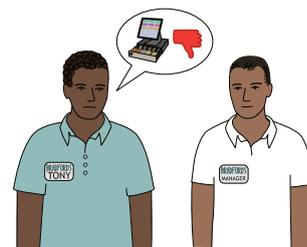


COVER LETTER B1

1. Do you remember these skills and duties? Label the pictures.

- ◆ helping customers
- ◆ reporting problems to the manager
- ◆ taking inventory
- ◆ keeping the store clean and tidy
- ◆ communication skills
- ◆ selling stock
- ◆ cashing up
- ◆ wearing a uniform
- ◆ taking orders
- ◆ making orders
- ◆ serving customers
- ◆ teamwork skills
- ◆ making deliveries
- ◆ organisational skills
- ◆ attending meetings
- ◆ dealing with complaints
- ◆ restocking shelves
- ◆ processing payments
- ◆ answering the phone
- ◆ responding to emails
- ◆ handling cash
- ◆ receiving deliveries



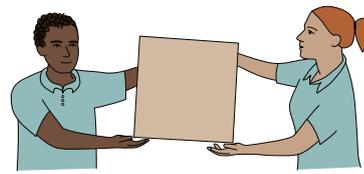
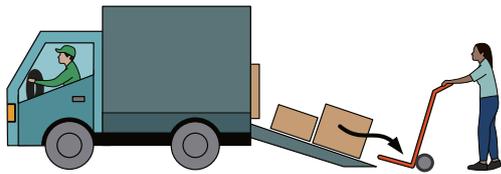
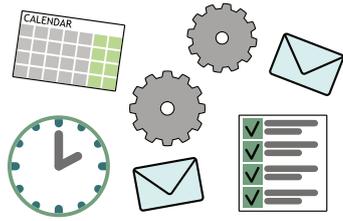
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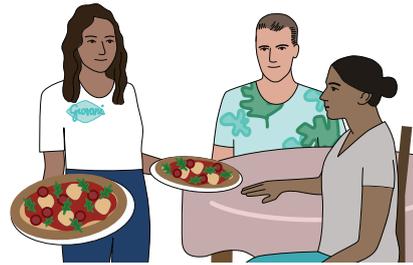
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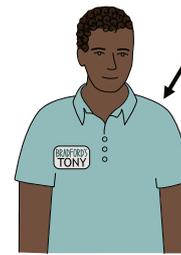
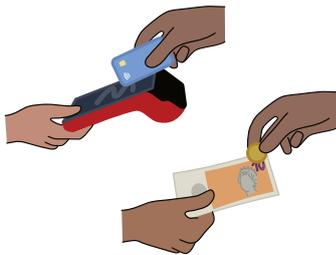
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2. Read the list of skills and duties below. Decide which jobs they are important for. You can match the same item with many jobs.

- ◆ Organisational skills
- ◆ Receiving deliveries
- ◆ Taking orders
- ◆ Communication skills
- ◆ Processing payments
- ◆ Restocking shelves
- ◆ Taking inventory
- ◆ Helping customers
- ◆ Responding to emails
- ◆ Selling stock
- ◆ Answering the phone
- ◆ Serving customers
- ◆ Making orders
- ◆ Teamwork
- ◆ Cashing up
- ◆ Attending meetings
- ◆ Making deliveries
- ◆ Wearing a uniform
- ◆ Dealing with complaints
- ◆ Handling cash
- ◆ Keeping the workplace clean and tidy

Shop Assistant

Waiter / Waitress

Office Assistant

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➔ When you want to apply for a job, the first step is to write a cover letter to the employer. For most jobs, you will also need a CV.

2. Tony is applying for a Teaching Assistant position. Read the job advert and his cover letter.

Teaching Assistant - Maidstone Grammar School

Maidstone Grammar School is hiring Teaching Assistants for a September start.

Key duties:

- Working closely with teachers to organise activities.
- Reporting important information to the main teacher.
- Working with large groups and individual students.
- Organising the classroom.
- Cleaning up after activities.
- Attending parent-teacher meetings.

Requirements:

- Friendly and organised professional.
- Experience working with children.
- Multicultural experience preferred.
- Qualification in Support Work for Schools preferred.
- Communication and organisational skills.
- Computer skills (MS Office, Google Apps).
- Skills in basic school subjects (maths, reading, writing).

We are offering part-time positions (20 hours a week). Interviews are scheduled for the 10th of August. Successful candidates will attend a training week from the 23rd to the 29th of August.

If you are interested, please send your cover letter and CV to jobs@maidstonegrammar.co.uk.



Tony Smith
12 Underhill Road
Canterbury, CT1 1AL

Tel: +447841618953
E-mail: t.smith@email.co.uk

Recruiting Manager
Maidstone Grammar School
21 Seaside Road
Maidstone, ME14 1BX

10th July 2021

Dear Recruiting Manager,

I am writing to apply for the Teaching Assistant position at Maidstone Grammar School. As a student of the Level 2 Award in Support Work for Schools programme at Broadstairs College, I believe I am the ideal candidate for the job.

I have two semesters of teaching experience as part of my college programme. I enjoy working with children and organising activities. During my teaching experience, I worked closely with main teachers to organise lessons. I also prepared materials using MS Word and PowerPoint, and have very good skills in Google Docs and Outlook.

At the moment, I work as a store assistant. Teamwork and communication skills are very important for my job. I often deal with problems and complaints. I also have experience in phone and email communication.

Please, find attached my CV. Do not hesitate to contact me if you require any more information. I look forward to hearing from you.

Yours faithfully,

Tony Smith



3. Write the elements of a cover letter in the correct spaces below.

- ◆ employer’s name (if known) and address
- ◆ introduction (I am writing to apply for...)
- ◆ closing paragraph (I look forward to...)
- ◆ your name and contact details
- ◆ polite closing (Yours faithfully,)
- ◆ your signature (Tony Smith)
- ◆ salutation (Dear...,)
- ◆ information about your skills and experience
- ◆ date

Blank spaces for writing the cover letter elements, including a large rectangular area for the main body of the letter.



➡ **If you don't know the name of the person you are writing to:**

Salutation: Dear Recruiting Manager,

Polite closing: Yours faithfully,

➡ **If you know the name of the person you are writing to:**

Salutation: Dear Ms Patel,

Polite closing: Yours sincerely,

4. Connect the sentence halves.

- | | |
|---|--|
| ◆ I am writing to apply | ◆ are very important to me. |
| ◆ As a courier with a year of experience, | ◆ oral and written communication. |
| ◆ I have two years of experience | ◆ for the Receptionist position at Sunshine Hotel. |
| ◆ I enjoy | ◆ hearing from you soon. |
| ◆ Teamwork and communication | ◆ working with people. |
| ◆ I have very good | ◆ organisational skills. |
| ◆ I am very good at | ◆ in customer service. |
| ◆ I look forward to | ◆ I believe I am the ideal candidate. |

5. Make a list of your skills and experience from work or education.

My skills

Example: answering the phone

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My experience

Example: work as a courier

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6. Choose one of the job adverts below and write a cover letter to apply for that position.

Part-time Hotel Receptionist | Seaside Hotel, Margate 28 Trinity Walk, Margate, CT9 1JH

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, email Ms Beatrice Weekes with your cover letter and CV at jobs@seasidemargate.co.uk to apply for the position.

Store Assistant

Bradford's Supermarket

5 Gordon Road, Canterbury, CT2 5TF

Bradford's Supermarket in Canterbury is hiring full-time Store Assistants.

As a Store Assistant, you will:

- ➔ Help customers find products.
- ➔ Take inventory and restock shelves.
- ➔ Process payments.
- ➔ Make orders and receive deliveries.

Candidates should be friendly and professional and have good teamwork skills. Previous experience with processing payments is a bonus.

If you are interested, please send your cover letter and CV to our Recruiting Manager, Nelson Monteiro, at bradfords@canterbury.co.uk.



your name and contact details

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employer's name and address
- date
- salutation

introduction ↴

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information about your skills and experience ↴

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closing paragraph ↴

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- polite closing
- signature

