

# **Practical Skills for Work**

## **Unit 1: Entering the Work Force**

This module is divided into three units. Each unit is designed to take three hours of class time for a class size of 30.

## ***Aims***

- To learn practical work-related skills such as writing CVs, reading job advertisements, writing letters of application
- To practise writing a CV or resume
- To practise job interview skills
- To listen for specific information in the context of a CV or resume

## ***Materials needed***

- PSW1.1 Student's File      Jobs and Advertisements
- PSW1.2 Student's File      Classified Page
- PSW1.3 Student's File      Candidates' Backgrounds
- PSW1.4 Student's File      Selection - A process
- PSW1.5 Student's File      Listening - Completing a CV
- PSW1.6 Student's File      Time to Think

## Procedure

1. Divide the class into groups and ask them to brainstorm all the jobs they can think of. Then write these headings on the board:

Industry	Services	Education	Entertainment	Professional
Sales	Manual Work	Health	Technology	

Ask the class to see if their jobs fit under these headings. Services may need to be subdivided into Tourism and Finance. It is possible to categorise most jobs but there will be overlap.

2. Refer students to **PSW1.1 Jobs and Advertisements** and ask the class where they would see something like this. (*A newspaper - the special section called the classified or in a specialist paper like 'Recruit' which is only concerned with recruiting for jobs*)

Ask students to match the jobs to headings. Give them a time limit of 10 minutes. Now ask the following questions orally to encourage scanning skills.

1. Which job offers a free shuttle bus service? 6
2. Which job could become permanent? 2
3. Which job is looking for a self-starter? 5
4. Which job is looking for someone who is self-motivated? 7
5. In which job would Mandarin be an advantage? 1
6. Which job is based at a learning centre for children's computer software? 2
7. Which job is for Desk Top Publishing (DTP)? 8
8. Which job includes preparing progress reports? 4
9. Which job requires a minimum of two years' experience in Finance? 7
10. Which job could a TI graduate apply for? 6
11. Which job is urgent? 8
12. How many of the jobs ask for good or fluent English? Five

3. Now give students time to check unknown vocabulary. You may need to explain 'self-starter' and 'self-motivated' (*someone who can work without supervision, who can take on responsibility, who can see what needs to be done and do it*). 'LCC' is the London Chamber of Commerce, which runs accounting exams by distance in Hong Kong.

4. As an extension activity, take one aspect of tourism - the Hotel Business - and see if the class can name the jobs that exist in a hotel. Expected answers could include: receptionist, *manager*, waiter/waitress, chef, *manager (Food and Beverages)*, cashier, housekeeper, porter, cleaner or bell boy (*the person who takes the luggage up to the room*). Which of these jobs need communication skills? Which of these jobs need international English?
5. Refer students to the job advertisements in **PSW1.2** and the personal background in **PSW1.3**. Ask students to match the job to the person. Give them a time limit of 10 minutes to do this. They must justify their matches.
6. Now refer students to **PSW1.4 Selection - A Process**. This shows in a simple way what happens when someone applies for a job.
7. Now tell each student to choose a person and a job from PSW1.2 and PSW1.3. They are going to write a letter of application as if they were that person and also write a brief CV or resume for that person.

Resume format is as follows. (Students will see this at **PSW1.5**)

Name

Address

Tel No

Date of Birth

Marital status

ID No

Educational Background

Form 5 subjects HKC

Form 7 subjects AL

Tertiary

Any special event at school or tertiary, i.e. scholarship, prizes, should be mentioned here.

Work Experience

(the most recent job first)

Referees - The names and addresses

The students will need to create some details and the teacher only needs to make sure they create realistically!

8. Before they write the CV, work through the listening with PSW1.5. This is to give them extra support.

Refer students to **PSW1.5** and ask the class to look at the headings or sections. What do they expect to hear for these headings? What kind of information and vocabulary? Make sure that everyone predicts something and is on the right track.

Explain that the listening is quite a long monologue and quite discursive. They will need to listen carefully for the specific and relevant information.

9. Play the tape through globally with the students making notes in **PENCIL**. Then let them check in small groups. Then play the tape again and encourage them to add/correct information. Again encourage group checking. Play the tape globally for the third time and then again, pausing at each information point. Finally give out the tapescript and play the tape as students read and self correct.
10. Remind students that the letter of application should have the following format:

Dear Sir or Madam,

I am writing in reply to the advertisement in the \_\_\_\_\_ on \_\_\_\_\_  
for the post of \_\_\_\_\_.

I am very interested in this job because \_\_\_\_\_.

I look forward to hearing from you

Yours sincerely

Put this on the board as a reminder. Now tell students to write the resume or CV and the letter of application.

11. Monitor and correct the resumes and letters. Collect them and redistribute so that everyone can read someone else's work. Ask them to correct any errors or suggest any necessary changes.
12. The next stage is to set up an interview with some students playing the applicant and others being the interviewer.

Work with the whole class to identify language needed by the interviewer/interviewee.

Write the two headings on the board.

<u>Interviewer</u>	<u>Interviewee</u>
Good morning/afternoon	
Please come in	Thank you.
Sit down	
I see that you have...	Yes, I was very interested in ...
Tell me about...	Well, I wanted to expand/ do more/ learn about...
Can you explain...	
Do you have any questions?	
Tell me why we should give you the job.	Because...
Thank you for coming.	Thank you.

Explain that an interviewer is trying to get the best out of an interviewee (otherwise, it's a hostile interview.) and to check the facts of the CV. The interviewee has to 'sell' themselves, appear confident and pleasant. They must make eye contact and think before they answer. They must not fiddle or fidget.

13. See how many of each job in PSW1.2 was applied for and set up pairs. Give each pair a chance to interview/ be interviewed. It is probably best to change pairs after the first interview. e.g.

<u>Interviewer</u>		<u>Interviewee</u>
A	→	B
<u>Interviewer</u>		<u>Interviewee</u>
C	→	D
<u>Interviewer</u>		<u>Interviewee</u>
D	→	A
<u>Interviewer</u>		<u>Interviewee</u>
B	→	C

14. Listen and help any pair that needs advice or support.

Ask who has been given a job? Or who has been short listed?

15. In this final stage, ask students to complete the **PSW1.6 Time to Think**.

## Student's File PSW 1.1 (Key)

### Jobs and Advertisements

Can you match the jobs to their headings?

**1**  
**Secretary/Personal Assistant**  
HK\$21,000 - 325,000 per year  
Qualify you for one of these positions in the Central requires a local experience and knowledge of Word and Illustration. Contact Shirley Le Roux.

**2**  
**Receptionist**  
HK\$70 - \$100 per hour  
An events organizing company in Central seeks a person with previous receptionist experience. This position is temporary for a few days and fluent English and Cantonese is a must. Contact Maria Lee

**3**  
**Assistant to the Administrator**  
HK\$10,000 per month  
This temporary to permanent clerical position is based at a learning centre for children's computer software. Requirements include good English, bookkeeping skills, and administrative skills. Contact Maria Lee

**4**  
**Junior Credit Administration Officer**  
HK\$200,000 - 300,000 per year  
At least 3 years credit administration experience in private banking will qualify you for this position in a major investment bank. Responsibilities include screening out undesirable accounts; reconciling documentation; and preparing reports on transferred accounts. Contact Shirley Le Roux.

**5**  
**Conference/Marketing Assistant**  
HK\$300,000 - 360,000 per year  
This European banking institution is seeking to assist in organizing conferences for global investors. Successful candidates must have experience in conference management and be able to assume responsibility. Fluency in English and Cantonese is a must and Mandarin would be a plus. There is some travel involved. Contact Shirley Le Roux.

**6**  
**Programmer / Analyst Programmer**  
HK\$168,000 - \$224,000 per year  
A well-established, international group of companies seeks TI or university graduates to fill these promising positions. Applicants for the Programmer position must have at least 1 year of experience in using Informix for application development; and applicants for the Analyst Programmer position, 2-3 years. The position is located in Ap Lei Chau with free shuttle bus service provided. Contact Lucy Cheng.

**7**  
**FINANCIAL/ADMIN ASSISTANT**  
A multi-national European Co. requires a self-motivated and responsible person for the position of:  
Applicants should possess:  
- Formal secretarial training, LCC intermediate level or equivalent in accounting preferable  
- Min. 2 yrs exp. in Finance and/or administration field  
- Strong analytical skills and computer knowledge essential  
- Good command of spoken/written English  
Attractive salary for right candidates. Please send resume, photo and expected salary to **Box 2067 SCM Post**

**8**  
**Central requires a local experience and knowledge of Word and Illustration. Contact Shirley Le Roux.**

**Answers**  
**Banking and Finance**  
1, 4, 5, 7, (8)  
**Information Technology**  
6, 8  
**Temporary Assignments**  
2, 3, 8

**BANKING AND FINANCE**

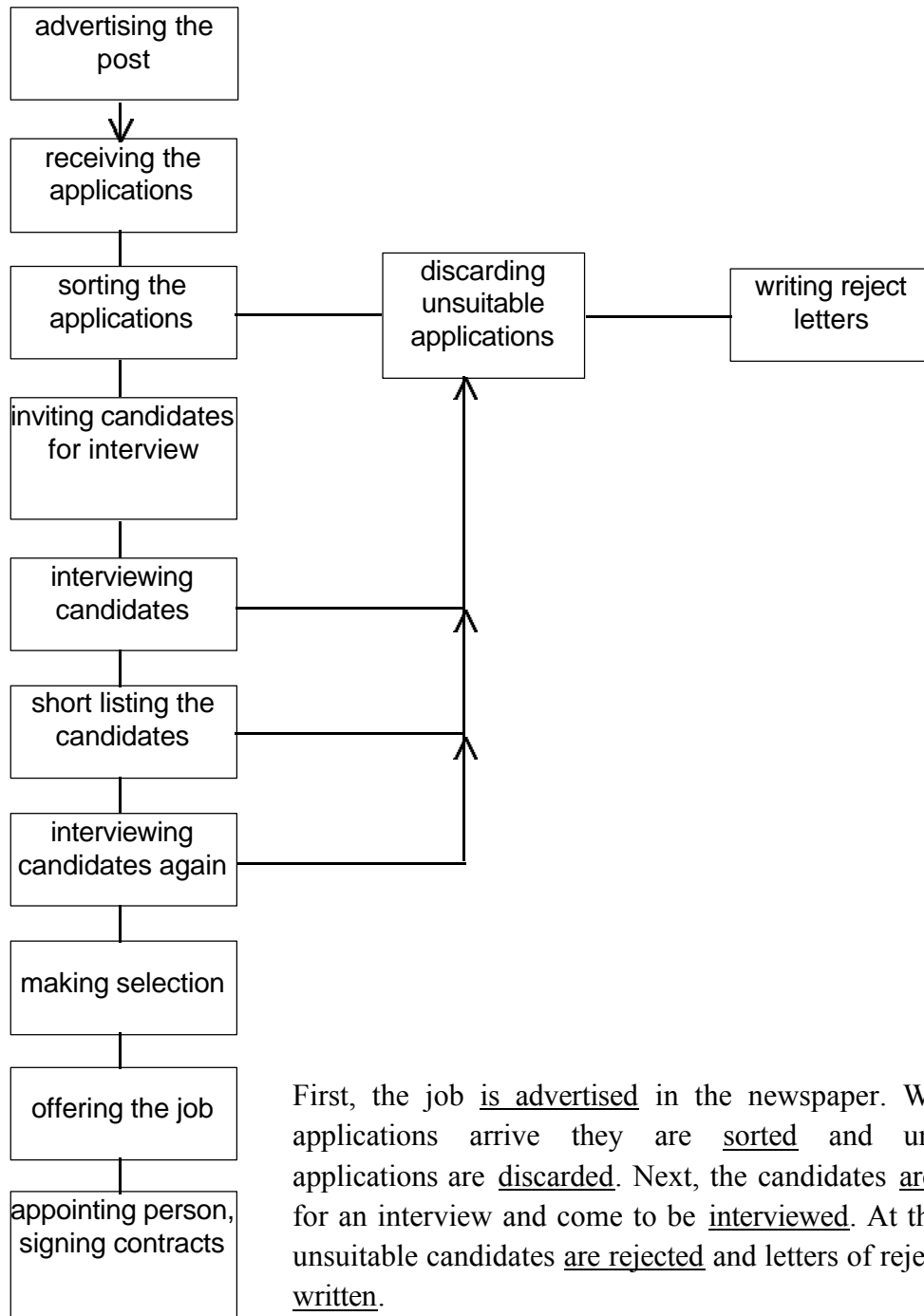
**INFORMATION TECHNOLOGY**

**TEMPORARY ASSIGNMENTS**

## Student's File PSW 1.4 (Key)

### Selection - A process

Look at the chart and fill in the summary of the process.



First, the job is advertised in the newspaper. When the applications arrive they are sorted and unsuitable applications are discarded. Next, the candidates are invited for an interview and come to be interviewed. At this stage, unsuitable candidates are rejected and letters of rejection are written.

The short listed candidates are interviewed again and after that a final selection is made. The job is now offered and the person is appointed with contracts being signed.



## Student's File PSW 1.5 (Key)

### Listening - Completing a CV.

Listen and make notes and then listen again to complete the CV. Only write down the essential facts.

Name: Rae Ling

Address: Flat 15A, Windsor House, Causeway Bay, HK.

Tel No.: 23891234

Date of Birth: 11.11.1970

Marital Status: Single

ID No.: K123579(8)

### Educational Background

1986 St. Simons School for Girls

Hong Kong School Certificate:

Maths, Geography, Chinese, Art

English, Chinese, History, Physics, Biology

1988 Hong Kong A-Levels:

UE, Physics, Maths, Biology

1993 Hons. Degree Interior Design. HKPU. 2.1.(IDA Scholarship for travel in Europe in 1992, Design School Study Trip to India in 1992.)

### Work Experience

1994 Assistant designer in an international design company, specialising in hotels, Li, Robertson and Tung.

until present Special responsibilities include CAD

1994 Design assistant for Hilary Ho Design Partners.

1993/4 Design assistant for Kurt Deller an American HK based design firm specialising in high tech offices or 'intelligent buildings'.

### Referees

1. Paul Li, Director, Li, Roberston and Tung, 4 Praya Road, Aberdeen

2. John Laine, Associate Professor, School of Design, HKPU