

Workbook

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B1



Business Partner

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Vocabulary Transferable skills

1 Complete these comments by interviewers using the words and phrases in the box.

can-do attitude communication skills critical thinking determination
integrity set goals team player think outside the box

- 1 His ideas were creative and really innovative so he can obviously _____.
- 2 I liked the way she worked with the other candidates so she is clearly a(n) _____.
- 3 He has excellent _____. The presentation was first class and he answered the questions really clearly.
- 4 She used _____ brilliantly. I thought she evaluated the three options in the case study carefully before deciding which one to choose.
- 5 She has a lot of _____. This is the third time she's applied for a position in Marketing so she hasn't stopped trying.
- 6 I like the way she has monthly objectives for herself which shows she can _____.
- 7 I don't think he will complain about work. He seems prepared to try anything. He has a real _____.
- 8 They all seemed to have _____. They answered the interview questions on attitudes towards work very well.

2 Choose the correct option in italics.

- 1 Our consultants need to be *confident* / *independent* because they often have to work alone.
- 2 My manager is really *ambitious* / *passionate* about customer service.
- 3 In an interview you need to show *adaptability* / *confidence* in your abilities.
- 4 After four years in the job her *motivation* / *passion* was quite low and she started to look for a new one.
- 5 Our budgets are not high so we need to be very *resourceful* / *ambitious* when planning travel.
- 6 We get lots of different projects in our company so staff have to show great *adaptability* / *authenticity*.

3 Complete the sentences using the correct word ending.

- 1 Juan can deal with most people and all the managers trust him – he is very depend_____.
- 2 Things change so often in our industry. We have to be very flex_____.
- 3 Anna really enjoys working on her own from home. She shows great independ_____.
- 4 Henri loves his job and is really keen. It's good to see such enthus_____.
- 5 My manager is always really hon_____ with me. He always tells me what he thinks.
- 6 Maria wants to become a manager in the next two years – she has a lot of amb_____.

Grammar Advice and suggestions

1 Complete the table using the problems and advice/suggestions in the box.

How about looking for a new one?	I don't find my job very challenging.
I've got too many online connections.	It takes me two hours to get to work.
Why don't you go travelling until then?	You ought to go on a course.
You should try thinking about something completely different.	

	Problem	Advice/Suggestion
1	My computer skills are not very good.	
2		Why not try speaking to your manager?
3	I really don't earn enough in my present job.	
4		You shouldn't accept everybody.
5	My new job starts in three months.	
6		You could apply for a transfer to another branch.
7	I get so nervous before interviews.	

2 Match 1-7 with a-g to complete the sentences.

- | | |
|---------------------|---|
| 1 Why don't you | a keep your profile updated. |
| 2 How about asking | b contacting a recruitment agency? |
| 3 You should always | c get a better photo for your online profile? |
| 4 You could do | d put false information on your profile. |
| 5 You shouldn't | e to rewrite your introduction. |
| 6 Why not try | f people to endorse your profile? |
| 7 You ought | g some online courses to improve your CV. |

3 Put the dialogue in the correct order (1-8). Two lines have been done for you.

- a How's it going? 1
- b Why don't you apply for a working visa for Australia or New Zealand? ___
- c I haven't got enough money. Those courses are expensive. ___
- d I tried that but no luck. They said I need to improve my English. ___
- e Not too bad but I'm still looking for a job. ___
- f That's a good idea. I could get a job and learn English at the same time. 8
- g You could go on an intensive course. ___
- h How about contacting a recruitment agency? ___

The fun is over Work starts now



A lot of people ask me about the difference between studying and working full-time. Well, let me tell you it is very different. When you're studying, you set your goals and do enough studying to achieve them. Usually you like the subject, so most tasks are interesting. Once you start working though, someone else is managing you, setting your goals and making sure you achieve them. And, if you do, you can be sure they'll make them more difficult the next month!

Another important difference is that when you start work you often have no one below you. Even if you are the best in your class, graduating cum laude* in your subject, you probably have little practical experience in the workplace, so you start at the bottom. And some of the tasks you have to do will be very boring, so it's important you can motivate yourself. In sales, for example, they will often ask you to call old customers. You'll need determination, because you might call many of them without getting any interest, but you still have to be friendly and polite. I know this doesn't sound great but with a can-do attitude you can really start to make progress.

If you get a job in a non-customer facing position, you'll need to be able to work independently. You might be inputting data or preparing reports. Both of these tasks are necessary for your employer but might seem rather dull to you. Nevertheless, you'll need to be both reliable and a problem-solver, while finding the most efficient ways of doing them. Nobody said that work was always exciting!

And for those graduates who are still looking for a job, remember that you are competing with a lot of people every time you apply for a position; you need to make sure your online profile is up-to-date and makes you stand out from the crowd**. Why not try doing some online courses to improve your skills set and to give yourself something different to offer? You should always remember to be flexible. The job you're offered might not be exactly what you're looking for but it's only the first step on a long road.

*cum laude /kʊm 'lɑːdeɪ/ (with honours) – if you graduate cum laude, you finish a university degree and are given official praise for special achievement

** stand out from the crowd – to be noticed because you are better than others

1 Read the blogpost and decide if these statements are *true* (T), *false* (F) or *doesn't say* (DS).

- 1 You set your own goals when you're studying and when you start working. ___
- 2 The best graduates might manage people in their first job. ___
- 3 Subject knowledge is important in sales. ___
- 4 Graduates in non-customer facing jobs need to be good at solving problems. ___
- 5 Candidates with much better online profiles usually get the jobs they apply for. ___
- 6 Graduates looking for work should consider additional studying. ___

2 Read the blogpost again and complete the sentences using the words and phrases in the box.

at the bottom can-do attitude determined harder sets the goals stand out

- 1 One main difference between studying and working is that at work another person _____.
- 2 If you achieve your goals, the next ones will be _____.
- 3 Graduates probably have to begin their career _____.
- 4 You need to be _____ if the task takes a lot of time and is boring.
- 5 A(n) _____ is useful if you want to make progress.
- 6 The writer thinks you need to _____ from other candidates for a job.

3 What is the best description of the blogpost?

- a honest b unrealistic c positive

Functional language Asking questions to build rapport

1 Put the words in the correct order to make follow-up questions.

A: I hear you speak fluent English. Where did you learn it?

B: My parents worked in the UK. We lived in a town called Abingdon. ¹ _____ ?
(it / you / do / know)

A: Yes, I do actually. I studied near there for two years at the European School.

B: Really? Me too. ² _____ ? (in / Abingdon / how / for / long / were / you)

A: Three years. From 2012 to 2014. ³ _____ ? (stay / long / how / you / did)

B: From 2008 to 2012. My mother worked in Oxford.

A: My father worked there, too. ⁴ _____ ? (live / exactly / where / you / did)

B: We lived in a small village called Burcot. Then we moved to London.

A: That's interesting. ⁵ _____ ? (there / do / what / you / did)

B: I went to university. Did you like England? ⁶ _____ ?
(visit / which / you / places / did)

A: London, Bath and parts of Scotland.

B: ⁷ _____ ? (it / what / about / you / did / like)

A: I loved everything – the green hills, the grand buildings and all my friends!

B: Me, too. I miss it now!

Networking at a careers event

2 Which of these answers is not an appropriate response?

1 Starting a conversation: 'Sorry, could I just ask you a few questions about your company?'

- a** Sure, go ahead. **b** Oh, really? **c** Yes, of course.

2 Showing interest: 'After college, I went to Salamanca to study Economics.'

- a** That's interesting. **b** Uh-huh. **c** Here's my card.

3 Closing a conversation: 'Enjoy the rest of the event.'

- a** I really appreciate your time, thank you. **b** That sounds exciting. **c** It's been nice talking to you.

3 Complete the conversations using the words in the box.

appreciate call detail exciting explain minute questions

1 A: Can I talk to you for a _____ ?
B: Of course, how can I help?

4 A: I'd like to ask you a few _____ .
B: Sure. Go ahead.

2 A: Thank you for your time. I really _____ it.
B: Thank you, too. It was a pleasure talking to you.

5 A: Do you have a few minutes to _____ your new service?
B: Absolutely.

3 A: I've got some great news about our sales!
B: Have you? That sounds _____ .

6 A: We need to discuss the report in more _____ .
B: We do. Could I give you a(n) _____ this afternoon?

Writing Emails - Introducing yourself

1A Read the two emails. Which is less formal?

📎
🖨️
🗑️

To: Sales consultants

From: Harry Kaufmann

Subject: Hello!

¹ _____ colleagues,

² _____ as the new Social Media Communications Manager. Before I joined this company, I was working in a similar position for a German company. I have always wanted to work in Australia, so I am delighted to have this opportunity.

³ _____ to contact me by email or phone if you have any questions.

⁴ _____ meeting you all in person over the next few weeks.

⁵ _____ ,
Harry Kaufmann

📎
🖨️
🗑️

To: Marketing team

From: Emily Jones

Subject: Morning!

Hi everyone,

⁶ _____ I want to introduce myself to you. I've just started work here to do maternity cover for Sally Jackson for the next six months. I'll be working mainly on social media projects. ⁷ _____ receptionist before, so I am really excited about the change. ⁸ _____ over lunch today. Or call me or message me if you want to meet up for coffee.

⁹ _____ ,
Emily

B Read the emails again and complete them using the phrases in the box.

Best wishes Dear I very much look forward to I was a I would like to introduce myself
I'm Emily Jones and Please feel free Kind regards Perhaps we can meet up

2 Write a short email of about 80 words introducing yourself to your new classmates or colleagues.

- Decide whether to write a formal or informal email.
- Begin and end appropriately.
- Introduce yourself.
- Say what you were doing previously.
- Offer the chance to meet people.