

# AT WORK 2

# B1

1. Read four fragments of a conversation between Tony and Aisha about their jobs. After reading each fragment, match the vocabulary items with the correct definitions.

## FRAGMENT 1

What do you do?



I am a store assistant. Last summer, I was a ticket desk assistant at the cinema.

You have a lot of **experience** in customer service then!



I do. What about you?

I teach English at a school. On weekends, I teach older people how to use a computer.



You have a lot of **experience** in teaching.



That's true. Did you get any **training** at work?

I did. Before I started my job, my manager **trained** me. He showed me what to do.



Do you have to wear a **uniform**?



We do. My **uniform** is blue trousers and a blue shirt.

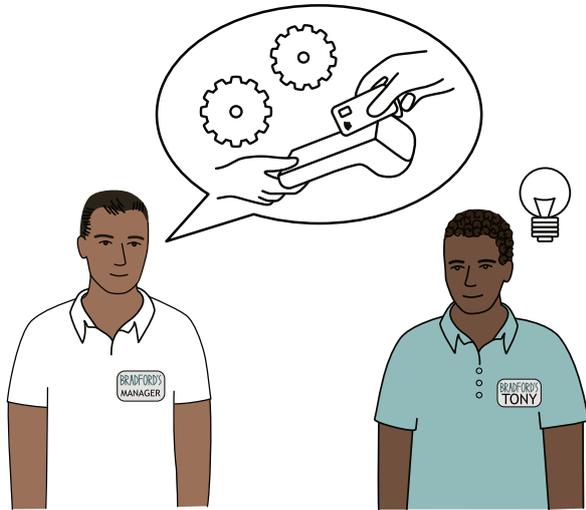


Complete the definitions with the correct vocabulary items.

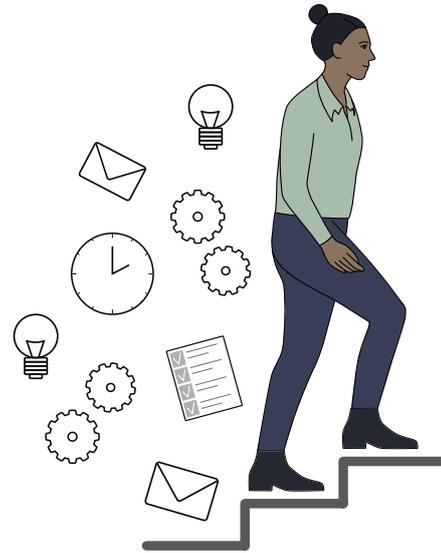
■ experience

■ training

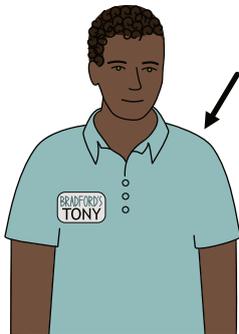
■ uniform



Before Tony started his job, his supervisor showed him how to do everything. He had .....



Aisha started teaching three years ago. She has learned a lot about teaching. Now, she can say that she has a lot of .....



Tony has to wear specific clothes at work. It's his .....

## FRAGMENT 2



Tell me more about your work. What do you do? What skills do you use at work?

As a teacher, I need good **organisational skills**. I always know where important things are, I know my schedule, and I am good at planning. If parents need some information, they email me. I **respond to their emails**.





It's similar at our store. If customers have questions about our stock, they can call us. I **answer the phone**.



I see. **Communication skills** are really important too. You can use them in any job.

Complete the definitions with the correct vocabulary items.

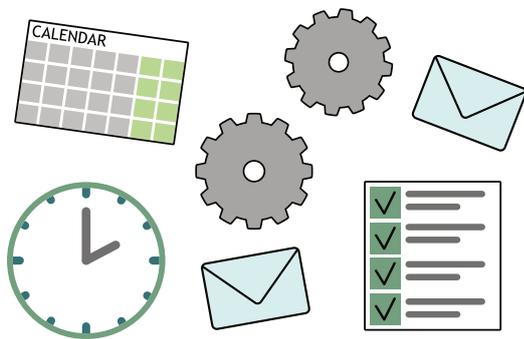
- organisational skills      ■ responding to emails      ■ answering the phone
- communication skills



When a parent sends an email to Aisha, she writes back. This duty is called .....



When customers call, Tony picks up the phone. This duty is called .....



Aisha always has everything under control. She is very good at planning activities and events. She has great .....



Responding to emails and answering the phone are examples of .....

### FRAGMENT 3

Do you work with other people, Tony?



Yes, **teamwork** is very important at my store. We are a team of 20 colleagues and we work together. Is **teamwork** a part of your job?



I work alone, but I often **attend meetings** to discuss problems or events at our school.

I see. We don't have meetings, but sometimes I have to **report problems to the manager**. For example, problems with deliveries or the tills. And is there anything you don't like about your job?



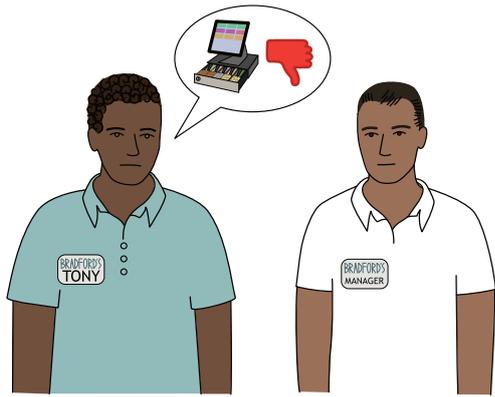
**Dealing with complaints** is not my favourite duty. Parents are sometimes unhappy and it's my job to do something about it.



I understand, **dealing with complaints** is also part of my role. I have to deal with them when customers are unhappy about a product.

Complete the definitions with the correct vocabulary items.

- attending meetings
- reporting problems to the manager
- dealing with complaints
- teamwork



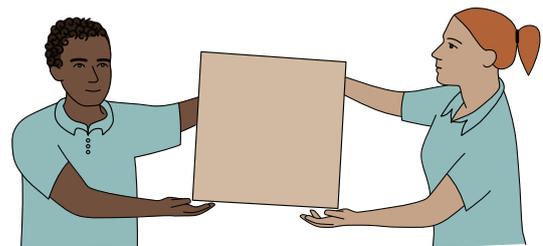
When a delivery doesn't arrive, Tony informs his manager about it. This duty is called .....



When parents are unhappy, they talk to Aisha. Her task is to listen to them and fix the problem. This duty is called .....



Teachers regularly meet to discuss problems and events at school. This duty is called .....



Tony works closely with his colleagues. He is good at .....

#### FRAGMENT 4

You haven't told me how many teachers work at your school!



There are twenty teachers at our school, but we need more. This summer, we will **hire** five new teaching assistants.

I would like to be a teaching assistant. I am studying Support Work for Schools at college. Maybe I will **apply for** the job.



You should! If you are **hired**, you will have to **resign** from your job at the store.

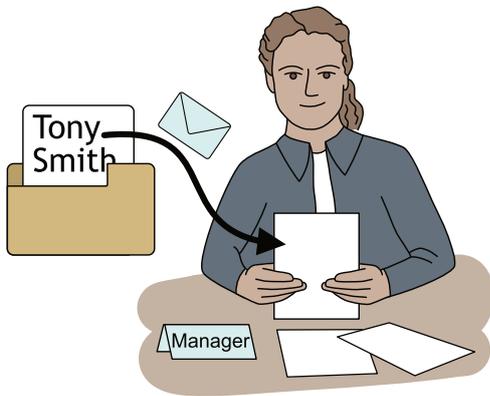
That's true. And if I don't do a good job as a teaching assistant, they will **fire** me.

I'm sure that you will do a great job, Tony. You should **apply**. Interviews start next month.



Complete the definitions with the correct vocabulary items.

- hire
- apply for
- resign
- fire
- interview



If you see a job that you like, the first thing to do is to ..... it.

If the employer wants to meet you, they will schedule an .....



If your interview goes well, the employer will ..... you.

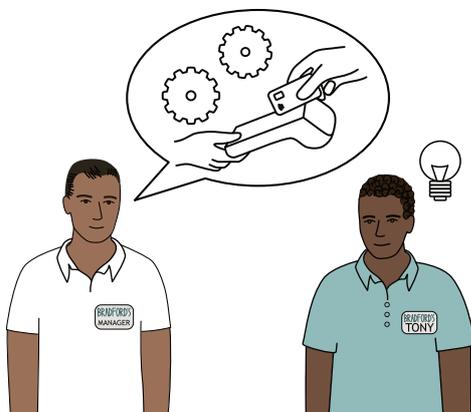
If you want to leave your job, you have to .....

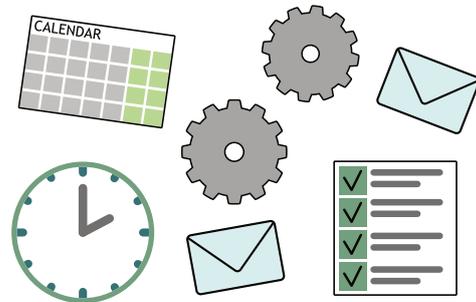
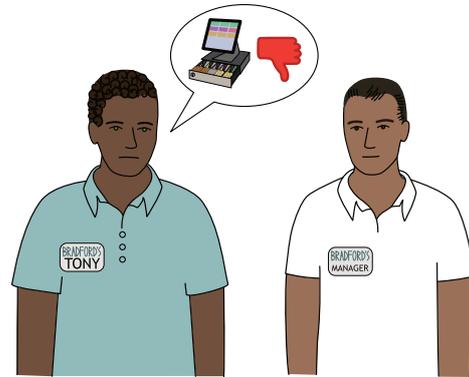
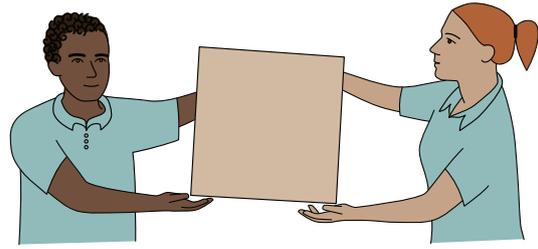


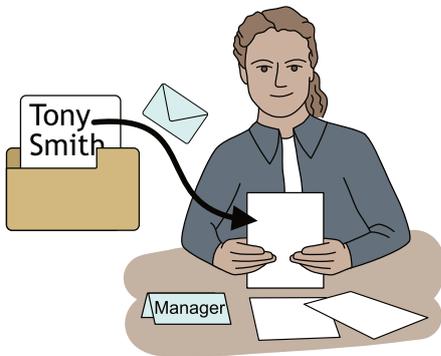
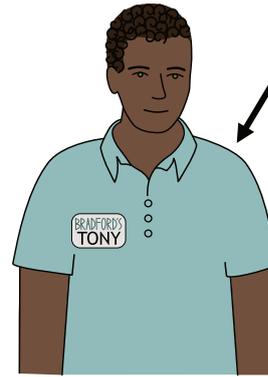
If you don't do well at your job, the employer can ..... you.

## 2. Label the pictures.

- ◆ attending meetings
- ◆ dealing with complaints
- ◆ resigning from a job
- ◆ organisational skills
- ◆ communication skills
- ◆ answering the phone
- ◆ teamwork skills
- ◆ firing an employee
- ◆ interview
- ◆ applying for a job
- ◆ wearing a uniform
- ◆ experience
- ◆ responding to emails
- ◆ reporting problems to the manager
- ◆ hiring an employee
- ◆ training







3. Read the sentences 1-8 and choose the correct option.

1. If your job is *part-time* / *full time*, you work about 38 hours per week.
2. If your job is *part-time* / *full time*, you work about 20 hours per week.
3. If your contract is *temporary* / *permanent*, you will have to look for another job soon.
4. If your contract is *temporary* / *permanent*, you don't have to look for a new job.
5. If you receive *an hourly rate* / *a salary*, you are paid the same amount of money every month.
6. If you receive *an hourly rate* / *a salary*, you are paid for the hours you work.
7. When you feel unwell, you can take *annual leave* / *sick leave*.
8. When you are planning a holiday, you can take *annual leave* / *sick leave*.

4. Job adverts are often found online. Read these examples. Then, complete the table below.

### Seasonal Events Assistant

### Ashford Community Centre

Our Community Centre is hiring Events Assistants for the summer season, June - August.

As an Events Assistant, you will:

- ➡ Assist the Events Coordinator with organisation tasks.
- ➡ Attend meetings and take meeting notes.
- ➡ Respond to emails and answer calls from visitors.
- ➡ Work closely with other Events Assistants.
- ➡ Wear the Community Centre's uniform.

We are offering both full-time and part-time positions. Candidates should have good communication skills and enjoy teamwork. As an Events Assistant, you will receive full training before starting the job.

If you are interested, please send your cover letter and CV to [community@ashford.co.uk](mailto:community@ashford.co.uk).



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## Full-time Visitor Assistant - Canterbury Roman Museum

The Canterbury Roman Museum is looking for a Visitor Assistant who will deliver welcoming and professional customer service.

### Key duties:

- Help visitors find their way around the Museum.
- Sell and check tickets.
- Answer the phone.
- Respond to emails.
- Report problems to the manager.
- Deal with complaints.
- Wear a uniform.

The Museum is offering a full-time position (38 hours a week), with shifts between Tuesdays and Sundays. Visitor Assistants have to work one weekend per month.

Annual salary: £18,000

Candidates for this position should have experience in customer service roles.

To apply, please send your cover letter and CV to [theromanmuseum@kent.co.uk](mailto:theromanmuseum@kent.co.uk).

Interviews will be scheduled between the 5th and the 10th of August.

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## Part-time Hotel Receptionist | Seaside Hotel, Margate

Would you like to work in a beautiful place, with a team of friendly people? Are you organised, professional, and welcoming? This job is for you!

What we are looking for:

- ◆ A friendly and flexible person.
- ◆ Somebody who is always happy to help.
- ◆ Organisational and teamwork skills.
- ◆ Telephone and email skills.
- ◆ Good oral and written communication skills.

Experience in a similar role is preferred.

- ◆ Starting date: 1st of June
- ◆ Hours: 24 per week (2 days a week between 7am and 7pm)
- ◆ Hourly rate: £12
- ◆ Annual leave: 17 days

Please, send us your cover letter and CV at [jobs@seasidemargate.co.uk](mailto:jobs@seasidemargate.co.uk) to apply for the position.



Based on the job adverts above, tick (✓) the positions that match the following descriptions:

	Events Assistant	Visitor Assistant	Hotel Receptionist
It's a full-time position.			
It's a part-time position.			
It's a temporary position.			
It's a permanent position.			
There is information about the salary or the hourly rate.			
There is information about the annual leave.			
There is information about interview dates.			
There is information about training.			
You must have experience from a similar job.			
You will have to work on weekends.			
You will wear a uniform.			
Teamwork is important in this job.			
Organisational skills are important in this job.			
You will attend meetings.			
You will answer the phone.			
You will respond to emails.			
You will report problems to the manager.			
You will communicate with customers or visitors.			
You will deal with complaints.			

5. Listen to Marcel and Clara talk about their jobs. Read the statements below and decide if they are true or false. Write corrections for false sentences.



1. Marcel delivers orders to customers. ....
2. Marcel responds to emails and answers phone calls. ....
3. Marcel's job is easy. ....
4. Marcel communicates with customers. ....
5. Teamwork is a big part of Marcel's job. ....
6. This is Marcel's first job in customer service. ....
7. Marcel wants to apply for a new job soon. ....
8. Marcel attends meetings. ....
9. Marcel's uniform is blue jeans and a T-shirt. ....



1. Clara started her job thirteen years ago. ....
2. Clara found the job advert on a website. ....
3. Clara was hired after one interview. ....
4. Clara attends events as a part of her job. ....
5. Clara communicates with the public very often. ....
6. Clara answers phone calls. ....
7. Clara has two assistants. ....
8. Clara wants to continue working at the museum. ....
9. Clara enjoys learning new skills. ....



6. Read the job titles below and rate them from 1 to 10 (from the most to the least interesting), according to your preference. Then, compare in pairs and discuss.

- Courier
- Library assistant
- Teaching assistant
- Driver
- Hotel receptionist
- Cashier
- Waiter / waitress
- Event planner
- Store assistant
- Train station staff

Example:

■ *In my opinion, teaching assistant is the best job.*

■ *Why?*

■ *Because you organise lessons and you work with children. I think that you can learn a lot as a teaching assistant.*

■ *Is there anything you don't like about this job?*

■ *Yes, you have to start very early and deal with complaints from parents.*

7. Using the new vocabulary, write about your job or about a job you would like to do. Then, share it with your classmates. You can use the phrases below:

■ I work as a... / I would like to work as a...

■ I work in... / I would like to work in...

■ The duties of this job are...

■ I am interested in learning...

■ I enjoy...

■ I don't enjoy...

■ The skills that are needed in this job are...

■ The most important part of this job is...

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8. Game!

