

7.4 Speaking and writing

GOALS ■ Write an application letter or email ■ Ask for and give clarification

Writing an application letter or email

- 1 Work with a partner. Read the adverts and answer the questions.
 - 1 Which advert needs people who are interested in learning about different cultures?
 - 2 Which needs people who have ideas about the latest trends?
 - 3 Which advert needs people with good group work skills?
 - 4 Which appeals to you most? And least? Why?

1

Team leaders needed for immediate start!

Want to get into management? Already got experience? We are looking for new and experienced leaders to manage our expanding group of coffee shops. We want excellent decision-makers who are good with people to organize and lead teams of up to ten employees in our new branches across the country. Opportunities for international travel.

Applications to Raj at admin@coffeehouse.com. No phone enquiries, please.

2

Study trips abroad

Have the experience of a lifetime: spend two months studying abroad. Trips available for studying science, sport, art, local culture or languages. Included in the trip:

- Overnight visits to places of local interest
- Short stays with local families

Applicants should have at least a school leaver's certificate, plus a strong interest in travel. Send applications to Carmen Ramos at studytrips@travelabroad.com or apply online.

3

Social bloggers wanted for online lifestyle magazine

Are you good with words and happy to write in your own language and/or English?

We are looking for writers with something to say about social media, fashion, food and entertainment. Our readers love to learn about what's new around the world. If you have great ideas and experiences to share with our magazine's online community, apply now to **Sam Fielding** at sam@wordcount.com. Interviews start next week (face-to-face or Skype).

- 2a Which of the three advertisements in exercise 1 is Asuncion applying to?

¹ Dear / To _____,

A ² This email is about / I am writing regarding your advertisement for _____ posted on the Jobs & Training website this month.

B ³ As you will see from the attached CV, / Read the CV and you'll see that, at present, I am working as an assistant manager in an international relocation office, helping companies set up abroad. In my present position, my main responsibility is organizing project teams to help companies find good locations in other countries, and I recently won a company award for this work.

C With my work experience and skills, I believe I would be ideally suited to a management position in your company. I am highly organized, hard-working and positive. My business knowledge and IT skills are up to date, and I am also very active in the world of business networking. I am now ready for more challenges in my working life.

⁴ I want to / I would like to work for your company as it has a very good reputation for quality and customer care.

⁵ You need to give me the chance to / I would like the opportunity to use my skills to help your company grow.

D ⁶ Please invite me for / I would be happy to attend an interview and I would be able to start work at the beginning of next month. ⁷ If you need further information, please / Do you want to know more? Then call me on 01422 44327, or email me at asuncion@email.com.

E ⁸ I look forward to hearing from you. / I am waiting for your call.

Yours sincerely,
Asuncion Rico

- b Read the information in the Language for writing box. Work with a partner to choose the correct phrases for 1–8 in Asuncion's email.

LANGUAGE FOR WRITING formal phrases

If we are applying for a job, we need to sound formal in the initial letter/email to make a good impression. We use fixed phrases like:

Formal	Neutral
<i>I am writing regarding ...</i>	<i>I wanted to know ...</i>
<i>I would like to ...</i>	<i>I'd like to ...</i>
<i>I would be happy to attend ...</i>	<i>I'd like to come to ...</i>
<i>I look forward to hearing from you.</i>	<i>Let me know.</i>

- 3** Here is a list of things people usually include in an application email or letter. Which paragraph was each in?
- Give the reason for writing A _____
 - Say you are sending your CV _____
 - Give information about your current situation _____
 - Give information about your skills _____
 - Say why you would be good for the job/company/course _____
 - Give extra contact details _____
 - Write a closing sentence asking the reader to reply _____
- 4a** Choose the advert you would most like to reply to and make notes for an application email using these headings.
- work experience
 - reasons for applying
 - job and personal skills
- b** Write the application email. Use your notes, the Language for writing box on page 72 and phrases from Asuncion's email to help.

Listening & Speaking clarification

- 5** Look at the photo and imagine you are waiting for a job interview. Which person in the photo would you feel most like? Tell your partner why.



- 6a** Read the interview questions. Which do you think is the most difficult to answer?
- 1 Where do you see yourself in five years' time?
 - 2 What motivates you and what doesn't?
 - 3 Why should we employ you?
 - 4 When was the last time you had a disagreement at work, and how did you deal with it?
 - 5 If you were a type of food, what would you be?
- b** Why do interviewers ask questions like these?

- 7a 7.3** Listen to people in job interviews. Who answers each question from exercise 6a?

Li Yan _____ Marina _____
 Parissa _____ Ken _____
 Sophie _____

- b 7.3** Listen again and complete the phrases the people used.

Li Yan

- 1 Could _____ mean?
- 2 Well, _____, I spent three years working in a similar situation in ...

Parissa

- 3 I'm not _____, _____ what job will I have?
- 4 Yes ... in _____, what are your goals for the next few years?

Sophie

- 5 Could _____, please?

Marina

- 6 Let me _____ ...

Ken

- 7 What _____, what makes you ...?
- 8 Could _____ that?

PRONUNCIATION sounding polite

In a situation like an interview, it is important to sound interested and polite.

- 8a 7.4** Listen to the eight phrases in exercise 7b. Mark the intonation, the rise and fall, in each phrase.

Could you explain what you mean?

- b 7.4** Listen again and practise the phrases.

- 9a TASK** Work in small groups. Read each other's application emails or letters. Together, choose four questions from exercise 6a and add two more.

- b** Interview each other. Use the phrases in the Language for speaking box to ask for and give clarification.

LANGUAGE FOR SPEAKING asking for and giving clarification

Ask for clarification

*Could you explain what you mean?
 I'm not sure I understand. Do you mean ...?*

Give clarification

Let me give you a good example ... Well, for instance ...

Get time to think

Let me see ... Let me think ... Now, what's the word again?

- c** Tell each other the two best answers each person gave and explain why.