Unit 2: The world of work

Reading

The trouble with internships

Read the text about internships. Some parts are missing. Choose the correct part (A–H) for each gap (1–5). There are two extra parts that you should not use. Write your answers in the boxes provided. The first one (0) has been done for you.

The trouble with internships Lately most companies place more and more In addition, many employers require proof of education or an impeccable reputation of the emphasis on work experience when hiring new applicant before hiring a intern. Only after staff. This, however, presents young people making sure the requirements are met, a who have just finished their education with a contract will be formed. Finally, signing nonhuge problem since even the best universities cannot provide them with the required practical disclosure clauses might be necessary in order to protect the company's product. knowledge. On realising that their chances to find employment are extremely slim without any experience, many people at the beginning of Clearly internships have many possible their career decide to enter an internship in benefits for young people. However, it is order to gain knowledge on the job. not always the case that such employment guarantees a job offer later on. Naturally **(1)** many interns hope to be kept on by the Most companies do not mind hiring interns company after a few months, but fail to because they provide an easy solution to the realise that companies often have problem of covering peak times in production or underlying reasons for employing interns service. Since especially larger companies have that have nothing to do with later hiring. In a need for interns, most of them offer similar addition, internships do not ensure that the types of internships. They are usually either not worker gains experience in the area they paid at all or present the workers with rather are interested in or were aiming at. Finally, low wages. Additionally, such employment there is the question of income. The lack of agreements are limited to a certain amount of payment for the work can cause major time from the start and can also be terminated difficulties for interns. immediately from both parties. Most of these workers will work in assistance positions since **(4)** there is little time to train them for a job with In the ideal case internships would simply higher responsibility. be the perfect opportunity to first enter the Although their duties resemble those of job market. Once you have signed a normal workers, their status does not require contract for a position like that, it opens them to work independently. the door to making your first steps in a small or large company. Not always, (2) however, does this decision prove to be a Before entering an internship, there are certain good one. As a matter of fact, interns work factors both parties, the employing company as in relatively low positions, which often well as the intern, have to clarify. Since firms invite condescending behaviour of their may have varying work shifts and many interns superiors or even sexual harassment. Even are still finishing their education or have if such incidents cannot be seen as normal another job at the same time, both sides have to occurrences, a raised awareness towards agree on possible work times. The workload them might be necessary. may in many cases be less than that of a normal

Furthermore, the possibility of being used

instructed on appropriate work duties is a

as a cheap worker instead of being

very real one.

worker, although this has to be discussed in

each individual case.

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(5)

On the other hand, the assignments given to interns may be quite complex and challenging. Given that many people with internship contracts have received an excellent education, they are usually thought to be capable of performing certain high-skill duties, provided that they do not need any extra training on

them. Same as normal workers, interns should do their jobs in the best way possible and be aware of the fact that they represent the company at any time. Being aware of this fact will help in succeeding during your internship.

Α	Drawbacks of internships The new-found importance of internships Laws for internships Risks of entering such types of employment Common similarities between internships Possible consequences of internships Expectations of interns		
В			
С			
D			
E			
F			
G			
Н	Agreements between interns and companies		

0	1	2	3	4	5
В					

2

Writing

Curriculum Vitae

You plan on applying for an internship in another EU country for the summer holidays. The company or organisation only accepts CVs in Europass format. Therefore you go online and download the CV template in English (https://www.europass.at/en/what-is-europass/cv/how-to-use-europass-cv/).

- a First, read the instructions for creating your CV. You may want to look at some examples.
- **b** Then fill in the different sections providing:
 - personal information
 - description of your work experience
 - description of your education and training
 - personal skills and competences (languages, communication skills, organisational skills, job-related skills, computer skills, etc.)
- c Swap your CV with a partner and give each other feedback.

3 Listening

Retail tips and tricks

Go to https://www.youtube.com/watch?v=ByPPLQhdFsA. Watch the video 'Retail Sales Techniques – How to convince people to buy in retail' and answer the questions below.

1 What advice does Evan Carmichael give on how to sell better in retail? Write the tips in the table below and provide an explanation in your own words.

Тір	Explanation
2 Do some research on Ev	an Carmichael's life. Write down 3 interesting facts about him.

4 Language

Job interviews

Read a text about job interviews. Some words are missing. Change the word in brackets to form the missing word for each gap (1–6). Write your answers in the spaces provided. The first one (0) has been done for you.

When (0) <u>preparing</u>	_ (prepare) for a job interview, you need to know what the company is looking
for. Interviewers want to employ	y people who are intelligent, flexible and able to work in a team. It is also
important to be good at (1)	(communicate) with others and expressing yourself
(2) (clea	ır).
Before going to the (3)	(actual) interview, make sure to do your research. Take ever
chance to gain (4)	(know) about the field you plan on working in. You should know wha
the company does and who the	most important people like managers and supervisors are.
(5)(Ap	ply) for a job are usually asked about their education and work experience. Thi
is when summer jobs and unpaid	d internships pay off.
Finally, think about what to wea	r to the job interview. Your image is what makes the first impression on the
interviewer. It's always good to l	be (6) (dress) smartly.

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0	preparing
1	
2	
3	
4	
5	
6	

5 Language

Job skills

Match the skills (1–8) with the descriptions (a–h).

1	interpersonal skills	а	I'm good at interpreting data and can use this information to make effective decisions.
2	IT skills	b	I'm able to express myself effectively – both verbally and non-verbally. I produce reports and presentations that can be easily understood.
3	problem-solving skills	С	I enjoy working with or motivating others to achieve shared goals. I listen carefully to the opinions and problems of others.
4	organisational skills	d	I'm good at communicating my ideas in another language and enjoy working in an international environment. I have great intercultural sensitivity and awareness.
5	foreign language skills	е	I'm a quick and results-oriented thinker. I'm excellent at identifying the source of a problem and finding a practical solution.
6	numeracy skills	f	I'm able to use computers and software packages efficiently.
7	communication skills	g	I enjoy planning ahead and managing deadlines. I'm excellent at prioritising my work.
8	analytical skills	h	I'm good at working with numbers and solving mathematical operations. I enjoy working in a systematic, accurate and logical way.

Language

Personal qualities

Complete the table with the correct adjectives or nouns.

Adjective	Noun
reliable	
	trustworthiness
patient	

Adjective	Noun
	politeness
dedicated	
	calmness

7 Language

Personal qualities

Match the adjectives from the box with the descriptions (1–8). Then add the correct noun.

self-confident ■ honest ■ kind ■ creative ■ experienced ■ punctual ■ determined ■ flexible

		Adjective	Noun
1	I know how to do something because I've done it many times.	experience	experienced
2	I'm able to adapt to new situations.		
3	I believe in myself and my abilities.		
4	When I really want to do something, nothing can stop me.		
5	I always arrive at the correct time.		
6	I always tell the truth.		
7	I'm full of new ideas.		
8	I'm a nice and helpful person.		

Language

Presenting yourself

Put the words and phrases in order to complete the sentences.

1	people/with/really/working/enjoy	I	
2	own fancy car/my/have/to/wanted/always	l've	
3	got / skills / good / computer / very	l've	
4	chemical / the / work / industry / for / looking / in	l'm	
5	summer/IT/had/two/already/in/jobs	l've	

9 Language

Present perfect

a Read the 'Find someone who' sentences below. Write four more like these for the people in your class.

Find someone who:

- has lived in the same flat / house all his / her life.
- has been to more than three different schools.
- has had more than two different summer jobs / odd jobs.

b Make questions from the sentences. Then walk around in class and ask them.

Example: Have you always lived in the same house all your life?

c Talk in groups. What did you find out about other people in the class?

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10 Language

Present perfect

Add for or since to the sentences.

- 1 I've had this watch I was a child.
- 2 I haven't seen Andy we left school.
- 3 Have you known about this situation a long time?
- 4 My parents have taught in the same school nearly 20 years.
- **5** Linda hasn't missed a single day of school she started.
- 6 I've wanted to see that film ages.

11 Language

Present perfect

Complete the sentences using the verbs in the box in the present perfect with for or since.

	be (2x) ■ have ■ know ■ like ■ live ■ play ■ work					
1	They	have had	the same car	for six years.		
2	I	my best friend 2008.				
3	Не	a travel agent more than 15 years.				
4	She	for this company a month.		a month.		
5	We	in this flat last April.				
6	I	classical music I joined the choir in primary school.				
7	Не	e with the same company nearly 12 years.				
8	She she was 11.					

12 Language

have to, can

a Decide on the rules for a library. Complete the sentences with can, can't, have to, or don't have to.

1	You	_pay to Join the library.
2	You	_borrow more than six books.
3	You	_keep books for up to three weeks.
4	You	_pay a fine if you keep books too long.
5	You	_borrow dictionaries.
6	You	keep quiet in the library.

- b Think of the rules and advice for two places. Use can, can't, have to or don't have to.
- c In groups, listen to the rules and advice. Can you guess the places?

Example: A: Usually you don't have to buy a ticket. You can bring your own food. You shouldn't leave any rubbish B: Is it a park?

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Key

Reading

The trouble with internships

Α	Drawbacks of internships
В	The new-found importance of internships
С	Laws for internships
D	Risks of entering such types of employment
E	Common similarities between internships
F	Possible consequences of internships
G	Expectations of interns
Н	Agreements between interns and companies

0	1	2	3	4	5
В	E	Н	Α	D	G

Listening

Retail tips and tricks

Тір	Explanation
Actually care	listen to your customers' needs and find out a little bit about them in order to be able
	to make appropriate recommendations
Let them touch it	encourage your customers to try things on/out so that people can feel what it is like to
	wear/use the product
Reduce the risk	make people buy on the spot by providing a generous return and refund policy

Language

Job interviews

0	preparing
1	communicating
2	clearly
3	actual
4	knowledge
5	Applicants
6	dressed

Language

Job skills

1 interpersonal skil	ls
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- c I enjoy working with or motivating others to achieve shared goals. I listen carefully to the opinions and problems of others.
- 2 IT skills
- I'm able to use computers and software packages efficiently.
- 3 problem-solving skills
- I'm a quick and results-oriented thinker. I'm excellent at identifying the source of a problem and finding a practical solution.
- 4 organisational skills
- I enjoy planning ahead and managing deadlines. I'm excellent at prioritising my work.
- 5 foreign language skills
- I'm good at communicating my ideas in another language and enjoy working in an international environment. I have great intercultural sensitivity and awareness.

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- 6 numeracy skills
- **h** I'm good at working with numbers and solving mathematical operations. I enjoy working in a systematic, accurate and logical way.
- 7 communication skills
- **b** I'm able to express myself effectively both verbally and non-verbally. I produce reports and presentations that can be easily understood.
- 8 analytical skills
- **a** I'm good at interpreting data and can use this information to make effective decisions.

6

Language

Personal qualities

Adjective	Noun
reliable	reliability
trustworthy	trustworthiness
patient	patience

Adjective	Noun
polite	politeness
dedicated	dedication
calm	calmness

7

Language

Personal qualities

		Adjective	Noun
1	I know how to do something because I've done it many times.	experience	experienced
2	I'm able to adapt to new situations.	flexible	flexibility
3	I believe in myself and my abilities.	self-confident	self-confidence
4	When I really want to do something, nothing can stop me.	determined	determination
5	I always arrive at the correct time.	punctual	punctuality
6	I always tell the truth.	honest	honesty
7	I'm full of new ideas.	creative	creativity
8	I'm a nice and helpful person.	kind	kindness

R

Language

Presenting yourself

- 1 I really enjoy working with people.
- 2 I've always wanted to have my own fancy car.
- 3 I've got very good computer skills.
- 4 I'm looking for work in the chemical industry.
- 5 I've already had two summer jobs in IT.

10

Language

Present perfect

- 1 I've had this watch since I was a child.
- 2 I haven't seen Andy since we left school.
- 3 Have you known about this situation for a long time?
- 4 My parents have taught in the same school for nearly 20 years.
- 5 Linda hasn't missed a single day of school **since** she started.
- 6 I've wanted to see that film for ages.

8

11 Language

Present perfect

1 Th	hev	have had	the same car	for	six	vear
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- 2 I have known my best friend since 2008.
- 3 He has been a travel agent for more than 15 years.
- 4 She has worked for this company for a month.
- 5 We have lived in this flat since last April.
- 6 I have liked classical music since I joined the choir in primary school.
- 7 He has been with the same company for nearly 12 years.
- 8 She has played the guitar since she was 11.

12 Language

have to, can (Possible answers)

- 1 You don't have to pay to join the library.
- 2 You can't borrow more than six books.
- **3** You can keep books for up to three weeks.
- 4 You have to pay a fine if you keep books too long.
- 5 You can't borrow dictionaries.
- 6 You have to keep quiet in the library.