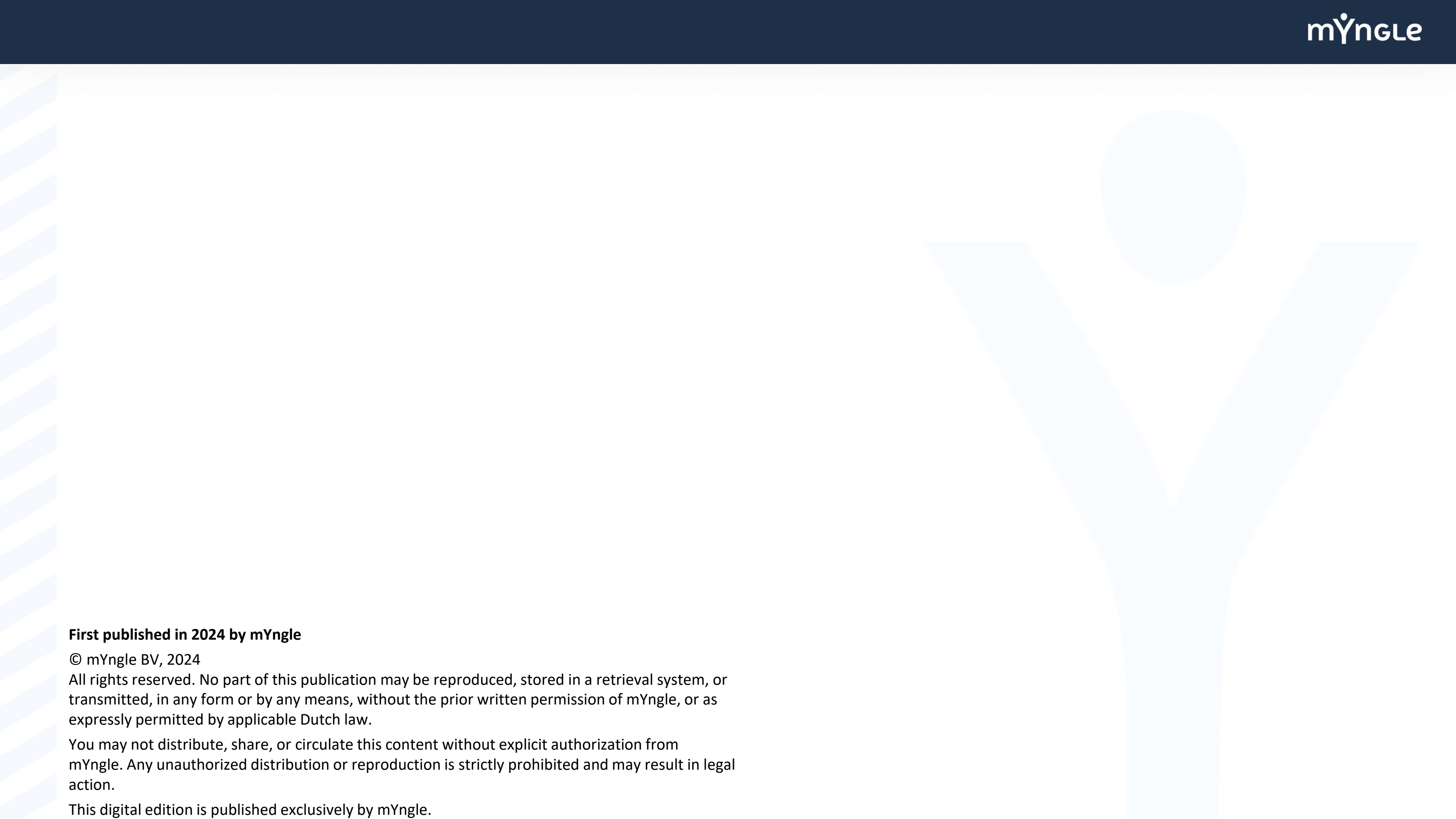


mYngle

Business Pre-Intermediate

Homework - Unit 6: Employment



The background features a dark blue header with the mYngle logo. On the left, there is a vertical strip with diagonal light blue and white stripes. On the right, there is a large, faint, light blue graphic of a person with arms raised, holding a circular object above their head.

First published in 2024 by mYngle

© mYngle BV, 2024

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, without the prior written permission of mYngle, or as expressly permitted by applicable Dutch law.

You may not distribute, share, or circulate this content without explicit authorization from mYngle. Any unauthorized distribution or reproduction is strictly prohibited and may result in legal action.

This digital edition is published exclusively by mYngle.

1. Read the following text about the STAR method for job interviews. Fill in the text with words from the table below.

feedback	interview	product	
program	sales	apply	task
service	turnover	experience	

Understanding the STAR Method for Job Interviews

When you 1. _____ for a job, and you use the STAR method, it helps you give clear answers. STAR means Situation, Task, Action, and Result. Here’s how to use it:

Situation: Describe a specific situation from your past 2. _____ job. For example, at my previous job, I received the job offer from the head office of a multinational company that is famous for its innovative 3. _____.

Task: Explain what task you were responsible for in that situation. For instance, My task was to improve our customer 4. _____ because our annual 5. _____ did not meet the target.

Action: Describe the actions you took to complete the 6. _____. You could say, I organized a training 7. _____ for the customer service team to improve their skills. I also collaborated with the marketing department to develop a new customer feedback system.

Result: Share the result of your actions. For example, as a result, customer satisfaction increased, and our 8. _____ improved by 20%. This led to a higher 9. _____ and better customer loyalty.

Using the STAR method helps you explain your skills and achievements clearly during an interview. Practice using this method with different situations to prepare for your next job 10. _____.

2. Read the following dialogue and match the words (1-8) with their meanings (a-h).

Anna: Hi, Mike! We need to recruit someone new for our team. Any ideas?
Mike: Oh yes! Let's start with the advertisement. We need to say, "No special skills required. Just bring snacks to share!"
Anna: Very funny, Mike. But we should talk about the qualifications too.
Mike: Qualifications? Hmm... Must love coffee!
Anna: Sure! Now, once we get the applications, we can shortlist the best candidates.
Mike: Right! But what about the interview? Should we ask them to make coffee as a test?
Anna: No! We ask about their work experience. And don't forget to ask for a reference!
Mike: Got it! And if their reference says they make bad coffee, they are out!
Anna: Mike, you are too much! But yes, let's get started!

1. recruit	a. a person that applies for a job.
2. qualifications	b. to select a few candidates from a larger group.
3. shortlist	c. to find and hire new employees.
4. advertise	d. the skills and education people need for a job.
5. skill	e. to promote a job opening.
6. candidate	f. a person who can give information about your work experience.
7. interview	g. the ability to do something well.
8. reference	h. a meeting to see if you're right for the job.

3. Complete sentences (1-8) with the one of the options (a-d) from the box below.

The Recruitment Process

When a company needs to hire new employees, they start by creating a job 1. _____ skill.

Then 2. _____ the position in various places, like LinkedIn. They look for applicants who have the right 3. _____ and experience for the job.

Then HR needs to contact the 4. _____ to invite them for an 5. _____.

The company will ask questions to understand the 6. _____ of each candidate.

After some round of interviews, the HR will now have a 7. _____ of, for example, five candidates.

It common that the HR also checks the 8. _____ about the candidates and their skills. This helps HR to decide if these candidates are good for the job

1.	a. description	b. application form	c. qualification	d. skill
2.	a. post	b. interview	c. recruit	d. shortlist
3.	a. reference	b. skill	c. advertise	d. candidate
4.	a. candidates	b. advertisements	c. skills	d. references
5.	a. qualification	b. interview	c. application	d. shortlist
6.	a. qualification	b. interview	c. reference	d. advertise
7.	a. recruit	b. shortlist	c. reference	d. interview
8.	a. skills	b. applications	c. interviews	d. references

1. Read the following text and then decide if each sentence (1-10) is true or false.

Hard Skills vs. Soft Skills

In business, it's important to know about hard skills and soft skills. Hard skills are specific abilities you learn in training or education. For example, computer programming and accounting are hard skills. You can measure these skills easily and they are often important for certain jobs.

Mechanical engineering and digital marketing are other examples of hard skills. They need specific knowledge and tools. Also, foreign language skills are a hard skill if you need to speak with people from other countries.

Soft skills are about how you work with others and handle different situations. Problem solving and creativity are important soft skills. They help you find solutions and come up with new ideas. Time management and teamwork are also soft skills. They help you organize your work and work well with others.

Leadership is another soft skill. It means guiding and motivating a team. Public speaking and negotiation are also soft skills. They help you share ideas and make agreements.

In short, both hard and soft skills are important. Hard skills help you do specific tasks, and soft skills help you work well with others and adapt to different situations.

True or False:

1. Computer programming is a soft skill.
2. Public speaking is a hard skill.
3. Teamwork is a soft skill.
4. Mechanical engineering is a hard skill.
5. Creativity is a hard skill.
6. Time management helps you organize your work.
7. Accounting is a soft skill.
8. Foreign language skills are a hard skill.
9. Negotiation is a hard skill.
10. Leadership means guiding and motivating a team.

2. Use the words from the vocabulary list below to complete the text.

Vocabulary List

- advertise
- apply for a job
- candidate
- get an interview
- interview
- interview
- make a good impression
- qualifications
- recruit
- reference
- sell yourself
- work experience

GETTING A JOB

When you want to 1. _____ for a job, you have to prepare well. First, you need to check the 2. _____ for the position.

The 3. _____ is a meeting where the employer asks you questions to see if you are the right person for the job. Make sure you have a good 4. _____. This can be someone who knows your work well and can recommend you.

Companies often 5. _____ job openings through ads to find suitable 6. _____.

Before the 7. _____, it is important to review your 8. _____.

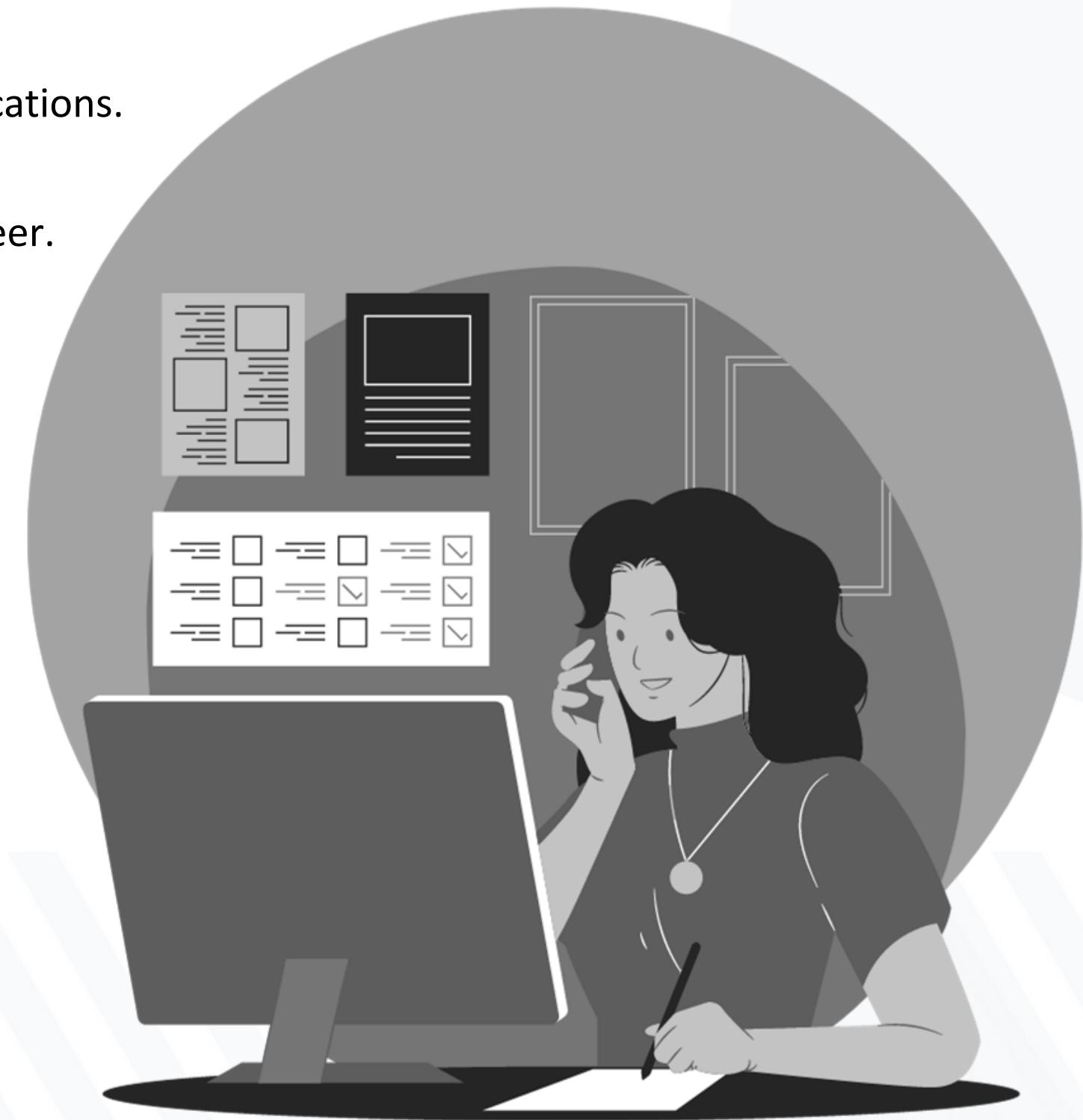
During the interview, try to 9. _____ and 10. _____! Convince the HR that you are the right person for the job.

Hopefully, the employer will 11. _____ you for the job.

3. Fill in the blanks with the correct words.

Take a look at each parenthesis to find the correct word!

1. Before you start, you need to _____ (ppyla) for the job.
2. Make sure your _____ (meruse) is up-to-date before the interview.
3. The _____ (erloyemp) will review your application and contact you.
4. During the _____ (boj tneirwive), you will answer questions about your qualifications.
5. Hard work can lead to a _____ (otnmopior) in the company.
6. Gaining _____ (eeirpxcene) from different roles helps you advance in your career.
7. The _____ (otnispio) you are applying for requires previous experience.



Grammar

The **present perfect** is used to express actions that took place in the past, but the consequences/ results are visible now. It's also used to describe experiences or actions.

The structure is: SUBJECT + **HAVE / HAS** + **PAST PARTICIPLE**

	Affirmative	Negative	Questions
I	I have completed the project	I haven't completed the project	have I completed the project?
We	We have completed the project	We haven't completed the project	have we completed the project?
You	You have completed the project	You haven't completed the project	have you completed the project?
They	They have completed the project	They haven't completed the project	have they completed the project?
He	He has completed the project	He hasn't completed the project	has he completed the project?
She	She has completed the project	She hasn't completed the project	has she completed the project?
It	It has completed the project	It hasn't completed the project	has it completed the project?

Usage in Business English

Experience describes an event in the past with no definite time:

- I have worked in this company for five years. I started in the past. I still work in the same company

Achievements:

- Our team has achieved record sales this quarter.

Changes it makes a comparison between the past and present:

- The company has grown significantly since last year.

Recent Actions:

- We have *just* received the latest market analysis report.

1. Choose the correct form of the verb.

1. I **attended** / **have attended** an interview last week.
2. She **applied** / **have applied** for a job three months ago.
3. They **didn't receive** / **haven't received** any feedback yet.
4. He **updated** / **has updated** his resume recently.
5. We **interviewed** / **have interviewed** five candidates last month.
6. I **just finished** / **have just finished** preparing my cover letter.
7. They **requested** / **have requested** more information from the applicant last week.
8. She **worked** / **has worked** in sales before she applied here.
9. He **already got** / **has already gotten** a job offer from another company.
10. I **sent** / **have sent** my application yesterday.

2. Take a look at the following sentences (1-8) and discover the 6 sentences that contain errors. Then, correct the wrong sentences.

1. The company has improved its customer service last year.
2. We didn't receive the new software update yet.
3. We visited the new office last month.
4. Have you met the new project manager already?
5. They has completed the annual sales report.
6. The team didn't finished the presentation on time.
7. I have worked here for five years ago.
8. She hasn't attended the training sessions so far.

3. Put the verbs in the correct tense.

The Language of CVs

According to recent research, many people **1.** _____ (lie) on their CVs. They **2.** _____ (lie) about their qualifications and work experience. But in today's job market, it is not necessary to lie. Employers **3.** _____ (focus) more on interpersonal skills and personality.

Tips to Write a Good CV

1. Be honest:

- a. You **4.** _____ (not need) to exaggerate your qualifications.
- b. Employers **5.** _____ (value) honesty.

2. Include your important skills

Make sure you **6.** _____ (include) important skills that you **7.** _____ (develop) in work or education.

3. Use Simple Language

Don't use difficult words. Clear language **8.** _____ (make) your CV easy to understand.

4. Update Regularly

You need to **9.** _____ (update) your CV often. This **10.** _____ (help) you to include all your new skills.

5. Check for Mistakes

Before you send your CV, you need to **11.** _____ (check) it carefully.

This **12.** _____ (guarantee) there are no errors.

4. Here are some example sentences you can use in your CV.

Put the verbs in the correct tense (1-11)

1. I _____ (gain) experience in marketing over the last five years.
2. I _____ (currently / work) on a project to improve customer satisfaction rates.
3. I _____ (develop) strong skills in customer relationship management over the past year.
4. I _____ (manage) customer inquiries and resolved issues efficiently during my previous employment.
5. I _____ (organize) a series of webinars to improve client meetings.
6. I _____ (work) on a team that successfully launched a new product last year.
7. I _____ (handle) daily communications with international clients.
8. He _____ (collaborate) with a team to enhance the service.
9. I _____ (assist) with the development of a new digital marketing strategy.
10. She _____ (complete) several important projects recently.
11. My colleagues and I _____ (attend) training sessions this month



1. Read the following text and then decide if sentences (1-10) are true or false.

Workation

A workation is when you mix work and vacation. It means you go on a trip and still do some work. For example, you can check emails or join meetings online while you are away from your office. Workations are getting more popular because many people now work remotely. This means they can work from any place, so why not from a beautiful location during their vacation? A workation lets people enjoy a new place but still get their work done.

Delegation at Work

Delegating at work is important. It means you ask your team members to do some tasks. For example, you can say:

- "Could you please send out that report today?"
- "I need you to finish the research by the end of the week."
- "Can you take care of this problem?"
- "I'd like you to organize the files for the new project."

Your team members need to be ready to help. They can say:

- "Yes, no problem. I'll do it right away."
- "OK, I'll do that now."

But if someone cannot help, they say:

- "Sorry, but I can't do it this week. I have a lot already."
- "I'd do it, but I have no time"
- "I'm afraid I can't do it"

Asking others to help shows you trust your team and want to share the work. It also helps your team members learn and get better at their jobs.

To learn how to delegate is an essential skill for leaders.

1. A workation means you only vacation and do not work.
2. During a workation, you can check emails or participate in meetings.
3. Workations are less popular now because of remote work.
4. You can work from any place during a workation.
5. Delegating work means that you need to do all tasks yourself.
6. An example of delegation is to ask someone to send a report today.
7. Team members always accept tasks without any objections.
8. Saying "I'm sorry, I can't do it this week" is a way to decline a task politely.
9. Delegation shows there is no trust in your team.
10. Effective delegation can help develop team members' skills.

2. Below are several scenarios where a manager is asking for assistance.
Read each request and choose the best response (a., b., c.).

1. **Request: "Could you please** update the meeting agenda by tomorrow morning?"
 - ☐ a. Yes, no problem. I'll update it today.
 - ☐ b. I'm afraid I can't do it.
 - ☐ c. Sorry, but I'm not sure how to update it.
2. **Request: "I need you to** prepare the conference room for tomorrow's presentation."
 - ☐ a. I'm afraid I can't do it today.
 - ☐ b. OK, I'll do that right now.
 - ☐ b. I think so, I will try to prepare it.
3. **Request: "Can you take care of** the client's request this afternoon?"
 - ☐ a. I'm not sure I can do that.
 - ☐ b. Sorry, I need more information to do it.
 - ☐ c. Yes, no problem. I'll handle it after lunch.
4. **Request: "Would you mind calling** our suppliers to confirm the delivery dates?"
 - ☐ a. Sorry, but I don't handle communications with suppliers.
 - ☐ b. I think so, I need their numbers first.
 - ☐ c. OK, I'll do that right now.
5. **Request: "I'd like you to** review and sign off on these expense reports by end of day."
 - ☐ a. Yes, no problem. I'll review them shortly.
 - ☐ b. I think so, but I need more time.
 - ☐ c. I'm not sure I can do that today.
6. **Request: "Can I ask you to** organize the client feedback into a report?"
 - ☐ a. Sorry, but I'm busy with another project today.
 - ☐ b. Yes, I can start on that this afternoon.
 - ☐ c. I think so, but I need all the feedback first.
7. **Request: "Please help me with** writing the newsletter for next week."
 - ☐ a. OK, I'll start writing it now.
 - ☐ b. Sorry, but I don't have any updates for next week.
 - ☐ c. I'm not sure I can do that alone.
8. **Request: "Would you mind organizing** the documents by their priority levels?"
 - ☐ a. I'm not sure I can do that without more details.
 - ☐ b. Sorry, but I'm not clear on the priorities.
 - ☐ c. OK, I'll organize them by lunch.

3. Match each request (1-10) with the best response (a-j).

- 1. Could you please help me find the men’s shoes?
- 2. I need you to fill up the shelves before we open.
- 3. Can you help with a return at register three?
- 4. Would you mind looking if we have this in another size?
- 5. I’d like you to talk to customers who are upset about late deliveries.
- 6. Can I ask you to write down what we have in stock today?
- 7. Please help me with this payment.
- 8. Could you please say hello to customers at the door?
- 9. I need you to set up the display for our new products.
- 10. Can you help these customers quickly? They are in a hurry.

- a. Sure, I’ll do it right away.
- b. Yes, the men’s shoes are upstairs.
- c. I'll talk to them and explain the delay.
- d. Just a moment, and I’ll help them.
- e. OK, I’ll check and tell you soon.
- f. Let me finish this, then I can.
- g. Yes, I’ll smile and say hello to them.
- h. I can't do the stock until later.
- i. Sure, I can take that payment now.
- j. Yes, I’ll help them fast.

1. Complete the table with the key expressions from this unit.

- I think X is preferable because ...
- One/Another disadvantage is (that) ...
- I like the idea that ... X is (attractive) because ...
- I'd go for / choose X because ...
- One/Another key advantage is (that) ...
- I'm not sure that ... (I think) X is too ...
- I prefer (to do) X because ...
- X is a (really) good idea/option because
- X is better / more suitable (than Y).
- One/Another issue is (that) ...

Saying why an idea is good	Describing weak points	Stating a preference

2. Read each scenario and decide if a., b. or c. expresses an advantage, a weak point or preference. Scenario 1 is an example.

1. **Scenario 1:** Your company is considering to implement a four-day workweek.
- a. This is a good option. It improves the satisfaction of the employees.
 - b. I prefer the traditional five-day workweek.
 - c. One issue is that there is no time to complete all client requests.

Advantage	Weak Point	Preference
a	c.	b

2. **Scenario 2:** The marketing department wants to increase the budget for social media advertising.
 - a. One disadvantage is it can take money away from other important areas.
 - b. I think it is better to keep focusing on old-style advertising.
 - c. Increasing the budget is good because more people are using social media now.
3. **Scenario 3:** The company is considering offering remote options to more employees.
 - a. One key advantage is it can help us get more employees.
 - b. I like flexible work options because they offer a good balance.
 - c. A big problem is keeping the team working well together.
4. **Scenario 4:** You are planning a team meeting and have two options for the venue: a conference room at the office or an outdoor space at a park.
 - a. "One key advantage is that the conference room has all the equipment we need."
 - b. "I'm not sure that an outdoor space is suitable; it might be too noisy."
 - c. "I'd go for the conference room because it's more comfortable for discussions."
5. **Scenario 5:** Your team is considering a new project management tool. You have the option between Tool A, which is simple to use, and Tool B, which has more advanced features.
 - a. "One disadvantage of Tool B is that it's too complicated for new team members."
 - b. "I think Tool A is preferable because it's easy for everyone to use."
 - c. "Tool B is a good option because it offers many useful features."
6. **Scenario 6:** Your team is deciding between ordering pizza, sushi, or sandwiches for lunch during a long meeting.
 - a. "I like the idea that pizza can be shared easily among everyone."
 - b. "I prefer sushi because it's lighter and healthier."
 - c. "One issue with sandwiches is that not everyone might like the fillings."

3. Read the following text and choose the most pertinent option (a, b, c) that summarizes each sentence (1-5).

Choosing a New Project Management Software

Our company is considering two new project management software options: **TaskMaster** and **OrganizePro**. We need to choose the best one to help our team work more efficiently.

1. After looking at the features, **TaskMaster** seems like a good option because it's simple to use and offers a free trial.
 - a. I think TaskMaster is preferable because it is user-friendly for all team members.
 - b. I'm not sure that TaskMaster is easy enough for everyone to use.
 - c. One disadvantage of TaskMaster is that it requires a lot of training.
2. On the other hand, **OrganizePro** offers more advanced tools like detailed analytics and reporting. However, these features come with a high price.
 - a. OrganizePro is better because it is cheaper than other software.
 - b. One disadvantage of OrganizePro is that it is quite expensive.
 - c. I'd go for OrganizePro because it has limited features.
3. Some team members prefer **TaskMaster** because it has a simple design and lets them organize their work easily.
 - a. One key advantage is that TaskMaster is difficult to use.
 - b. I like the idea that TaskMaster helps us stay organized.
 - c. OrganizePro is a really good idea because it has a simple design.
4. **OrganizePro**, however, offers a more customizable interface, which is helpful for teams with different needs.
 - a. I'm not sure that OrganizePro is flexible enough for our team.
 - b. I'd choose OrganizePro because it cannot be customized.
 - c. One key advantage is that OrganizePro can be tailored to fit different projects.
5. Lastly, **TaskMaster** comes with built-in calendar and notification tools, while **OrganizePro** requires a separate app for these functions.
 - a. One disadvantage of TaskMaster is that it has built-in notifications.
 - b. TaskMaster is more suitable because it includes calendar and notification features.
 - c. I'd go for OrganizePro because it requires a separate app for notifications.



mYngle

Business Pre-Intermediate

Unit 6: Employment

Homework – Answer Key

Exercise 1

1. apply
2. experience
3. product
4. service
5. sales
6. task
7. program
8. feedback
9. turnover
10. interview

Exercise 2

1. recruit: **c.** to find and hire new employees.
2. reference: **f.** a person who can provide information about your work experience.
3. candidate: **a.** a person applying for a job.
4. qualifications: **d.** the skills and education needed for a job.
5. advertise: **e.** to promote a job opening.
6. shortlist: **b.** to select a few candidates from a larger group for further consideration.
7. skill: **g.** the ability to do something well.
8. interview: **h.** a meeting to see if you're right for the job.

Exercise 3

1. a. description
2. a. post
3. b. skill
4. a. candidates
5. b. interview
6. a. qualification
7. b. shortlist
8. d. references

Exercise 1

1. **False** – *Computer programming is a hard skill because it involves specific technical knowledge and can be measured through training and practice.*
2. **False** – *Public speaking is a soft skill because it relates to how you communicate and share ideas with others, not a specific technical ability.*
3. **True**
4. **True**
5. **False** – *Creativity is a soft skill because it involves coming up with new ideas and solutions, which is not a specific technical skill that can be easily measured.*
6. **True**
7. **False** – *Accounting is a hard skill as it requires specific technical knowledge in financial management, which is learned through training and education.*
8. **True**
9. **False** – *Negotiation is a soft skill because it involves communication and reaching agreements with others, which are not tied to specific technical knowledge.*
10. **True**

Exercise 2

- | | |
|--------------------|---------------------------|
| 1. apply for a job | 7. interview |
| 2. qualifications | 8. work experience |
| 3. interview | 9. make a good impression |
| 4. reference | 10. sell yourself |
| 5. advertise | 11. get an interview |
| 6. candidate | 12. recruit |

Exercise 3

1. apply
2. resume
3. employer
4. job interview
5. promotion
6. experience
7. position

Exercise 1

- | | |
|----------------------|-----------------------|
| 1. attended | 6. have just finished |
| 2. applied | 7. requested |
| 3. have not received | 8. worked |
| 4. has updated | 9. has already gotten |
| 5. interviewed | 10. sent |

Exercise 2

- 1. The company improved its customer service last year.
- 2. We haven't received the new software update yet.
- 3. We visited the new office last month. *(No change needed)*
- 4. Have you met the new project manager yet?
- 5. They completed the annual sales report.
- 6. The team didn't finish the presentation on time.
- 7. I have worked here for five years.
- 8. She hasn't attended the training sessions so far. *(No change needed)*

Exercise 3

- | | |
|-----------------|-------------------|
| 1. lie | 7. have developed |
| 2. lied | 8. makes |
| 3. are focusing | 9. update |
| 4. do not need | 10. helps |
| 5. value | 11. check |
| 6. include | 12. guarantees |

Exercise 4

- | | |
|-------------------------|---------------------|
| 1. have gained | 7. handle |
| 2. am currently working | 8. is collaborating |
| 3. have developed | 9. am assisting |
| 4. managed | 10. has completed |
| 5. organized | 11. have attended |
| 6. worked | |

Exercise 1

- 1. **False** – A workation is when you mix work and vacation. It involves doing work tasks, like checking emails or joining meetings, while on a trip.
- 2. **True**
- 3. **False** – Workations are more popular now because many people can work remotely, allowing them to work from different places, including vacation spots.
- 4. **True**
- 5. **False** – Delegating means asking others in your team to do certain tasks, not doing everything by yourself.
- 6. **True**
- 7. **False** – Team members can decline tasks if they are busy. For example, they might say, "Sorry, but I can't do it this week."
- 8. **True**
- 9. **False** – Delegation actually shows trust in your team because it means you believe they can handle tasks responsibly.
- 10. **True**

Exercise 2

- 1. a
- 2. b
- 3. c
- 4. c
- 5. a
- 6. b
- 7. a
- 8. c

Exercise 3

- | | |
|--|--|
| 1. Could you please help me find the men’s shoes? | b - Yes, the men’s shoes are upstairs. |
| 2. I need you to fill up the shelves before we open. | a - Sure, I’ll do it right away. |
| 3. Can you help with a return at register three? | d - Just a moment, and I’ll help them. |
| 4. Would you mind looking if we have this in another size? | e - OK, I’ll check and tell you soon. |
| 5. I’d like you to talk to customers who are upset about late deliveries | c - I'll talk to them and explain the delay. |
| 6. Can I ask you to write down what we have in stock today? | h - I can't do the stock until later. |
| 7. Please help me with this payment. | i - Sure, I can take that payment now. |
| 8. Could you please say hello to customers at the door? | g - Yes, I’ll smile and say hello to them. |
| 9. I need you to set up the display for our new products. | a - Sure, I’ll do it right away. |
| 10. Can you help these customers quickly? They are in a hurry | j - Yes, I’ll help them fast. |

Exercise 1

Saying why an idea is good	Describing weak points	Stating a preference
One/Another key advantage is (that) ... I like the idea that ... X is (attractive) because ... X is a (really) good idea/option because	One/Another disadvantage is (that) ... One/Another issue is (that) ... I'm not sure that ... (I think) X is too ...	I prefer (to do) X because ... I think X is preferable because ... I'd go for / choose X because ... X is better / more suitable (than Y).

Exercise 2

Number	Advantage	Weak Point	Preference
1	a.	c.	b.
2	c.	a.	b.
3	a.	c.	b.
4	a.	b.	c.
5	c.	a.	b.
6	a.	c.	b.

Exercise 3

1.
- a. I think TaskMaster is preferable because it is user-friendly for all team members.
2.
- b. One disadvantage of OrganizePro is that it is quite expensive.
3.
- b. I like the idea that TaskMaster helps us stay organized.
4.
- c. One key advantage is that OrganizePro can be tailored to fit different projects.
5.
- b. TaskMaster is more suitable because it includes calendar and notification features.