



(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.

A	Drawbacks of internships
B	The new-found importance of internships
C	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
H	Agreements between interns and companies

0	1	2	3	4	5
B					

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## 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.

Tip	Explanation

- 2 Do some research on Evan Carmichael's life. Write down 3 interesting facts about him.

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## 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) preparing (prepare) for a job interview, you need to know what the company is looking for. Interviewers want to employ 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) \_\_\_\_\_ (clear).

Before going to the (3) \_\_\_\_\_ (actual) interview, make sure to do your research. Take every chance to gain (4) \_\_\_\_\_ (know) about the field you plan on working in. You should know what the company does and who the most important people like managers and supervisors are.

(5) \_\_\_\_\_ (Apply) for a job are usually asked about their education and work experience. This is when summer jobs and unpaid internships pay off.

Finally, think about what to wear to the job interview. Your image is what makes the first impression on the interviewer. It's always good to be (6) \_\_\_\_\_ (dress) smartly.

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    | a 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  | c 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 | e 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.                                |

## 6 Language

### Personal qualities

Complete the table with the correct adjectives or nouns.

Adjective	Noun
reliable	
	trustworthiness
patient	

Adjective	Noun
	politeness
dedicated	
	calmness

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## 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.		

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## Language

### Presenting yourself

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

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

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## 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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## 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.

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## 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 He \_\_\_\_\_ a travel agent \_\_\_\_\_ more than 15 years.
- 4 She \_\_\_\_\_ for this company \_\_\_\_\_ a month.
- 5 We \_\_\_\_\_ in this flat \_\_\_\_\_ last April.
- 6 I \_\_\_\_\_ classical music \_\_\_\_\_ I joined the choir in primary school.
- 7 He \_\_\_\_\_ with the same company \_\_\_\_\_ nearly 12 years.
- 8 She \_\_\_\_\_ the guitar \_\_\_\_\_ she was 11.

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## 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?*

## Key

### 1 Reading

#### The trouble with internships

A	Drawbacks of internships
B	The new-found importance of internships
C	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
H	Agreements between interns and companies

0	1	2	3	4	5
B	E	H	A	D	G

### 3 Listening

#### Retail tips and tricks

Tip	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

### 4 Language

#### Job interviews

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

### 5 Language

#### Job skills

- |                           |   |
|---------------------------|---|
| 1 interpersonal skills    | c I enjoy working with or motivating others to achieve shared goals. I listen carefully to the opinions and problems of others.                                   |
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## 6 Language

### Personal qualities

Adjective	Noun
reliable	<b>reliability</b>
<b>trustworthy</b>	trustworthiness
patient	<b>patience</b>

Adjective	Noun
<b>polite</b>	politeness
dedicated	<b>dedication</b>
<b>calm</b>	calmness

## 7 Language

### Personal qualities

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

## 8 Language

### Presenting yourself

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

## 10 Language

### Present perfect

- I've had this watch **since** I was a child.
- I haven't seen Andy **since** we left school.
- Have you known about this situation **for** a long time?
- My parents have taught in the same school **for** nearly 20 years.
- Linda hasn't missed a single day of school **since** she started.
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### Language

#### Present perfect

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- 2 I **have known** my best friend **since** 2008.
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- 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.

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### Language

#### *have to, can* (Possible answers)

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