

Answer Key (English for Job hunting)

Unit 1: Basic Résumé Writing Skills

2A

an overseas teaching position

2B

True: 1, 3

2D

1. Talented designer with five years' experience in web design seeking a Graphic Designer position in a fast growing agency.
2. Customer-oriented sales professional seeking a Sales Manager position to utilize eight years' experience selling cosmetic products.
3. Creative problem-solver seeking to secure a mid-level Customer Service job with a respected employer in the hospitality industry.

3B

True: 1, 2

3D

2. Write restaurant reviews for newspapers.
3. Promoted to Advertising Manager in 2010.
4. Train other sales representatives to meet their quotas.
5. Maintained and expanded both new and existing accounts.

3E

1. Handled customer complaints.
2. Trained new sales associates on product knowledge.
3. Chaired project meetings with suppliers.
4. Supervised a team of eight software engineers.
5. Advised clients about sale and purchase alternatives.

Unit 2: Basic Cover Letter Writing Skills

2A

Concierge

2B

True: 1, 2

2D

1. I'm writing to apply for the position of Manager Trainee advertised on 1111.com.tw.
2. I'm writing to express my interest in the Graphic Designer position listed on monster.com.
3. I'm writing in response to the internship program with C&C Law Firm.
4. I'm writing to apply for the position of Junior Financial Advisor listed on 518.com.tw.
5. I'm writing to express my interest in the Public Relations Officer position with Horizon Media.

2E

1. graduate, inquire, opportunities
2. suggested, candidate, available

3B

1. customer service skills, language skills
2. a Customer Service Award
3. English, Spanish, and Japanese

3D

funded, participated, served, practical, conducted, observed, completed, match

3E

1. I'm responsible for hiring and management of staff.
2. I'm familiar with most major programming languages.
3. I have excellent interpersonal and communication skills.
4. I have more than 10 years' experience in the advertising industry.
5. I have the ability to work within a team as well as cross-team.

Unit 3: Dealing with Interview Questions

2A

1. administrative assistant
2. sales department
3. handle scheduling, meetings, and travel planning for two managers and five staff members / help prepare presentations and reports

2B

1, 6, 7, 8

2C

1. diligent; 2. easy-going; 3. ambitious; 4. flexible; 5. methodical; 6. reliable

3A

1. Daniel: No; Jack: Yes
2. Daniel: No; Jack: Yes

3B

I enjoy playing baseball and was captain of the team at university. I still play baseball every week for a local club. I coach my cousin's baseball team too. I'm also a keen traveler. Last year, I spent two weeks in India volunteering at an elementary school. Lastly, I enjoy learning languages. I'm learning Japanese right now, and I'm planning to attend a short-term language school in Japan next year.

3C

1. write; 2. cooking; 3. dancing; 4. hiking; 5. photographer

Unit 4: Talking About Yourself

2A

1. concierge; 2. customer service agent; 3. He wants to work abroad in the future

2B

1. I'm always impressed by your first-class service.
2. As a customer service agent with five years' experience, I've developed strong communication skills.
3. I learned from your website that you are expanding globally.
4. I see this position as a great opportunity for me, because I would love to work abroad in the future.
5. I believe working for you would be challenging and enjoyable.

2C

1. organic; 2. eye-catching; 3. regular; 4. encouraging

3A

1. dealing with customers' difficult requests
2. He can speak English well and some Japanese.
3. holding workshops to help his co-workers assist foreign visitors
4. communication skills, language skills, and training skills

3B

Well, I think I'm suitable for the position because I have good customer service skills. In my current job at a chain retail store, I'm responsible for helping customers, so I'm used to dealing with their difficult requests. And because I can speak English well and some Japanese, three years ago I was transferred to a location with more foreign visitors. Also, I was put in charge of holding workshops to help my co-workers assist foreign visitors. That gave me experience of organizing events and training people. So to sum up, I think I'm a great fit for the concierge position for three reasons. Firstly, I have strong communication skills. Secondly, I have good language skills, and finally, I have developed training skills from those workshop experiences.

3C

1. helping customers
2. dealing with customers' requests
3. well
4. holding workshops
5. organizing events
6. communication