

## Introduction

This support pack accompanies the video 'You're Hired – episode 05'.

To see the video, go to: <http://learnenglish.britishcouncil.org/en/youre-hired/episode-5>

This support pack contains the following materials:

- a pre-watching vocabulary activity;
- the transcript of the video;
- a comprehension activity;
- some business notes.

## Before you watch

Match the words and phrases in the table to their definitions.

1. <b>picky</b>	2. <b>pull something off</b>	3. <b>temperament</b>	4. <b>challenging</b>
5. <b>rewarding</b>	6. <b>move on</b>	7. <b>voluntary work</b>	8. <b>carbon footprint</b>
9. <b>current position</b>	10. <b>ethically sourced</b>	11. <b>technicalities</b>	12. <b>diversify</b>

### Definitions:

- work that is done without being paid, often for charity organisations
- having inflexible likes and dislikes and, therefore, being hard to please or satisfy
- providing somebody with personal satisfaction or great pleasure
- demanding physical or psychological effort of a stimulating kind
- one's current job
- leave a job of your own choice
- a prevailing or dominant quality of mind that characterizes somebody
- to become more varied, or make something more varied
- details in a contract which are of a technical nature
- to achieve something impressive, particularly through a combination of skill and luck
- a measure of the amount of carbon dioxide produced by a person, organisation or state in a given time
- products which are from companies with socially desirable characteristics such as fair employment practices or environmentally sound operational policies

## Transcript

**Marcia Boardman:** Hi Sarah! I'm Marcia Boardman – we spoke on the phone...

**Sarah:** Oh yes, I remember – I was having a bad day!

**Marcia Boardman:** ...and this is Philip Hart, our CEO.

**Philip Hart:** Hello!

**Sarah:** Hello, it's very nice to meet you both.

**Philip Hart:** It says on your CV that you do voluntary work...

**Sarah:** Well, when I have time, yes! I do work at a centre for children with difficulties, yes...

**Philip Hart:** That must be very interesting...

**Sarah:** It's rewarding and challenging.

**Marcia Boardman:** Sarah, can you tell us a little bit about your current position?

**Sarah:** I'm assistant sales director for a chain of language schools.

**Philip Hart:** So this post would be quite a change then...

**Sarah:** I don't think so honestly because the skills are the same, despite the product.

**Marcia Boardman:** Why are you thinking of moving on?

**Sarah:** Well I've come as far as I can in my current position, I feel and I'm 28 now and would love to take on some more responsibility.

**Marcia Boardman:** Ok, let's move on to managing people. Can you give us an example of when you had to deal with a particularly difficult managee?

**Sarah:** Well, yes, I had two people working for me who didn't get along at all – they had no shared values, different temperaments – and they used to argue a lot, it looked like it was

impossible for them to work together. So, I sat down with them, and we talked about their differences and their problems and after that, things went much more smoothly!

**Philip Hart:** How would you deal with a rapidly changing and uncertain global market?

**Sarah:** Ok, that's actually something I wanted to talk about in my presentation...but I'd say to stay flexible and to diversify markets and sales strategies.

**Marcia Boardman:** It says on your CV you speak French and Spanish.

**Sarah:** Yes, I do. I lived in both France and Spain for a while.

**Philip Hart:** Any plans to learn other languages?

**Sarah:** I'd love to try!

**Marcia Boardman:** Ok, can you tell us about a time you closed a particularly challenging deal?

**Sarah:** Well, the biggest contract I won - and the thing I'm most proud of professionally - was with a large university in India, to provide language training. The contract was full of technicalities and the client was very picky! – But I still pulled it off.

**Marcia Boardman:** Ok – do you have any questions for us?

**Sarah:** Yes - about your ethical policy and your carbon footprint...I was wondering whether you are planning to reduce your carbon footprint and whether all your products are ethically sourced?

**Philip Hart:** That's a very good question...and that's something we're moving towards at the moment...

**Marcia Boardman:** Ok, well, let's move on to the presentation...

## Comprehension Task

### True or false

Read the following statements and decide if they are true or false.

1. Sarah works at a school for children with learning difficulties.
2. Sarah wants to get a new job because her current position is not challenging.
3. Sarah had a problem with one of her managees.
4. Sarah used to live abroad.
5. Sarah won a scholarship to go to university in India.
6. Sarah is interested in environmental issues.

## Business Notes

In the interview Sarah Timms is asked some difficult questions, but these are quite typical, standard interview questions. Here are a few more:

- Why do you want to work for us?
- Give us an example of a time when you did not meet your goals or objectives?
- Give us an example of a situation where you faced conflict or difficult communication problems and how did you deal with it?
- Where do you see yourself in 5 years time?
- What would your current manager say are your strengths?
- What do you think are your weaknesses?
- Why should we give you the job?
- Do you prefer working in a team or on your own?
- What is the first thing you would change, if you were to start working here?

## Answers

*Before you watch: 1 - b, 2 - j, 3 - g, 4 - d, 5 - c, 6 - f, 7 - a, 8 - k, 9 - e, 10 - i, 11 - l, 12 - h*  
*Comprehension Task: 1. False 2. True 3. False 4. True 5. False 6. True*