

**T.C.
MİLLİ EĞİTİM BAKANLIĞI**

KONAKLAMA VE SEYAHAT HİZMETLERİ

**YABANCI DİLDE ÖZ GEÇMİŞ VE
BAŞVURU İŞLEMLERİ
(İNGİLİZCE)
222YDK110**

ANKARA 2012

- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
- Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
- PARA İLE SATILMAZ.

CONTENTS

EXPLANATION.....	iii
INTRODUCTION.....	1
LEARNING ACTIVITY-1	3
1. WRITING A CV	3
1.1 Words to Learn.....	4
1.2 The Essential Things To Include On Your CV/Résumé.....	4
1.3 Parts of a CV/resume	6
1.3.1 Personal Information	6
1.3.2 Education & Training	7
1.3.3 Employment History.....	7
1.3.4 Career Objective.....	8
1.3.5 Skills & Abilities	9
1.3.6 Education highlights & achievements	10
1.3.7 Hobbies and Interests.....	10
1.3.8 References/Referee.....	11
APPLICATION ACTIVITY.....	12
MEASURING AND EVALUATION	14
LEARNING ACTIVITY-2	16
2. FILLING APPLICATION FORMS.....	16
2.1 Words to Learn.....	17
2.2 Personal Information.....	18
2.3 Information on Education	18
2.4 Position to be applied.....	19
2.5. Computer Skills.....	20
2.6. Work Experience.....	20
2.7. Other Information	21
2.8. References.....	21
APPLICATION ACTIVITY.....	22
MEASURING AND EVALUATION	24
LEARNING ACTIVITY-3	27
3. JOB INTERVIEWS	27
3.1 Words to Learn.....	27
3.2 Preparation for a job interview.....	28
3.3. What you should do at a job interview.....	29
3.4. A Job Interview	30
APPLICATION ACTIVITY.....	34
MEASURING AND EVALUATION	36
MODULE EVALUATION.....	40
ANSWER KEY.....	45
RESOURCES.....	48

EXPLANATION

KOD	222YDK110
ALAN	Konaklama ve Seyahat Hizmetleri
DAL/MESLEK	Önbüro Elemanı- Kat Hizmetleri Elemanı- Operasyon Elemanı- Rezervasyon Elemanı
MODÜLÜN ADI	Yabancı Dilde Özgeçmiş ve Başvuru İşlemleri
MODÜLÜN TANIMI	Yabancı dilde özgeçmiş ve başvuru işlemlerinin eksiksiz olarak yazmanın öğretildiği bir öğrenme materyalidir.
SÜRE	40/24
ÖN KOŞUL	Ön koşul yoktur.
YETERLİK	Mesleği ile ilgili yabancı dilde özgeçmiş ve iş başvuru formu hazırlamak
MODÜLÜN AMACI	Genel Amaç: Uygun ortam sağlandığında yabancı dilde özgeçmiş ve başvuru işlemleri ile ilgili konularda okuma, dinleme, anlama, yazma, konuşma ve tanıtım yapabilecektir Amaçlar: <ol style="list-style-type: none">1. Yabancı dilde cv hazırlayabilecektir.2. Yabancı dilde iş başvuru formu hazırlayabilecektir.3. Yabancı dilde iş görüşmesi yapabilecektir.
EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ortam: Sınıf Donanım: Tv, video, video kasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık, sözlükler
ÖLÇME VE DEĞERLENDİRME	Modülün içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçları ile kendinizi değerlendirebileceksiniz. Modül sonunda ise kazandığınız bilgi ve becerileri ölçmek amacıyla, öğretmeniniz tarafından hazırlanacak ölçme araçları ile değerlendirileceksiniz.

INTRODUCTION

Dear student,

Foreign language is known to be important in every field of sector in the present day. In the field of tourism it is still more important.

Our country has started full membership process for European Union. It would surely be possible to use the employment opportunities those will come up in this process only with qualified labor.

At this point the success of our country that will be one of the tourism center in Europe and even in the world depends on your qualified vocational training.

LEARNING ACTIVITY-1

AIM

If suitable conditions are provided you are going to be able to write your CV/résumé.

SEARCH

- You can search through the internet for sample CVs/résumés and try to find out how many formats are available to create your own CV.
- You can also ask for advice from the professionals working at hospitality sector to create your own CV/résumé.

1.WRITING A CV



Picture 1.1

The simplest dictionary definition says a CV (or 'Curriculum Vitae') is " a summary of your educational and academic backgrounds as well as teaching and research experience, publications, presentations, awards, honors, affiliations and other details. The primary differences between a resume and a curriculum vitae (CV) are the length, what is included and what each is used for. A resume is a one or two page summary of your skills, experience and education. While a resume is brief and concise - no more than a page or two, a curriculum vitae is a longer (at least two page) and with more details.



Picture 1.2

1.1 Words to Learn

Background (n)	:	Unsupervised (adj)	:
Experience (n)	:	Critical (adj)	:
Primary (adj/n)	:	Utilize (v)	:
Brief (adj/n/v)	:	Audience (n)	:
Detail (v/n)	:	Research (n/v)	:
Include (v)	:	Occupation (n)	:
Training (n)	:	Career (n)	:
Employer (n)	:	Challenging (adj)	:
Achievement (n)	:	Commitment (n)	:
Task (n)	:	Objective (n/adj)	:
Skill (n)	:	Gender (n)	:
Content (n)	:	Qualification (n)	:
Veiled (adj)	:	Transcript (n)	:
Abbreviation (n)	:	Position (n)	:
Description (n)	:	Involve (v)	:

1.2 The Essential Things To Include On Your CV/Résumé.

➤ **Personal details**

Full name and contact details including address, telephone number(s) and e-mail address.

➤ **Education and training**

A summary of your education and training history, starting with your most recent studies, making sure you include all training that's relevant to the job you're applying for.

➤ **Employment history**

Start with your most recent work history and work backwards chronologically, listing the name of the employer, your job title, the dates you worked there, and your responsibilities, tasks and achievements. Make sure you include everything that's relevant to the job.



Picture 1.3

➤ **Skills and abilities**

A list of the things you're good at. These can be general skills or skills specific to a particular job.

➤ **Career objective (*optional*)**

Tell the employer what type of job you want end up with; this shows that you've given thought to your future career.

➤ **Interests (*optional*)**

A list of your hobbies and interests; this gives employers more information about you and also shows other areas of your life where you've gained experiences.

➤ **Referees /References**

List people who can talk about how good a worker you are. Make sure you get their permission before including them on your resume. List their name, company name occupation, and contact details.



Picture 1.4

➤ **Please remember the following;**

- Don't write resume or CV at the top of the page- the first thing should be your identification data.
- Don't use colored paper to make your CV more attractive! The attractiveness of a CV comes from its content and organization. Print it on white, good quality paper.
- Don't submit a CV full of spelling mistakes. Use your computer spell check and have a friend read it over. A CV full of mistakes is a sign of a careless individual.
- Don't include your gender and religion on a CV - your gender is apparent from your name, and no employer will take religion into account when hiring, nor will it matter whether you are veiled or not.
- Don't give too many details of your marital status; the employer doesn't need to know how many kids you have at this stage.

- Don't use abbreviations on your CV. Spell the word out the first time you use it, and then you can use the abbreviation throughout the remainder of the resume. This goes for even the most commonly known abbreviations.
- Try not to provide your references on the CV. End your resume with “References Furnished Upon Request” and if the interviewer wants further details, he'll let you know.
- Don't reduce the size of your CV so that it becomes difficult to read. If your experience requires you to have a lengthy resume, then by all means have it.
- Don't try to play around with the dates in order to hide the fact that you have been unemployed, that you change jobs too frequently, or that you held low-level positions.
- Don't simply copy the job description jargon from the company's HR manual as your career objective.
- Avoid repetitive words; they make your CV extremely boring.
- Don't include the reason behind why you are not currently employed by each job listed on your CV.
- Focus on your most recent experiences, rather than on everything you've done in your life.
- Don't apply to positions that you are not qualified for, concentrate rather on the fields of interest where you qualify.
- When you send out your CV, don't attach extra documents, transcripts, and so forth, unless you are requested.



Picture 1.5

1.3 Parts of a CV/resume

1.3.1 Personal Information

Jane Doe

Provide your full name (or the name you like to be called) not just your initials

D.O.B. 05.04.1985

You don't legally have to include your date of birth - it's up to you.

Personal Details

Address: 22 Station Street, Highfield, 1023

Provide your usual postal address, including the postcode

Mobile: 0531 554 660

Provide your daytime phone number (home and/or mobile). Make sure your phone has a clear voicemail message or that there is someone available to take a message for you

Email: jane@yahoo.com

Provide an email address (it looks more professional to use an email address with your name in it, rather than one you use with friends)

1.3.2 Education & Training

Education & Training

Bachelor of Arts (Journalism) 2005

Johnson University

Majors: Literature and Politics

Minors: Political Reporting

- Provide a summary of your education history including the last year achieved in secondary school. Start the list with your current studies and work backwards
- If relevant to the job you seek include your academic record (either marks achieved or the specific subjects you studied)

Microsoft Office Professional 2003 – 2004

(Short Courses in Word, Excel, Access and PowerPoint)

Adult Education Council

Advanced Editing (Short Course) 2002

Mcmillan Centre

- You can also highlight skills and competencies you've developed through various aspects of your studies if these are relevant
- Don't forget to include any additional training you've completed (at school or otherwise) e.g. short courses, first aid certificates

Certificate of Education 1999

Highland Secondary College

1.3.3 Employment History

Casual writer (2003 – present)

The Highstreet Times

**Writing a range of articles
for this popular paper
including book and film reviews,
news reports and feature articles.
Experience with writing to brief
as well as generating my own briefs.**

- Start with your most recent employment position and work backwards
- As well as listing your relevant work experience, a work history also provides an opportunity to highlight relevant skills, aptitudes and achievements you've gained through your work
- You can also include volunteer work if relevant. Any work you have done provides you with the opportunity to promote your skills and experience to a new employer

**Journalism Internship (July to December 2002)
*The Highstreet Times***

This six-month placement exposed me to the full range of journalistic tasks and duties including copywriting, sub-editing, advertising, graphic design and printing. My core duties involved research and writing of news stories covering the areas of health, education, crime and politics. I also developed a number of feature articles focusing on health and lifestyle.

Freelance writer, copy editor and proof reader (1998 – present)

Provided freelance research and writing services for a range of publications and clients including The Writer's Block.



Picture 1.6

1.3.4 Career Objective

- A career objective explains what you're looking for and what you can offer. It shows that you've thought about what you want to do
- Use the experience you've gained through your studies and any work experience or practical coursework to help you write your career objective
- Keep it brief (one or two sentences). It can be written specifically to suit each job you apply for or it can be more general to suit your overall career or job goals

I am seeking to expand my research, writing and editing skills in a challenging role in journalism, media or communications. I offer experience and expertise in researching, writing, editing and production across a range of electronic and print media



Picture 1.7

1.3.5 Skills & Abilities

- Here you can promote your range of relevant skills and abilities, whether they've come through your studies, work experience or other aspects of your life
- Choose headings that reflect the core skills required by the jobs you seek

Research and Writing Skills

Writing in a variety of styles including hard news, soft news and features.

Researching and writing for a variety of audiences including young people, business people and professionals.

Adapt at utilizing available resources to research story ideas including interviews, desk and library-based research, database searches and online research

Highly developed critical and analytical abilities

Experience working to deadlines

Information Technology Skills

Highly developed critical and analytical abilities

Excellent computer skills and proficiency in:

Microsoft Word, Access, PowerPoint and Excel

Macromedia Dream weaver

Adobe Photoshop

Use of web cam, digital camera and recording equipment

Use of a range of Web Content Management Systems

- Include things that you do well (think about things that others have said you're good at - or better still, ask friends or family to make the list for you).
- Skills and abilities developed through formal training and courses

- Skills and abilities developed through previous work experience in your chosen field
- Skills and abilities you've developed through other work e.g. casual or part-time work
- Specific areas and interests that you pursued outside of your studies e.g. hobbies,

Communication and Organizational Skills

Excellent language skills - written, oral and broadcast

High-level organizational and time-management skills

Ability to work unsupervised and as part of a team

1.3.6 Education highlights & achievements

Received high distinction average in final two years of university and distinction average throughout the entire course

Selected from over 200 applicants for two-month Journalism Exchange Program in New York, USA (2004).



Picture 1.8

1.3.7 Hobbies and Interests

Swimming

School netball team member - premiership team in 1999, 2000 and 2003

Computer Clubhouse member

- *Stating your passions, hobbies and interests gives employers more information and is a useful way to re-state your abilities and achievements*
- *Include things like team memberships, long-term interests and any informal training you may have done through a club or community group*

1.3.8 References/Referee

- Who can be a referee?
- Someone who knows you well, like a colleague, team-mate, coach, mentor, teacher or another member of the community you've worked with or helped out

Terry Underwood

Lecturer, Deakin University

Phone: 03 9567 4444

- Including referees
- Make sure you provide up-to-date contact details of your referees and always make sure you have permission from them before including them in a resume.
- It also helps to tell referees a bit about the job you're applying for so they can think about how your skills and abilities will be relevant

Jenny Small

Editor-in-Chief, The Reader, London, UK

(Written reference enclosed)

- Written references are very useful to add to your resume to highlight your skills. Ask potential referees to write you a reference that describes your best skills and qualities

APPLICATION ACTIVITY

Use vocational phrases when necessary.

Steps of Process	Suggestions
➤ Collect all the necessary information for writing a CV/résumé.	➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
➤ Arrange the parts of a CV/résumé	➤ Arrange the parts of a CV/résumé following the guidelines; be careful with the words and spelling.
➤ Write a sample CV	➤ Write a Cv/résumé using all required words and expressions

At the end of this activity you will be able to write your personal CV with all details.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Can you say important parts of a CV?		
4. Do you know meaning of the words that you write about?		
5. Do you pronounce the words correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you write the parts of a CV correctly?		
8. Can you write information about yourself as well as your education?		
9. Do you know how to write your foreign language level?		
10. Can you add your computer skills to your CV?		
11. Can you write about your certificates as well as your hobbies and interests on a CV?		
12. Do you know how to give references for your CV?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

- 1) Read the following job advertisement. Discuss the qualifications and experience that an applicant might mention in a letter.

SALES/STORE PERSON
Opportunity for full-time position in large scale Discount Retail Store.
Duties include; Counter sales, store work, heavy lifting.
Driver's license for deliveries.
Must be neat, reliable, willing to work hard. Ability to speak Italian an advantage. Award rates.
Apply in writing to:
THE MANAGER
P.O.BOX 34
LONDON

Complete the job application letter below:

Dear ¹.....

I am writing to apply ².....
.....

I have worked as ³.....
.....

I am ⁴.....
and consider myself a most suitable applicant for the job.

I have enclosed ⁵.....
.....

Please contact me ⁶.....

Yours sincerely,

- 2) Complete the following Part Time Work CV with the words below.

dealing with	working	displaying	preparing
office duties	developing	maintaining	
talking	driving	customers	

JOAN ANDREWS

Address:

10 Northampton Rd.
Middlemarch
Loamshire
MM2 6BX

Email: jma359@kent.ac.uk

Tel: 01657 2355467

Mobile: 07771 123456

Nationality:

British

EDUCATION AND QUALIFICATIONS

2012 to date The University of Kent at Canterbury
 BA Anthropology - expect to graduate June 2013
2006 - 2011 Boxhill High School, Middlemarch
 A-levels: Spanish (B); Biology (B); History (C)

WORK EXPERIENCE

Summer 2011 Assistant: Middlemarch City Council
Responsibilities included data inputting, liaison with clients; general ¹.....
This developed my skills in ²..... customers, ³..... on the telephone, and in
⁴..... accurately under pressure.

Summer 2010 Waitress/Kitchen Assistant: The Mill on the Floss Tea Rooms
Welcoming ⁵....., taking orders, ⁶..... and serving food, and ⁷..... hygiene

2008 – 2010 Delicatessen Assistant, Asco's Supermarket, Middlemarch
Advising and serving customers; ⁸..... a knowledge of a wide range of products;
⁹..... products and participating in promotions

SKILLS

Languages Good command of Spanish and French
Computing Familiarity with Windows packages including MS Word,
 MS Access
Driving Full, clean ¹⁰..... license

REFERENCES: Available on request

Please compare the answers with the answer key. If you have wrong answers, you need to review the Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity

LEARNING ACTIVITY-2

AIM

If suitable conditions are provided you are going to complete job application forms easily and able to understand all details on such forms.

SEARCH

- You can search through the internet for sample job application forms and visit facilities around you to ask for a sample job application form.
- You can also ask for advice from the professionals working at hospitality sector to complete job application forms.



Picture 2.1

2. FILLING APPLICATION FORMS

- **Hints and tips to complete application forms**
 - Read carefully the job description and person specification
 - Read and follow ALL instructions – including using a black ballpoint pen if requested!
 - Note the closing date and give yourself adequate time to complete, review and return the form
 - Ask for help or advice on any areas of the form that you do not understand
 - If possible, photocopy the form and practice on the photocopy first
 - Double check spelling and grammar
 - Ensure the completed form is neat and tidy and not covered in tea stains or ink smudges
 - Details how you meet all the essential criteria set out by the employer

- Provide examples where possible of your achievements and skills
- If details of referees are requested, be sure to include all contact information for these referees and ensure that at least one of the referees is your most recent employer.
- Once completed, review and check that all relevant parts of the form have been completed. If a question or section does not apply to you, insert 'non applicable' or 'N/A'
- Get someone to check the form over for you before you send it.
- Do not fold the application form, use the appropriate sized envelope.
- Remember to take a photocopy of your completed form. You may be asked questions about it in an interview. It can also be used to help you fill in other application forms.
- Above all, always tell the truth! If you do not, you may lose your job and any future reference



Picture 2.2

2.1 Words to Learn

Interview (n/v)	:	Ability (n)	:
Appropriate (adj)	:	Mentioned (adj):	
Apply (v)	:	Proficiency (adj):	
Application (n)	:	Seek (v)	:
Essential (adj)	:	Desired (adj)	:
Criteria (n)	:	Range (n/v)	:
Relevant (adj)	:	Available (adj):	
Insert (v)	:	Currently (adv)	:
Alternate (adj/n/v)	:	Attend (v)	:
Contact (v/n)	:	Development (n):	
Major (adj/n/v)	:	Referee (n)	:
Duration (n)	:	Recent (adj)	:
Specialized (adj)	:	Location (n)	:
Contribute (v)	:	Perform (v)	:

.....
 Please list your areas of highest proficiency, special skills or other items that may contribute to your abilities in performing the above mentioned position.



Picture 2.4

2.4 Position to be applied

POSITION SOUGHT:..... Available Start Date:.....

Desired Pay Range:.....Are you currently employed?.....
 Hourly or Salary



Picture 2.5

Seminars and Courses attended

PROFESSIONAL TRAINING AND DEVELOPMENT (courses/ seminars attended)

-
-



Picture 2.6

Knowledge of a Foreign Language

WHAT LANGUAGES DO YOU KNOW?	IS IT YOUR MOTHER TONGUE?	SPEAK			WRITE			UNDERSTOOD		
		GOOD	FAIR	POOR	GOOD	FAIR	POOR	GOOD	FAIR	POOR

2.5. Computer Skills

*Basic in Word, Excel, Access PowerPoint, Internet	
*Proficient Word, Excel, Access PowerPoint, Internet	

2.6. Work Experience

Please list beginning from most recent

Dates Employed	Company Name	Location	Role/ Title

Job notes, tasks performed and reason for leaving:

.....

.....

Dates Employed	Company Name	Location	Role/ Title

Job notes, tasks performed and reason for leaving:

.....
.....
.....



Picture 2.7

2.7. Other Information

List your professional memberships, awards, publications, or special hobbies that are relevant to your job target.

2.8. References

Please state a reference who can verify your credentials;

.....

(Former teachers or professors, Clients ,Former project managers or supervisor or other contacts from industry associations can be your references)

APPLICATION ACTIVITY

Use vocational phrases when necessary.

Steps of Process	Suggestions
➤ Collect all the necessary information to complete a job application form	➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
➤ Try to arrange the parts of a job application form	➤ Arrange the parts of a job application form following the guidelines; be careful with the words and spelling.
➤ Complete a sample application form	➤ Complete a job application form using all required words and expressions

At the end of this activity you will be able to complete job application forms.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for your job application form?		
4. Do you know meaning of the words that you write about?		
5. Do you pronounce the words correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand all parts of a job application form?		
8. Can you complete the part about your personal information?		
9. Can you complete the position you applied for?		
10. Can you complete all other parts of a job application form?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1) Look at the advertisement below and try to understand the details

Westfords Ltd.
Require IT Support Officers
40 hours per week – 8.45 am to 5.15 pm.
Photo ID personalization and smart card encoding company are seeking IT support officers.
Responsibilities include upkeep of computers and in-house software and quality assurance of products.
Must have experience with computers.
Knowledge of printers preferred but not essential as full training given.
Apply in writing with a covering letter and CV to:
Mr Knight
Westfords Ltd
500 Sample Street
Sample Town
LZX 1XX

*And now complete the application letter below

Mr Knighth
Westfords Ltd
500 Sample Str
Sample Town

Your Address
Your phone number
Date

Dear Mr Knight

I would like to ¹..... for the job of IT Support Officer which was ²..... in today's Journal.

For the past four years I have worked in IT with Brown's. As the company is moving to another part of the country, I will be made redundant in two weeks' time.
My present job ³..... various IT duties in person and by phone. I also:

- ⁴..... IT queries
- handle incoming calls
- handle ⁵..... and outgoing post
- order printer consumables.

Before this job I was a trainee with Brighton's (Solicitors) in North Street, Invertown and completed RSA I and II in Business Administration and have various Microsoft package experience.
I have always enjoyed working with people and think my previous experience will allow me to work as part of the team and to be an effective ⁶..... of your company.

I am available for ⁷..... at any time and could start work immediately. You can ask for ⁸..... from my present and previous employers. Please find ⁹..... a copy of my CV for more information. I look forward to hearing from you. Yours ¹⁰.....
Your signature
Your name

2) Complete the following job application form as if you are going to apply for a job.

PERSONAL DATA

Name.....
Present Address.....City.....State.....Zip.....
Phone.(.....).....Message Phone ..(.....).....E- Mail Address.....
Driver's License: Operator() CDL () CDL Type.....Endorsements.....

EDUCATION

High school Diploma or GED? () YES () NO Post Secondary Degree?.....
Name of school beyond High School.....
Training Length.....Date Completed.....
Major.....Minor.....
Apprenticeship Level.....In which trade?.....

WORK EXPERIENCE (List most recent work experience first)

Company Name.....Immediate Supervisor.....
Complete Address.....
Street/ P.O. BOX City State Zip
Code

Job Title.....Phone..(.....).....
Job Description (duties, skills, equipment used).....
.....
.....
.....

ADDITIONAL INFORMATION THAT COULD HELP YOU QUALIFY FOR THIS POSITION

Examples include; classes (include dates), certificates, current licenses, specific equipment and other skills.
.....
.....
.....

LIST REFERENCES (preferably persons who know about your work/ training)

Name	Address	Phone Number
.....	(.....).....
.....	(.....).....
.....	(.....).....

Signature:.....**Date:**.....

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity

LEARNING ACTIVITY-3

AIM

If suitable conditions are provided you are going to make job interviews and learn how to behave at interviews and how to response.

SEARCH

- You can search through the internet for sample interview dialogues and try to find out as many interview questions as you can.
- You can also ask for advice from the professionals working at hospitality sector about interview types and question also you can learn how to bevahe at such interviews.

3. JOB INTERVIEWS



Picture 3.1

3.1 Words to Learn

Interview (v/n)	:	Sensible (adj)	:
Flexible (adj)	:	Collaboration (n)	:
Punctual (adj)	:	Attitude (n)	:
Communicate (v)	:	Department (n)	:
Rule (n)	:	Stressful (adj)	:
Tip (n)	:	Assess (v)	:
Reputation (n)	:	Title (n)	:
Conversation (n)	:	Compensation (n)	:
Colleague (n)	:	Challenge (v)	:

Enable(v) :
 Rectruit (v) :
 Demonstrate (v) :
 Recommend (v) :
 Independently (adv):

Accomplishment (n) :
 Expectation (n) :
 Disappointment (n) :
 Requirement (n) :
 Encounter (v) :



Picture 3.2

3.2 Preparation for a job interview

How to talk about yourself;

“Tell us about yourself.”

“What can you tell us about your self?”

“Tell me about yourself.”

A. I am ...	responsible a fast learner healthy punctual organized	hardworking flexible pleasant honest bilingual
B. I ...	like to work with people communicate well follow instructions	like to work with numbers get along with co-workers
C. I am good at ...	sewing math working with my hands	numbers cooking

➤ **Preparation**

Preparation is the first rule for any interview. Here are some general preparation tips:

- Research the company, its competitors, position in the marketplace and challenges/developments within the industry. Know what its products are, its size, income, reputation, image, goals, problems. How many people do they employ and what is the company philosophy? Know all of the up to date information on the company, which can then be slipped into conversation.
- Practice for the interview but do not memorize or over-rehearse. Get a friend or colleague to do a mock interview with you to get used to being asked questions and how you portray yourself to others.
- Prepare a list of questions that you think might be asked and plan your answers. A useful tip is to look at the job description - this should enable you to define the qualities the recruiter is looking for and emphasize the skills and experiences that you have which best demonstrate them.
- Think of any questions you would like to ask the recruiter about the company and the position you are applying for. This shows you have done some homework and are interested in the company and its business.
- Dress the part for the job, the company and industry. It is important to portray a smart business image and it is recommended that both men and women wear suits and sensible shoes.

Read through your CV and cover letter before you attend the interview.



Picture 3.3

3.3. What you should do at a job interview

- Show up for the job interview a little early. Being late is a bad first impression and can blow the job. Managers may think if you're late to the interview, you'll be an unreliable employee.
- Use your body language to convey your confidence. Make eye contact and maintain good posture during the interview.
- Relate your answers to the specific company or interviewer. This will show that you've done your research.
- Speak professionally. Don't ramble or use slang in your answers.

- Stay positive during the interview. Avoid complaining or bad mouthing previous employers or companies.
- Ask the interviewer some questions about the position and the company. This is your chance to show off the fact that you've done some research.
- Send a thank you note afterward. This will show the manager that you really want to make a good impression. Thank them for taking the time to meet with you.



Picture 3.4

3.4. A Job Interview

Job interviews are always stressful - even for job seekers who have gone on countless interviews. The best way to reduce the stress is to be prepared. Take the time to review the "standard" interview questions you will most likely be asked. Also review sample answers to these typical interview questions. In addition to reviewing general interview questions, also review job specific interview questions that are designed to assess whether you have the skills required to do the job. Then take the time to research the company. That way you'll be ready with knowledgeable answers for the job interview questions that specifically relate to the company you are interviewing with.



Picture 3.5

- **Interview Questions: Work History**
 - Name of company, position title and description, dates of employment.
 - What were your starting and final levels of compensation?
 - What were your responsibilities?
 - What major challenges and problems did you face? How did you handle them?
 - What have you learned from your mistakes?
 - What did you like or dislike about your previous job?
 - What was the biggest accomplishment / failure in this position?

- What do you expect from a supervisor?
- What problems have you encountered at work?
- Have you ever had difficulty working with a manager?
- Why are you leaving your job?
- Why did you resign?
- Why did you quit your job?
- What have you been doing since your last job?
- Why were you fired?



Picture 3.6

- **Job Interview Questions about You**
 - What is your greatest weakness?
 - What is your greatest strength?
 - How would you describe yourself?
 - Do you take work home with you?
 - How many hours do you normally work?
 - How would you describe the pace at which you work?
 - How do you handle stress and pressure?
 - What motivates you?
 - What are your salary expectations?
 - What do you find are the most difficult decisions to make?
 - Tell me about yourself.
 - What has been the greatest disappointment in your life?
 - What do people most often criticize about you?
 - When was the last time you were angry? What happened?
 - If the people who know you were asked why you should be hired, what would they say?
 - Do you prefer to work independently or on a team?
 - What type of work environment do you prefer?
 - Describe a difficult work situation / project and how you overcame it.
- **Job Interview Questions about the New Job and the Company**
 - What interests you about this job?
 - Why do you want this job?
 - What applicable attributes / experience do you have?



Picture 3.7

- Are you overqualified for this job?
- What can you do for this company?
- Why should we hire you?
- Why are you the best person for the job?
- What do you know about this company?
- Why do you want to work here?
- Are you willing to travel?
- What is good customer service?
- How long do you expect to remain employed with this company?
- Is there anything I haven't told you about the job or company that you would like to know?

➤ **Interview Questions: The Future**

- What are you looking for in your next job? What is important to you?
- What are your goals for the next five years / ten years?
- How do you plan to achieve those goals?
- What are your salary requirements - both short-term and long-term?
- What will you do if you don't get this position?

➤ **A job interview dialogue**



Picture 3.8

Mr.Allen : Good morning Ms. Brandies, please have a seat.
 Ms.Brandy : Good morning, it's a pleasure to meet you.
 Mr.Allen : Could you tell me who you work for at the moment?
 Ms.Brandy : I work for Frank and Smith importers.
 Mr.Allen : How long have you worked for them?

Ms.Brandy : I've been working for Frank and Smith for the past three years.
Mr.Allen : And how long have you been working in the accounting department?
Ms.Brandy : I've been in the accounting department for the past six months.
Mr.Allen : You know this job requires a lot of travel. Have you done much traveling for business?
Ms.Brandy : Yes, the job I had before Frank and Smith required me to travel monthly.
Mr.Allen : And why did you leave that position?
Ms.Brandy : I was offered a more interesting position at Jake and Johnson's.
Mr.Allen : Have you had any experience in sales?
Ms.Brandy : Yes, I've spent a few years working part-time as an advertising consultant for schools offering summer language courses.
Mr.Allen : That's interesting. How successful have you been?
Ms.Brandy : The schools I've worked for have all had increased registrations as a result of my collaboration.
Mr.Allen : Very interesting...

Self Check

1. Do you think the attitude of the applicant was pleasing? Why or why not?
2. Have you experienced being interviewed? How do you feel? What did you do then?
3. Why do you think an applicant must be interviewed? Do you think it's really necessary? Explain our answers.

APPLICATION ACTIVITY

Use vocational phrases when necessary.

Steps of Process	Suggestions
<ul style="list-style-type: none"> ➤ Collect all the necessary information for job interviews 	<ul style="list-style-type: none"> ➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
<ul style="list-style-type: none"> ➤ Try to answer sample job interview questions? 	<ul style="list-style-type: none"> ➤ Try to answer all sample job interview questions following the guidelines; be careful with the words and spelling.
<ul style="list-style-type: none"> ➤ Role play a dialogue with a friend on job interview 	<ul style="list-style-type: none"> ➤ Prepare a dialogue on a job interview and try to use all required words and expressions

At the end of this activity you will be able to make interviews in a foreign language and able to express yourself and reply the interview questions easily.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for a job interview?		
4. Do you know meaning of the words that you write about?		
5. Do you pronounce the words correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the questions?		
8. Do you know how to behave at a job interview?		
9. Can you tell the most important points at a job interview?		
10. Can you perform a job interview well?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1. Read through this outline of the responses of three applicants to the same questions asked of them in an interview. Consider their answers carefully.

1) Good morning, my name is Ms Martin. You've applied for the Laboratory Assistant's position right?

- A. Yes.
- B. Yes Ms Martin, I have.
- C. Yes Ms Martin. When I saw it advertised I thought it would really suit me.

2) Can you tell me why you replied to our advertisement?

- A. I I 'm not really sure ahh
- B. Well, I've always enjoyed science and felt that this position would offer me an opportunity to extend my skills in this area.
- C. I think that I'd be really good at this kind of work. In fact I learn so fast that I'd be looking for promotion very shortly.

3) Do you know exactly what you would be doing as a Laboratory Assistant?

- A. Well, I don't really know for sure, but I think it's got something to do with helping out the scientists in the laboratory hasn't it?
- B. Oh, a Lab. Assistant helps make sure that all the experiments are done properly.
- C. A Laboratory Assistant helps to maintain scientific equipment, keeping a check on the supplies in the store, and preparing the chemicals for experiments.

4) What sort of student do you regard yourself as . . . did you enjoy studying while you were at school?

- A. I suppose I'm a reasonable student. I passed all my tests and enjoyed studying subjects that interested me
- B. I wasn't the best student. I didn't really like study all that much, but I did it when I had to
- C. I'm a really great student I didn't have to study much because I always seemed to get by without worrying too much about it.

5)What were your favourite subjects at school?

A. I liked Science-it was O.K. . . well, at least the bits I understood were O.K.

B I'm afraid that I only liked the ones I was good at. The others were so boring that I found them to be a thorough waste of my time.

C. Maths and Science were my favourite subjects at school. I also enjoyed doing History.

6)Do you have any further plans for further study?

A. I hadn't really thought much about it . . .I don't know what courses I could do.

B. Well, I've thought about doing the part-time Chemistry Certificate course at Technical College. I think I would really benefit from doing that.

C. Well, if I had to do it I suppose I would, but now I ve finished school I'd much rather try to get my social life back into full swing again.

**7)Suppose our company wanted you to attend an institution to further your skills....
How would you feel about this?**

A. If the course would help me improve my prospects for promotion and help me to be better at my job I would definitely do it.

B. Attend a what?

C. Attend a course? When? I hope it would be in the day time? Would I get time off from work to attend it? I hope it's not at night-my social life would be ruined.

8)Have you ever had a job before?

A. No I haven't. I've never really been game enough to get one.

B. No. I've really been too busy, what with all the study I've had to do to get a good result. . .

C. Yes. I have worked part-time at a take away food store-the one just round the corner. . .

9)We have a lot of other applicants for this position. Why do you think that you deserve to get the job?

A. I can't think of any special reason-I suppose I'm no different from most other people.

B. Well, I've found out a lot about this type of work and my research suggests that I would be quite capable of doing the work involved. I also think that I would be able to handle any training course reasonably well.

C. I reckon I'd probably be the best applicant you're likely to get for the job.

10)Now, do you have any questions you'd like to ask me about the position?

A. No thank you. I don't think so.

B. Yes. Ms Martin, could you tell me what hours I'd have to work, and for whom I'd be working?

C. Yes. . . What's the pay like?

11) I think I have asked you everything I wanted to. Thank you for coming along to the interview.

- A. Thank you Ms Martin. Goodbye.
- B. Oh, think nothing of it. . . Could I see where I'll be working?
- C. Thank you. When will I know if I am successful?

2. Job Interview Matching

Would you like something to drink?
Could you tell me something about yourself?
What kind of work do you like to do?
What are your skills?
Why do you want to work for this company?
What salary do you want?
Can you tell me about your work experience?

- 1) _____ I want to work for a company that has been here a long time. I'm a customer of your company and I think you give excellent service. I know this company will be here for a long time. I hope there will be opportunities for me to be promoted.
- 2) _____ No, thank you.
- 3) _____ I have a lot of experience with computers. I can use Microsoft Word, Power Point and Excel. I can type 50 words per minute. I am good at math and enjoy working with numbers.
- 4) _____ In my country, I worked as an automobile body repairman at a garage. I worked there for 5 years. I repaired many different kinds of cars, and I used many different tools. I am good with my hands. I think my last experience will help me with a job here.
- 5) _____ I come from Hong Kong. I graduated from the Mountain High School there. I came to San Francisco in 1993. I've been working at the Han Gift Shop since 1995. I've been studying English as a Second Language and office training at City College of San Francisco. I really enjoy working with people and working with computers.
- 6) _____ I've heard the usual salary for this position is between \$12 and \$15 per hour. I think that would be OK.
- 7) _____ I really enjoy working with people. That's why I want to work as a customer service representative in a store like yours. I have a lot of experience in customer service. I like helping the customers and talking to them. I am very friendly.

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity

MODULE EVALUATION

1) Complete the interview questions below paying attention to grammar

1. What are your skills?

I know how to _____.
(verb/base form)

I can _____.
(verb/base form)

2. What was your last job?

I _____ a _____.
(be/simple past) (job title)

3. Did you work in your country? _____
(yes/no/past)

4. What did you do?

I _____ a _____.
be/simple past (job title)

5. What salary do you want?

I'm open.

What do you usually pay for this position?

6. Are you working now? _____
(yes/no)

I _____
(tell where you work and what you do)

7. What are your duties?

I _____
(verbs/present tense)

8. Do you want to work full-time or part-time?

I want to work _____.

9. Tell me about your experience.

I have been a _____ for _____ years.

I _____ a _____ for _____ years.
(be/simple past) (job title)

Also, I _____ a _____ for _____ years.

10. Tell me about your education

In my country, I studied _____.

Now, I study English at City College of San Francisco.
I got a certificate in _____ from _____
(area/subject studied) (school)

I got a AA/BA/MA degree in _____ from _____
(area/subject studied) (school)

11. What are your strengths?

I'm _____
(adjectives to describe your personal qualities)

12. What are your weaknesses?

English is my second language, but I study every day to improve it.

2) Look at the words below and find their meanings in Turkish and then complete the job allocation letter below.

Preference	Position	Necessary
References	Enthusiastic	Sincerely
Experience	Energetic	Extremely
Qualified	Possible	Recently
Advertised	Responsible	Immediately
Attached	Advertisement	Friendly
Pleased	Employment	Apply
Experienced	Company	Reply
Interested	Opportunity	Convenient
Qualifications	Vacancy	Excellent
Information	Ability	Available
Résumé		

Dear Sir/Madam,

I am writing to enquire about the possibility of (1)..... I am (2)..... in any type of hotel or kitchen work.

I have had three years (3)..... in the kitchen of a large hotel in Istanbul. I was employed there as a kitchenhand but often worked as assistant chef.

I (4)..... completed a special English course called "English for Kitchenhands". It included a work experience program one day per week, when I worked at the Bosphorus Hotel.

I would welcome an (5)..... to work for the Four Seasons and I feel I would make an (6)..... employee.

I am (7)..... to start work (8)..... and am willing to move if (9).....

My (10)..... and two (11)..... are attached.

Should you have a (12)..... at present or foresee any in near future, I would be

(13)..... to hear from you.

Yours sincerely,

3) Find a job advertisement in the newspaper that is suitable for you, or use one of the examples below and write an application letter.

<p>CLEANER, 5hrs,9am-2pm,Fri or Sat, £8 p.hr. Private home. Please write enclosing copies of references. Box 201 London</p>	<p>RECEPTIONIST Junior Casual for Doctors surgery 2 or 3 nights weekly,5-7 pm. Apply in own writing to Box 27 Barkston Gardens</p>	<p>YOUTH WORKER. required for 20 weeks commencing late February.3 days and 2 nights per week. Shift work. Applicants should be experienced in some area of youth work. car essential. Applications in writing by Friday 20th January to the Manager, Freedom Youth Camp P.O Box 435, New York</p>	<p>MOTOR CYCLE MECHANIC Clean neat person is required in our workshop. The successful applicant must be qualified and have an excellent working knowledge of Japanese motor cycles. Applications in writing only addressed to The Manager Northern Motors 222 High Road Manchester.</p>
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4) Work in groups –A Job Interview Game

Directions : Flip a coin.

Heads = 2 spaces

Tails = 1 space

Move to the space and answer the question.

START/FINISH

<p>What are your skills?</p>	<p>Tell me about your education.</p>	<p>What was your last job? (How long did you work there?)</p>	<p>Did you work in your country? (What did you do?)</p>
<p>What are your weaknesses?</p>			<p>Why do you want this job?</p>
<p>Do you have experience?</p>			<p>What salary do you want?</p>
<p>Why do you want to</p>			<p>Are you working</p>

work for this company?			now? (Where do you work? What are your duties?)
What are your strengths?	What are your skills?	Tell me about your work experience.	What kind of jobs do you like?

5) Read the job interview dialogue below and answer the questions.

Interviewer : So, why do you want to be a computer programmer?
Jason : Well, I don't like working in a fast food restaurant, and I want to make more money.
Interviewer : I see. Do you have any experience?
Jason : No, but I'm a fast learner.
Interviewer : What kind of computer do you use?
Jason : Computer? Uhm, let me see. I can use a Mac. I also used Windows 95 once.
Interviewer : That's good.
Jason : May I ask a question?
Interviewer : Please, go ahead.
Jason : Will I be able to find a job as a computer programmer?
Interviewer : Umm, err, ahh....

- 1) What job does Jason want? (Computer programmer)
- 2) Where does Jason work? (In a restaurant)
- 3) Why does Jason want a new job? (He wants more money)
- 4) Does Jason have programming experience? (No)
- 5) Will Jason get a new job? (I don't think so)

6) Imagine that you are at the interview for a hotel job. Answer the following questions

1. Why did you join the hotel and tourism sector?
2. We get a lot of irate and angry customers. How do you plan to deal with them?
3. What are the various sectors in the hotel industry? Why are they important?
4. What are your career goals for hotel field?
5. What do you know about this hotel?

7) Interview game with Question Cards

➤ Tell me about your education?	➤ What kind of jobs do you like to do?
➤ Have you worked in the United States? ➤ (Where have you worked?)	➤ Did you work in your country? ➤ (What did you do?)
➤ Are you working now? ➤ (What are you doing?)	➤ What salary do you want?
➤ What are your skills?	➤ What experience do you have?
➤ What job are you applying for? ➤ Why do you want this job?	➤ Why do you want to work for this company?
➤ What are your strengths?	➤ What are your weaknesses?

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, please contact your teacher and pass to the next module.

ANSWER KEY

LEARNING ACTIVITY-1 MEASURING AND EVALUATION

1	1)Dear Manager 2) for sales person position in your store 3) I have worked as the sales person at (<i>business name</i>) and I can handle heavy lifting. 4) neat, reliable and willing to work hard and I have a driving license and I know Italian at intermediate level. 5) my resume/CV 6) if you need any further information
2	1)office duties 2)dealing with 3)talking 4)working 5)customers 6)preparing 7)maintaining 8)developing 9)displaying 10)driving

Learning Activity-2 MEASURING AND EVALUATION

1	1)apply 2)advertised 3)involves 4)deal with 5)incoming 6)representative 7)interview 8)references 9)enclosed 10)sincerely
2	Students' own particular information

LEARNING ACTIVITY-3

3.4 Self Check	Students' own answers
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MEASURING AND EVALUATION

1	1)B 2)B 3)C 4)A 5)C 6)B 7)A 8)C 9)B 10)B 11)C
2	1) Why do you want to work for this company? 2)Would you like something to drink? 3) What are your skills? 4) Can you tell me about your work experience? 5)Could you tell me something about yourself? 6)What salary do you want? 7)What kind of work do you like to do?

MODULE EVALUATION

1	Students' own answers
2	1)employment 2)experienced 3)experience 4)recently 5)opportunity 6)enthusiastic 7)available 8)immediately 9)necessary 10) resume 11)references 12)vacancy 13)pleased
3	Students' own answers
4	Have the students play the game in groups for 15 minutes
5	1) Computer programmer 2) In a restaurant 3) He wants more money 4) No 5) I don't think so
6	Students' own answers
7	These cards can be cut out and used in a group or used as a whole class mixer. The first seven can be used for beginning. All can be used for beginning and intermediate.

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