

4

Reading Exam

ENGLISH FILE

EOI Exam Power Pack (Intermediate cycle)

PART 2

Read the article about successful behaviour when applying for a job and when in work. For questions 1–5 choose the correct answer a, b, or c. Question 0 is the example.

QUESTION	0	1	2	3	4	5
ANSWER	b					

			TOTAL	

EOI Topic: Jobs and employment
See: *English File third edition Intermediate*
 File 8B; PE2, Writing 8

0 What do business experts agree on if you are looking for a job?

- a Most people make a bad impression.
- b Small details are important.
- c It's difficult to make a good impression.

1 What points do employers value from potential employees?

- a A person who behaves in an old-fashioned way
- b A person who meets face-to-face first
- c A person who greets you politely and looks at you directly

2 What mistakes do people make when writing work emails?

- a They make promises that they cannot keep.
- b They write too much and in an inappropriate style.
- c They write their address, which isn't necessary.

3 What advice do experts give about phone calls?

- a You should plan before you call and be economical and to the point.
- b You can go off the point but you need to be conclusive.
- c You should listen to the person and not talk too much.

4 What do image consultants say about people's clothes at work?

- a People should wear something which says something about them as a person.
- b People think unusual clothes make them look better.
- c Clothes which are more traditional are better in a work environment.

5 What mistakes do people make about their choice of clothes for work?

- a They wear too many different types of outfits.
- b They think their personal qualities are more important than their clothes.
- c They confuse which clothes are better for work and which are more suitable for home.

PART 2

Get it right for the workplace

In today's increasingly competitive job market making a good first impression when applying for a job is essential, whether your first contact is by email or face-to-face. Many business consultants and recruitment gurus agree that it's the small details that people pay most attention to. To quote Linda Parker, a top consultant, 'you have to put all the small details together – that's what creates a good or bad impression of you.'

In a face-to-face meeting, a good, strong handshake is one of the first things on an employer's list of positive points. The next point is good eye contact. Linda Parker suggests that you should also spend time thinking about how to present yourself via email or over the phone when first making contact with a prospective employer. 'People often make the mistake of being too informal, addressing someone by their first name when this might not be appropriate.' Another typical mistake is not getting to the point when explaining your reason for your communication. Linda goes on to say that, 'work emails should be businesslike and concise. You should state your reason for writing clearly, and always project a clear and professional message. Emoticons, the use of text to show your mood or facial expression, are definitely on the blacklist, along with evidence that maybe you haven't checked your emails for typos. And one golden rule: when you promise or agree to do something, make sure to do it.'

The same advice goes for phone calls. Many people find it difficult to get straight to the point, so it's a good idea to listen to voicemail messages before answering them, preparing thoroughly before you commit to a call. 'Don't go off on a tangent, be brief and conclusive.'

When it comes to meeting a potential employer in the flesh, Linda Parker says that all too often people forget the importance of what they wear. Image consultants agree that people tend to go for a typical clone-style outfit which they think is suitable for a business environment. 'You should be wearing something that shows your individuality. This doesn't mean choosing something over the top, like a flashy tie or a pair of crazy earrings – that could weaken your credibility. The main thing is getting a balance between looking smart and casual. People often find it hard to decide what to wear for work. Think of the qualities you want to portray. Go through your wardrobe and try on different items to see if those qualities are really reflected. If they aren't, then leave those clothes for the weekend.'