

LISTENING 2

STUDENT'S BOOK

FOR INTERNAL USE ONLY

**SEKOLAH TINGGI ILMU KOMUNIKASI
DAN SEKRETARI TARAKANITA
2022**

SYLLABUS

Subject	:	Business Listening 2
Credit/code	:	1/....
Time	:	2 X 50 Minutes
Room	:	Language laboratory/R 307
Lecturers	:	Dra. Maria F. Lies Ambarwati, M.M (coordinator) Dr. Agustinus Rustanta, M.Si

Course Description

Listening 2 is designed for second semester students of Sekolah Tinggi Ilmu Komunikasi Tarakanita who have completed listening 1 assuming that they have learned/listened to discourses concerning clerical functions at elementary level. Listening 2 therefore will focus on listening practices to discourses jobs and responsibilities, entertaining and hospitality, office procedures, company profile, products and services, company achievement, reservations, corporate culture, instructions, and socialization. At the end of the semester students are able to recognize the content of discourses by giving examples, elaboration, retelling or paraphrasing.

Goal

Listen to spoken English concerning clerical duties at higher elementary level

Objectives

In the process students are able to:

1. Identify job routines and responsibilities
2. Identify the office procedures
3. Recognize kinds and purpose of instructions
4. Identify people's ways of entertaining and hospitalizing visitors
5. Identify products and services
6. Identify the condition of work
7. Identify people's ways of socialization
8. Identify business culture in offices
9. Identify the procedures, requirements and purposes, of reservations

Teaching Materials

Meeting	Topics	Sources
1	Job routines	Getting unit 6; Early unit 6, 7 & 9; Business Venture 1 unit 4,
2	Company Profile	Business venture 2 Unit 5; ABE Intermediate unit 2.c; Business Listening and speaking unit 9; NIBE unit 12- Page 164; Business Listening and Speaking unit 11.B.1
3	Instructions	Business Listening & Speaking unit 11
4	Entertaining and hospitality	Business English unit 11; Getting ahead unit 14; Business venture 1 unit 11; English for work unit 6
5	Product and services	Telephoning in English unit 4; English for Business Studies unit 9; Global Link 2 unit 11
6	Products demonstration	Business Venture 2 unit 5; Business venture 2 unit 5 Business venture 1 unit 9; Stand and deliver unit 7

7	Office supply	Getting Ahead unit 13; early unit 6
8	Conditions of employment	Developing Business Contact unit 6; English for Business Studies unit 20; ABE Intermediate Unit 3c
9	Socialization	Business objective unit 6; Global Link 1 unit 10; Further Ahead unit 14; Market leader
10	Business Ethic and culture	Further Ahead unit 11& 16.2; Market leader 7.2 – 7.3 Market leader 11.1 & 11.5
11	All about reservations	Telephoning in English unit 5 ;Getting ahead unit 12
12	Recruitment	NIB unit 13.3; New insight into bus unit 2
	Final Examination	

Teaching and learning Process

- Listening Practices
- Discussion
- Question and Answer

Evaluation

Daily score (tasks)	:	40%
Mid Semester Test	:	25%
Final Test	:	35%

Resources

Nick Brieger and Jeremy Comfort, 1995, *Early Business Contact*, Phoenix ELT
Sarah Jones-Macziola, 1999, *Further Ahead*, Cambridge University Press
Ian Badger and Pete Menzies, 1993, *American Business English Program (Pre-Intermediate)*, Phoenix ELT, Prentice Hall Macmillan
Ian Badger and Pete Menzies, 1995, *American Business English Program (Intermediate, Higher Intermediate)* Phoenix ELT, Prentice Hall International (UK) Ltd
Nick Brieger & Jeremy Comfort, 1993, *Developing Business English*, Prentice Hall International (UK) Ltd
Barnard Roger & Feff, cady, 2002, *Business Venture 1*, Oxford University Press
Barnard Roger & Feff, cady, 2002, *Business Venture 2*, Oxford University Press

Lesson 1
Job Routines

Preparation:

Answer these questions:

1. What are secretary's daily routine jobs?
2. What are secretary's non-daily routine jobs?

Practice 1

Listen to the interview and answer the questions

1. What time does she arrive at the office?
2. What does she do after her arrival?
3. What time does she have lunch?
4. Does she have flexi time/ what does flexi time mean?

Practice 2

Listen to someone talking about her job and take notes

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Practice 3

Listen to someone telling about his/her roommate and decide if the statements are true or false.

1. The speaker is talking about herself and her friends.
2. The speaker is busy from day to day.
3. She really enjoys her life.
4. She likes traveling, exercising and shopping.
5. She spends more time on her hobby while working.
6. She likes kinds of exercises.
7. She also likes socializing though she is very busy.
8. Cinema is the favorite place to visit with her friends.
9. She likes smoking while drinking coffee.
10. She is a bad-tempered person.

Listen again and complete the sentences.

1. The woman usually gets to the office at.....
2. The woman's working day is untilat normal day and she gets home at.....when she has a meeting.
3. She is very lucky as at present she getsholiday.
4. She likes traveling because she likes
5. She also likesat lunch time andon most weekend.
6. In general, she goes.....in winter.
7. She attendsevery week after work.

Practice 4

Dictation

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Lesson 2 Company Profile

Preparation

Before you listen, match the words on the left with the definitions on the right.

- | | |
|------------------------------|------------------------------------|
| a. e-commerce | 1. cheaply |
| b. money to burn | 2. outside the earth's atmosphere. |
| c. to launch | 3. now |
| d. at bargain prices | 4. more money than you need |
| e. currently | 5. quickly without planning |
| f. on the spur of the moment | 6. selling on the internet |
| g. space | 7. to start |

Practice 1

Listen to a radio program about Last Minute network, an e-commerce company. Are these statements true or false?

1. Last Minutes launched its website in 1998
2. It sells only travel services
3. The Serious Money page offers expensive goods and services
4. You can fly in a Russian fighter plane for \$ 5,000
5. You can buy 40 bottles of 80 year old wine for \$2,500
6. The company founders think quality control is very important.
7. The number of people who use lastminutes.com is rising by 20% per week

Practice 2

Listen and complete the company profile

CERICO SA

Based in Seville, Spain

Main activity	:
	
Value	:
Turnover	:
Pre tax profits	:
Employeed	:

Practice 3

Listen to the conversation and answer these questions.

1. What is the name of the company?
2. What field is the company working in?
3. What is the main activity of the company?
4. When was the company established?
5. How much is the total revenue?
6. How many employees does the company have?
7. Is it a state or a private owned company?
8. How much is the export?
9. What department does the speaker work in?

Practice 4

Listen to the three speakers and complete the tables

Speaker 1

<i>Headquarter</i>	
<i>Three main businesses</i>	

Speaker 2

<i>Type of company</i>	
<i>Company description</i>	

Speaker 3

<i>Type of company</i>	
<i>Company description</i>	

Lesson 3

Instructions

Practice 1

Listen to the conversation and fill in the blank spaces with words or phrases

- Questioner : So how does a (1)..... work?
- Explainer : Well, basically they work on the principle of electrical charges. (2) make use of static electricity-no ink is (3)....., as it used to be.
- Questioner : Well, how does the marks get onto the paper?
- Explainer : Well, if you open up the inside of the photocopier (4)..... where you lay the sheet of paper you want (5)....., you'll see...you'll see a lot of things going on.
- Questioner : Well, what (6)..... when you press the start button?
- Explainer : Well, there's a drum which is specially coated with a material which conducts (7)..... when lights shines on it. This drum turns around. First it's given a negative static (8)..... That's very important.
- Questioner : What does the light do?
- Explainer : Well, you see, at the same time as the drum is being charged, your original which you've laid (9)over the glass top is exposed a little at a time to light which moves over the document. This image is projected onto the drum as it revolves and the electricity charge (10)..... the light.
- Questioner : Right. But you said that the image or printed material, that it no longer comes from ink, as it use to, so how do the marks get onto the paper?
- Explainer : Yeah, well, before that can happen toner powder which is (11)..... is dusted or brushed onto the drum. And it is attached to the charged parts on the drum. That is the toner sticks to those parts. And those are the marks on the (12)....., that is the parts that have kept their static (13).....
- Explainer : Right. Yup.
- Explainer : And after that comes the (14)..... The sheet of copy paper is positively charged. And in this way it attracts the toner.
- Questioner : And is that when it actually comes out of the photocopier?
- Explainer : That's right.
- Questioner : But why's the paper hot when it (15)..... of the machine?
- Explainer : ah, well.....

Practice 2

Listen to three conversations and decide what these instructions are for?

1. Conversation 1
2. Conversation 2
3. Conversation 3

Practice 3

Listen the instructions, and write the instructions.

Instruction 1	
Instruction 2	
Instruction 3	

Practice 4

Listen to the conversation between Dominic Lasalle and Juliet Letham. Dominic Lasalle works for Abbot, Lyon & Chang, a consultancy company and fill in or give a check mark the business form below.

Abbot, Lyon and Chang SALES CALL REPORT CARD	
Name:.....	Dates of visit.....
Address:.....	Contact name.....
	Position
Telp :.....	Decision maker yes/no
	If no Name of decision maker
Fax:	Position of decision maker
	Initiated by Client/ALC

Listen again and decide if the statements are true or false

1. Dominic shows Juliet a credit card.
2. Dominic doesn't know how to fill in the form.
3. Dominic was invited to attend a business meeting in Hart Components
4. Dominic will visit the sales in Hart Components.
5. The visit will be on July 26th.
6. The address is Barraks Hill SW 90.
7. Dominic will meet John Concord.
8. The person Dominic going to meet is the Sales Manager
9. The person Dominic going to meet is not responsible to make a decision about purchasing.
10. David Hart is the decision maker in Hart Components.
11. David Hart is the Managing Director of Hart Components.

Lesson 4

Entertaining and Hospitality

Practice 1.1

Listen to the dialogues. Where are these people? Number the answers 1 – 4

- at the office
 at a party
 at a restaurant
 at a barbecue

Practice 1.2

Listen again. What does each guest want/ Number the answers 1 – 4

- red wine
 hamburger
 Scotch straight up
 Black coffee
 white wine
 hot dog
 Scotch on the rocks
 Coffee with milk

Practice 1.3

Now listen to the last dialogue again and complete the sentences.

A:you liketo drink? Tea.....coffee?

B: I'd like, please.

A: With milk, or.....?

B:milk, please.

A:you are.

B:

Practice 2

Mr Wood has invited a business colleague to lunch at the Mayflower restaurant. Listen and check (✓) what they order.

	Mr Wood	Mr Matsuda
Garlic Mushrooms	<input type="checkbox"/>	<input type="checkbox"/>
Salmon Pate	<input type="checkbox"/>	<input type="checkbox"/>
Tomato Soup	<input type="checkbox"/>	<input type="checkbox"/>
Sirloin Steak	<input type="checkbox"/>	<input type="checkbox"/>
Vegetable Lasagna	<input type="checkbox"/>	<input type="checkbox"/>
Trout with Almonds	<input type="checkbox"/>	<input type="checkbox"/>
Bottled Water	<input type="checkbox"/>	<input type="checkbox"/>
Red Wine	<input type="checkbox"/>	<input type="checkbox"/>
White Wine	<input type="checkbox"/>	<input type="checkbox"/>
Lemon Cheesecake	<input type="checkbox"/>	<input type="checkbox"/>
Fresh Fruit Salad	<input type="checkbox"/>	<input type="checkbox"/>
Chocolate Cake	<input type="checkbox"/>	<input type="checkbox"/>

Practice 3

*Listen to two telephone conversations and decide which one is more polite.
Listen again and answer the questions.*

	Answer
Where is the arrangement?	
When is the arrangement?	
What is the purpose of the arrangement?	
How does Perez invite Mr Bonillo?	
How does Mr Perez reject the invitation?	
Which invitation is more polite?	

Practice 4

Listen and take notes

	Activities
Conversation 1	
Conversation 2	
Conversation 3	

Practice 5

What to do to be with guest/someone special for the first time?

Occasions	Appropriate actions
Introduction	
Dress code	
Gift	
Time	
Others	

Lesson 5

Products and Services

Practice 1

Listen to the conversation and complete the sentences below

1. The people are talking about their new product namely.....
2. The biggest competitor is
3. Compared to its competitor it is.....,,
.....
4. The price isbut they offer.....

Listen again and decide if the statements are true or false

1. The conversation takes place in the office.
2. The speakers are a buyer and a customer.
3. They are talking about jet machine.
4. According to the man, the machine is designed merely for home business.
5. The machine needs a large space.

Practice 2.a

Listen to the owner of Foodliner, a supermarket, talking about customer service. Choose the correct answer.

1. Foodliner is
 - a. part of a large supermarket chain
 - b. a small family-owned store
 - c. a small supermarket
2. The average waiting time at the checkout is
 - a. 5 minutes
 - b. 3 minutes
 - c. 7 minutes
3. Foodliner runs a bus service for customers
 - a. every day
 - b. once a month
 - c. once a week
4. Staff help disabled customers
 - a. with their shopping
 - b. take their shopping home
 - c. decide what to buy

5. Foodliner hopes to
 - a. reach new customers
 - b. satisfy existing customers
 - c. expand its store

Practice 2.b

Listen again and answer the questions

1. What is the woman talking about?
2. Who are the competitors of Foodliner?
3. What services are offered to attract customers? Mention!
4. What does the company do to help the disabled customers?
5. What benefits does the company have from the loyal customers?
6. How does the company promote the service?

Practice 3.a

You will hear Jogishwar Singh, a director of the Swiss holding company Tege, talking about the forthcoming launch of 'Fresh Fries', a fast food product that will be sold in vending machines.

Listen to the interview. Which of the alternative answers is correct.

1. Fresh fries machines will be installed.....
 - a. in cafes and restaurants and other public places
 - b. in all kind of places where people come to eat
 - c. in places where there are lots of people
2. Fresh Fries are made from.....
 - a. dried potatoes and water
 - b. fresh potatoes and oil
 - c. powdered potatoes and various secret ingredients
4. The vending machine will be followed by a smaller machine.....
 - a. the inventor came up with further inventions
 - b. the inventor made design improvements
 - c. other people gave the inventor new ideas
5. Inventors usually do not know enough about.....
 - a. industrial engineering
 - b. raising finance
 - c. the economics and realities of industrial production

6. Jogishwar Singh thinks the most important reason the product will succeed all over the world is....

- a. its speed in delivering the fries
- b. the fact that the fries will always have exactly the same quality
- c. the quality of the fries and especially their crispness

Practice 3.b

Listen again and answer the questions

1. Who are the speakers?
2. Where are the speakers?
3. What are the speakers talking about?
4. Which new product is the speaker going to introduce?
5. What makes the product different from other similar existing products?
6. Where can people get the products? How?
7. What is the product made of?
8. What's the name of the inventor of this new line of business? How can he come into the ideas of opening the business?
9. The man said that it is the machine not the product which is so well-known. How is it?
10. What countries does the speaker mention to develop branches?

Lesson 6

Products Demonstration

Practice 1

A sales person is answering some questions about one of her company's products. Listen and complete the sentences below.

- a. A:.....is it for?
 B: It's designed for.....working in small businesses and at home.
- b. A:can it do?
 B: It can print, scan,.....and fax.
- c. A: Ok,.....?
 B: It's the same.....as a regular printer.
- d. A:it have any special features?
 B: A special feature is the junk.....barrier.
- e. A: How.....?
 B: It's about the sameas a good quality scanner.

Practice 2.a

The marketing team of Alpha are discussing the design of a new cell phone. Before you listen, match the words on the left with their opposites on the right.

- | | |
|------------------|----------------|
| a. boring | 1. Attractive |
| b. complicated | 2. High-tech |
| c. ugly | 3. Interesting |
| d. old-fashioned | 4. Simple |

Practice 2.b

Listen and complete the chart. Does each person like or dislike the design? Or are they not sure? Check (✓) the correct boxes and write down the reasons they give.

	Like	Dislike	Not sure	Reasons
Jeff				
Helen				
March				
Jenny				
Tony				

Practice 3

Listen to Mr Johnson describe the CP41 and fill in the table.

Dimension	Details
Width	
Height	
Length	
Weight	
Substance	
Advantage	
Special features <ul style="list-style-type: none">• 'check function• laser scanner	Functions

Practice 4

Dictation

The teacher will read sentences and the students must write them down here.

1.
.....
2.
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3.
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4.
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5.
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6.
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7.
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8.
.....
9.
.....
10.
.....

Lesson 7 Office Supply

Practice 1

Listen the conversation and fill in the table.

Name of office supply	
Price	
Warranty	
Service contract	
Money back guarantee	
Delivery	

Practice 2.a

Listen to the phone call about the supply of some office shelving systems. As you listen fill in the missing information on the specification sheet.

Dimensions

Width :

Height :

Depth :

Delivery

Cost :

Time :

Price

Unit price :

Discount price for ten units:.....

Guarantee period.....

Average life :

Practice 2.b

Listen again the conversation in Practice 2.a. Decide if the statements are true or false.

1. The order number is SS 007
2. The caller is asking the specification of the shelving shape.
3. The first thing the caller would like to know is the price.
4. It is 2 m wide and 3.5 m long.
5. The caller's company is near the warehouse.
6. The caller doesn't need to pay the delivery fee.
7. The delivery will take two days.
8. The caller needs a lot of shelving systems.
9. One unit of shelf is 98 pounds excluding the discount.
10. The total price including the discount is 931 pounds.
11. The average life of the product is generally more than 20 years

Practice 3

Listen to the conversation and answer the questions

1. Who are the speakers?
2. Where are the speakers?
3. What are the speakers talking about?
4. What is the purpose of the call?
5. What does the man order and what is the order number? Can you complete the table below?
6. When is the woman going to send the invoice and the detail of the order?

No	Quantity	Description

Lesson 8

Conditions of Employment

Practice 1

Listen and answer the questions

1. What are the speakers talking about?
2. What are fringe benefits according to the speakers?
3. What fringe benefits does the woman get from the company?
4. Does the speaker get the company car?
5. Does the company pay the phone bill?
6. Does the speaker get the clothing allowance?

Practice 2

1. Who are the speakers?
2. Where are the speakers?
3. What are they talking about?
4. What does the woman's office look like?
5. Does the woman have something she doesn't like? Mention!

Practice 3

This is a contradictory opinion why a fair pay is not always helping for both the company and the employees.

Speakers : Managing Director; Personnel Director; Operations Director

Listen and fill in the table

<i>Negative assumption</i>	<i>Positive assumption</i>
❖	❖
❖	❖
❖	❖
❖	❖
❖	❖

Lesson 9

Socialization

Practice 1

Listen to a woman talking about gift giving in the United States. True or False

1. Americans always remember special occasions on the day
2. Americans open the gift in front of others
3. They always write a thank-you note after receiving a gift.
4. If someone goes to someone's house, he/she should take flowers and a small gift.

Practice 2 part 1

Listen to a woman talking about business entertainment in the United States and answer the questions.

1. What is the woman talking about?
2. According to the woman, how do Americans entertain clients?
3. Why is it too long (two to three hours) for Americans to have lunch?
4. What do Americans do after lunch?

Practice 2 part 2

Listen and answer the questions

1. How do Koreans entertain clients?
2. how is it different in entertaining clients for Americans and Koreans? Mention!
3. When do Koreans discuss business?

Practice 3

Listen to the talk and answer the questions

1. What is the topic of the talk?
2. What are the main headings of the talk?
3. What main point is discussed first?
4. Why do Chinese visitors consider status important?
5. Why do Chinese visitors prefer easy topics to difficult ones?
6. What social aspect do Chinese visitors like to discuss?
7. What do you know about Chinese visitors' attitude upon gift?
8. What gifts are appropriate for Chinese visitors?
9. Why is punctuality crucial for Chinese visitors?
10. What do Chinese visitors value highly?

Lesson 10

Business Ethics and Culture

Preparations

Look at this advice for business people and choose the correct alternative from the brackets.

1. Visitors (must/ dont have to) register the police within one week of arriving. Anyone who does not can be fined \$1,000.
2. It is very difficlut to find somewhere to live. You will probably (must/have to) live in a hotel for the first weeks while you find somewhere.
3. UK citizens (mustn't/don't have to) register at the British Consulate but doing so will help the consul to assist you if you get into trouble.
4. You (shouldn't/ must) carry your passport with you at all times. The police carry out frequent spot checks.
5. Visitors and residents (don't have to/ mustn't) go near military installations, especially when carrying a camera. You (mustn't/ should) photograph millitary aircraft or warships.
6. You (must/ don't have to) be very careful when driving. The roads are extremely dangerous.
7. Street crime is very rare but you (should/ shouldn't) be aware at all times of what is going on around you.
8. You (should/ shhouldn't) learn some common expressions in the local language. Very few people outside the capital speak English.

Practice 1

Listen to two people talking about problems they have in the office. Are these statements true or false?

1. Customers can make free calls on the 800 number.
2. The speaker's colleague makes personal calls to her family on the 800 number.
3. The department head took her colleagues out to lunch.
4. The staff paid \$10 each towards the bill.
5. The woman put the bill on her expense account.

Practice 2

1. Listen to the interview. Jeff talks about the personality traits that help in doing business internationally. Which two personality traits does he consider to be important?
2. There are certain skills and techniques for doing business internationally, which can be applied in any culture?
3. Which two cultural aspects does Jeff mention and what does he say about them?

Practice 3

Listen to two directors talking about the problem of staff taking too many days of sick leave then answer these questions.

1. Who are the speakers?
2. Where does the conversation take place?
3. What seems to be the matter so that they come to a meeting?
4. What are the first three solutions proposed by one of the directors to solve the problem of absenteeism?
5. What do the directors finally decide to do?

Practice 4

Listen to the recording and answer the questions

1. What is meant by ethics according to the speaker?
2. There are policies of the bank inspired by the customer views. What are they?
.....
.....
.....
.....
3. Listen again and decide if the sentences are true or false
 - a. Some of the company policies are based on the customers' needs.
 - b. The company is explaining the development of the policy to the customers.
 - c. The company investment guidelines always reflects the customers' needs.
 - d. To meet the customers' needs, the bank provides business activities based on the customers' needs.
 - e. The bank will do business with specific regimes.
 - f. The bank always works based on the commitment to do business with customers.
 - g. The bank will provide funds of social and public utilities such as electricity.

Lesson 11

All about Reservations

Practice 1.a.

Listen to two telephone conversations and fill in the table.

Call	Name of travel agent	Destinations	Options
1			a..... b.....
2			a..... b.....

Practice 1.b.

Listen to the calls in Practice 1 again. Are the following statements true or false.

1. The man is talking to a customer.
2. The caller is considering more than one types of accommodation in Spain.
3. Marbella Apartment is far from the city center.
4. Marbella Apartment has a fascinating beach.
5. He doesn't think staying in Marbella is a good idea.

6. Mrs Matsumoto is going to leave Japan.
7. Mrs. Matsumoto will stay in Malaysia for 2 weeks.
8. Mrs. Matsumoto will be back on June 24th.
9. Mrs Matsumoto lives a long way from the airport.
10. Globe Travel is going to confirm the flight bookings immediately.

Practice 2

Listen to the telephone conversation once and decide which note pad has the correct flight details.

	Conversation 1	Conversation 2	Conversation 3
Flight	Continental Express	Continental Express	Continental Express
Departure	26 July	26 July	26 July
Name of airport	Boston-Hynnis	Kennedy-Boston	Kennedy-Boston
Depart to Hynnis	28 July	28 July	28 July
Destination	Boston	Boston-Hynnis	Hynnis
Flight	Morning	Evening	Morning

Listen again and fill in the table.

Caller's name is...	
Hotel location is...	
Hotel name is...	
Booking date ...	
Room type ...	
Departure time ...	

Practice 3

Listen to the telephone conversation and complete the itinerary

September Moon Travel	
Hong Kong	
Itinerary	
Name	: <i>Mr. Bengtsson</i>
Company	: <i>Swedata, Visby, Sweden</i>
Arrival date	: (1).....
Time	: (2).....
Airline	: SAS
Airport to Hotel	: (3).....
Hotel name	: (4).....
Booking dates	: (5).....

Supplementary exercise

Complete the conversation with sentences from the list below. Use each sentence only once.

- A : Scandinavian Airline. Good morning
- B : (1).....
- A : (2).....
- C : Flight Reservations.
- B : (3).....
- C : How can we help you, Mr Rogerson?
- B : (4).....
- C : I see
- B : (5).....
- C : You're flying business class?
- B : (6).....
- C : Well, in that case, if there's a seat available on the plane, you'll have no problem. Do you know which flight you want?
- B : (7).....
- C : (8).....
- B : Yes, please.
- C : Right, go to the SAS desk at the airport at least 60 minutes before departure.
- B : (9).....
- C : Yes, it's YA 712
- B : (10).....
- C : Bye.

- a. But my conference is ending earlier and I'd like to take an earlier flight back.
- b. Hold the line, sir, and I'll put you through to Flight Reservations
- c. Well, there are a few seats left. Shall I reserve one for you?
- d. SK 512 is the flight that interests me. The one at 16.35.
- e. That's fine, then. Thanks very much. Bye
- f. Good morning. I'd like to change a flight booking, please.
- g. Ah, good morning, my name's Rogerson.
- h. And they'll change the ticket then? Is there a reference number?
- i. Well, I'm booked on a Swissair flight to Zurich this Friday at 18.40
- j. Yes, I am

Lesson 12

Recruitment

Preparation:

Think of your last interview you attended (e.g. your last final exam of speaking) and discuss these questions.

1. What was the worst thing about an interview?
2. What difficult questions were you asked?
3. Why do you think you were successful or unsuccessful?
4. If you could go through the interview again, what would you do differently?
5. In an interview, do you always have to be honest?
6. What impression do you try to give in an interview?

Practice 1

Listen to a consultant talking about the recruitment process. Then fill in the blanks with word(s) that you listen from the recording.

Well, what usually happens is that an employer will advertise a
1)..... or new post – sometimes both inside and
2)..... the company. Then, after they have received all the
3)....., they shortlist the candidates, choosing
those who appear to meet their 4)..... Next, they will
5)..... an interview panel and call the candidates
to an interview. Some employers choose to check
6)..... at this stage to avoid delays later, while others
wait until after the interview when they 7).....
..... one of the candidates. Provided the panel are happy, the
employer will make a job offer and the 8).....
candidate starts work. Often they attend 9).....
sessions or are given a 10)..... who helps to train new
staff.

Practice 2

You'll hear extracts from two interviews. Use this assessment form to decide which candidate performed better on a scale of 1 to 5

No		Sue Jones	Tom Richards
1	Qualifications		
2	Confidence		
3	Reliability		
4	Personality		
5	Work experience		
6	Overall impression		
7	Notes		

-----End of Business Listening 2-----