



EXAM STRATEGY

- Start your email with a short paragraph in which you explain why you are writing.
- Finish with another short paragraph, in which you focus on the person you are writing to. Say you are looking forward to hearing from them or thank them for their help.

Formal email: requesting information

1 Work in pairs. Match the pictures (1–4) with the jobs from the box. Then discuss the questions (1–3).

babysitter call centre advisor cleaner shop assistant

- 1 Which one of these jobs would you do if you needed to earn some money?
- 2 What would you enjoy about it?
- 3 Why would you be good at the job you chose?

2 Read the exam task in exercise 4 and choose the correct option in each sentence (1–6).

- 1 I am writing to ask for *an interview/some more details*.
- 2 I am writing to the *recruitment/insurance* company.
- 3 I *need/don't need* to mention where I saw the advertisement.
- 4 I *should/shouldn't* ask them to reply to me by a particular date.
- 5 I should use a(n) *chatty/impersonal* style.
- 6 I should end the email with *Yours sincerely/Yours faithfully*.

3 Complete the sentences (1–6) with the phrases from the box. There are two phrases you do not need to use.

a rough idea of could you tell me further details
 please send me provide any information
 would be interested in would be very grateful if
 would it be possible to would like to know

- 1 _____ if previous experience is necessary?
- 2 Could you _____ about the IT skills I would need?
- 3 I _____ you could give me _____ of the hourly rates.
- 4 _____ tell me where the company is based?
- 5 I _____ if you would consider candidates whose first language is not English.
- 6 I _____ knowing more about the temporary contracts.

4 EXAM TASK You are studying in Leeds and you have seen the following advertisement for a part-time job at a call centre. You are interested in applying for it, but you need more information. Write an email of at least 100 words to Mr Davis in which you:

- ▶ tell him why you are interested in a part-time job at the call centre,
- ▶ ask how many shifts you have to do a week and how long each one is,
- ▶ ask when you need to send in your application and when the interviews will be held.

BEST JOBS The biggest recruitment agency in the North of England

CALL CENTRE E-CUSTOMER SERVICE ADVISORS

We are recruiting for customer service call centre advisors for a large insurance company. The company is offering full-time and part-time positions, giving you the chance to earn up to £900 per month in bonuses plus an hourly rate of £8.00. Daytime, evening and weekend shifts are available.

You will be responsible for: answering customers' enquiries and complaints in a professional and friendly manner; describing the company's products accurately; calling customers back when necessary with further information.

You need to be able to: communicate clearly and politely on the phone; build good relationships with customers; remain calm in a fast-paced working environment; use IT systems competently.

To apply, or to request further information, write to Martin Davis at mdavis@bestjobs.co.uk

5 Check your work.

- Have you written about all three points in the task?
- Have you started and finished your email appropriately?
- Have you checked your work for grammar, vocabulary and spelling mistakes?
- Have you written at least 100 words?

Conversation

1 Work in pairs. Ask and answer the questions about finding a job.

- 1 What kinds of work do many people do in your village, town or city? Why are these kinds of work common? Have some kinds of work become less common in the past ten years? If so, why?
- 2 Would you do voluntary work or an internship in order to get a job? Why?/Why not?
- 3 'It's not what you know, it's who you know.' Is this true about finding a job? Why?/Why not?
- 4 What problems do young people have when they are unemployed? What would you do if you were unemployed?
- 5 Sometimes a large number of employers hold a job fair where they can meet potential employees. What are the benefits for students of attending a job fair? Would you attend one? Why?/Why not?
- 6 'Making a good first impression is essential, whether this is at a job interview or in a written application.' Do you agree? Give your reasons.

Debate

2 Work in pairs. Read the statement and the points in the list and have a debate.

Decide if you are going to argue for or against the statement. If you argue for the statement, you are Student A. If you argue against it, you are Student B. Both Student A and Student B should make notes for each point in the list about what you are going to say and what your opponent might say. Make notes about what you will say in reply to your opponent.

Student A: Begin the debate with one point.

Student B: Respond with an argument against Student A's point.

Student A: Respond by saying something that supports your view. Continue until you have discussed the three points in the list.

Every university student should have a part-time job.

- academic goals
- social life
- future employment prospects

Speaking bank: debate ideas page 143

Picture description

3 Work in pairs. Look at the pictures (A–E) which show different jobs. Take turns to compare the pictures and talk about the reasons why people do and do not do particular jobs.

