over 1.8 million associates worldwide and operates more than 6,600 units in 14 countries.

A: **Why are you interested in this position?**

B: Well, the position is very challenging and it is in line with my career goals. Also, I think my educational background and relevant experience meet the requirements of this position. I look upon it as an opportunity to develop my expertise and professionalism in the field.

A: **What are your goals for the future?**

B: I'd like to work in a company where I can continue to learn, take on additional responsibilities, and contribute as much of value as I can.

A: By the way, **how would you evaluate the company you are with?**

B: Although I could not say that everything is perfect there, I still appreciate what the company has given me, especial many chances.

Dialogue 3

A: **If the people who know you were asked why you should be hired, what would they say?**

B: I'm sure if you asked my friends that question they would say you should hire me because I have the skills outlined in the job description and I bring 10 years of expertise to this position. Words they've used to describe me are: hard-working, professional, trusted, and a team player.

A: **What are your weaknesses?**

B: My weaknesses might be that I do get rather impatient at times. I cannot bear unnecessary delay and waste. I don't mind mistakes, **as long as** they are not repeated.

A: Consider the following situation and describe **in detail** how you would respond. Your alarm clock doesn't go off, you wake up, and you are going to be two hours late for work. How would you handle that situation?

B: Once I woke up, I would immediately call my supervisor, apologize, and let him know what happened and inform him that I was going to be late. I would then call a co-worker and ask him to cover for me until I arrived. Once I arrived, I would apologize again and ask if I could stay late or come in early to make up for the lost time. Finally, I would buy a new alarm clock to ensure that this would not happen again.

Dialogue 4

A: Now, **do you have any questions for us?**

B: Yes, I'd like to know if there would be any future opportunities for specific training.

A: If necessary there will be. Any other questions?

B: When will I know your decision?

A: We'll give you our decision in a couple of days. **Thank you for your interest in this office.**

B: Thank you, Sir. I hope to hear from you as soon as possible.

A: **Please send the next candidate in on your way out.**

B: OK. Goodbye.

Useful Structures

1. I have come **at your invitation for an interview.** /I'm for an interview **as requested.**
2. **It is a great pleasure for me to** have this opportunity for interview.
3. Why did you **apply for** this job? /Why are you interested in **working for** our company?
4. Why do you think you **are qualified for** this position?
5. **Where do you want to be in five years?** /What are your **goals for the next five years?**
6. **What kind of personality do you think you have?**
7. **What is your greatest weakness?** /What is your **greatest strength?**
8. I'm a good **team player.** /I can work under pressure and **get along well with** my colleagues.
9. How would your friends(or teacher or supervisor)describe you?
10. **Have you got anything to ask me?**

Reading

Reading 1



Pre-reading questions

1. How do companies recruit people?
2. Have you ever heard of headhunting?
3. How does the headhunter find qualified candidates?

Headhunting

In the UK, usually there are four recruitment methods: agency recruitment, advertising selection(which is advertising in newspapers), a combination of selection and search and, at the top-end, executive search, otherwise known as headhunting. The executive search market is particularly prevalent in areas where market growth has been driven by skills shortages in client companies who are in constant process of change. This is particularly the case in the finance, consulting and IT sectors, for example.

There is a fairly standard operating procedure for the delivery of headhunting assignments. It begins with a client giving a headhunter exclusive instruction and a brief to fill a vacancy. The headhunter's first task is to target potential companies, then individuals within those companies, either through desk research or through extensive contact networks. The headhunter then speaks to those individuals who match the specified criteria closely and are most appropriate for the job in question. The headhunter then meets a number of potential candidates, either at their own offices or at a neutral location. Of course, these meetings have to be arranged and held with the utmost discretion. The headhunter then puts together the curriculum vitae and presents his findings to the client. At this meeting the client is given a shortlist of about eight candidates and selects three or four of them for interview. This number gives a good chance of successful candidate being hired. The candidates then go through the client's own interview procedure, possibly along with other candidates that applied directly to the company in response to an advertisement. Afterwards, the headhunter gives professional advice to both sides and facilitates the offer process to make sure that the whole assignment ends with a successful hire.

As for remuneration, the headhunter will receive a proportion, usually about 30 percent, of the first annual salary of the person appointed. When a search company has been given an exclusive instruction to fill a vacancy, payment is normally billed in three installments: first of all a retainer, then a second installment upon submission of the shortlist and finally, a completion fee when the appointee starts with the client.



After-reading questions

Read the passage carefully and write T for True or F for False.

1. In the UK, there are four recruitment methods: agency recruitment, advertising selection, a combination of selection and search and headhunting.
2. During the search, the headhunter and client company communicate constantly to ensure that only qualified candidates are considered.
3. The candidates recommended by the headhunter needn't take part in the client's own interview procedure.
4. The headhunter's fee is usually 30 percent of the recruited executive's first-month salary.
5. The headhunter's job is to identify the candidates and get them interested in working for the client company.

Read the passage and answer the following questions.

1. What is the major topic of the passage?
2. How many recruitment methods are there in the UK? What are they?
3. What is the standard operating procedure for the delivery of headhunting assignments?
4. How do companies pay for the headhunter?

5. Do you think companies can get the best person for the job through the headhunter?
Why?



Notes

- The executive search market is particularly prevalent in areas where market growth has been driven by skills shortages in client companies who are in constant process of change.
猎头市场在技能型人才短缺会导致市场增长变化的领域中尤为普遍,这些领域中的公司变化性很大。
猎头(headhunting 或 executive search)是一种在欧美十分流行的人才招聘方式,意思是“网罗高级人才”。猎头公司是一种帮助公司企业招聘高级候选人的人才中介机构。
- There is a fairly standard operating procedure for the delivery of headhunting assignments.
完成一项猎头任务需要通过一个相当标准的操作过程。
- It begins with a client giving a headhunter exclusive instruction and a brief to fill a vacancy.
猎头任务开始于客户对猎头公司独家委托并对所需空缺职位进行简要说明。
begin with 以……开始;开始于
Knowledge begins with practice.
认识从实践开始。
- The headhunter's first task is to target potential companies, then individuals within those companies, either through desk research or through extensive contact networks.
猎头公司的首要任务就是通过案头调查研究,或者是通过广泛的网络接触锁定目标公司,然后是锁定那些目标公司里的个人。
desk research 案头调查研究
- The headhunter then speaks to those individuals who match the specified criteria closely and are most appropriate for the job in question.
然后猎头就会跟那些非常符合要求、最为适合所需职位的人对话。
be appropriate for/to... 对……适合
Sports clothes are not appropriate for a formal wedding.
在正式的婚礼上不宜穿运动服。
His formal style of speaking was appropriate to the occasion.
他郑重其事的讲话方式适合于那个场合。
in question 被谈的,正在谈论的
The job in question is available for three months only.
所谈到的这一工作空缺为时仅三个月。
- The headhunter then puts together the curriculum vitae and presents his findings to the client.

present sth. to sb. 将某事(物)提交某人

They presented a petition to the governor.

他们向总督呈递了一份请愿书。

7. The candidates then go through the client's own interview procedure, possibly along with other candidates that applied directly to the company in response to an advertisement.

- 1) go through 参加(某事);履行(某事)

Certain formalities have to be gone through before one can emigrate.

在批准移居国外之前,必须履行一定的手续。

- 2) apply to... 向……申请

We applied to them for help.

我们向他们求援。

in response to... 对……的回应

Improvements were done in response to our customer's demands.

应客户要求,我们的改进工作已全部完成。

8. ...and facilitates the offer process to make sure that the whole assignment ends with a successful hire.

make sure 确保,确定

You must make sure of the time and place.

你必须把时间和地点弄清楚。

Reading 2 Business Communication Etiquette

Basic Interview Etiquette

Job interview etiquette is important for obvious reasons. Apart from helping you land your dream job, it makes the whole experience much more pleasant for both parties. Check out the following tips on interview etiquette.

Do:

Arrive about 15 minutes early.

Greet the interviewer with a warm, confident "Hello" and a firm handshake.

Be calm and confident but never egotistical or aggressive.

Dress and groom yourself with perfection. (Appropriate business attire, make-up)

Maintain eye contact with the interviewer without crossing the boundary into staring.

Emphasize positive things about yourself.

Be honest about your background and experience.

Ask a few appropriate questions.

Remain calm and alert to answer all questions.

Maintain good posture.

Thank the interviewer for his/her time.

Do Not:

Bring a friend or relative with you.

Arrive late.

Use excessive perfume or make-up.

Ask about the salary unless the interviewer brings it up.

Look hesitant when asked tough questions—think before answering.

Bad-mouth a former employer or past co-workers.

Appear anxious to end the interview.

There are many more key elements to a successful interview, but follow these simple interview etiquette tips and you'll come out way ahead of competitors who violate them.



After-reading questions

Read the passage carefully and write T for True or F for False.

1. For candidates, it is helpful to arrive early, dress appropriately.
2. If you are the applicant, it is important to avoid saying negative things about your former boss, even if you feel your statements are justified.
3. You needn't make eye contact with the person that is speaking to you.
4. When you shake hands with the interviewer, make sure your hands are wet.
5. It is helpful to have good posture, but keep it relaxed and friendly during the whole process of interview.

Practical Exercises

Section 1 Vocabulary and Structures

I. Match the definitions of job and work title with the words themselves.

- | | |
|--|----------------------------|
| 1. The person with the most important position in a company | A. receptionist |
| 2. A person who helps someone in a higher position, especially writing letters, arranging meetings, and making telephone calls | B. board |
| 3. A person who usually welcomes and helps visitors and answers the telephone in an organization | C. personal assistant |
| 4. A person who gives expert advice to a person or organization on a particular subject | D. chief executive officer |
| 5. The group of people who are responsible for controlling and organizing a company or organization | E. consultant |

II. Complete the following structures.

1. Why are you interested in _____ (为我们公司工作)?
2. I am able to work _____ (在高压力和时间限制下).