

## 7 Working in the UK

Speakers	Web DVD	Video Summary	Page No.	E1	E2	E3	L1 L2
Helen Tremenheere	038	Helen talks about how to look for a job and reflects on her own experiences of applying for a job.	2	✗	✓	✓	✓
Cilla Ross	039	Cilla discusses what is meant by 'strike'.	19	✗	✗	✓	✓
Simon Moran	040	Simon talks about how volunteering can contribute to finding work in the future.	27	✗	✗	✓	✓
PC Carole Mumsey	041	Carole talks about applying to become a police officer and the lengthy processes involved.	33	✗	✗	✓	✓
Patrice Kayo (reduced sound quality)	042	Patrice talks about his work as a painter and decorator and how he was offered the job after working as a volunteer. Some sections might be suitable for E1.	43	✓	✓	✓	✓
				tutor selection			

To download videos, audio files and a Microsoft Word version of this teaching workbook please visit: [www.esoluk.co.uk/download.html](http://www.esoluk.co.uk/download.html)

Answer key to multiple-choice questions: **page 56**

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Speaker: 038 Helen  
Tremenheere

Job: ESOL Tutor



Skill	Suggested Activities
Speaking:	Students could list places they can look for jobs. Role-play asking for jobs. Think of interview questions. Role-play having interviews. Plan a presentation for a job interview.
Listening:	Listen to each other in role-plays. Listen to the advice Helen gives about how to find a job and how to dress.
Reading:	Read job advertisements.
Writing:	Fill in application forms. Write a CV. Write personal statements.

### Transcript:

1. **Mary:** Helen thank you for agreeing to talk with me today. A friend of mine, Stephen, he's looking for a new job and he was asking me where should he look for jobs, and I know that you recently got a new job, so I thought you could maybe give him some advice. So where... where can he find a job?
2. **Helen:** The first place, the first port of call, a good place would be the Job Centre which is a good place because you can talk to somebody face to face and they can give you advice and they have a lot of adverts there, lots, advertising different jobs, different vacancies.

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3. You can also get the newspaper, you can also try the internet - Fish4Jobs, Monster.co.uk as well, those are two sites where you can find work. I think those sites also help with preparing for applications as well.
4. **Mary:** Okay, so he can look on the internet, or he can look in the newspaper, or he could go to a job centre. I heard that sometimes you can actually just go to an office, or you can go to a company and ask for a job.
5. **Helen:** Yes that's possible. You could turn up at the place that you are interested in working in and ask in their main office; I did that initially...
6. **Mary:** Right okay.
7. **Helen:** ...for this job.
8. **Mary:** So you got a job by just going to an office...
9. **Helen:** Yes.
10. **Mary:** ...and saying "Have you got any..."
11. **Helen:** Yes.
12. **Mary:** ...vacancies?"
13. **Helen:** Vacancies yes.
14. **Mary:** Right and vacancy means?
15. **Helen:** There is a job to be filled.
16. **Mary:** Okay.
17. **Helen:** There's an empty post.
18. **Mary:** Okay. So if you say go to an office and you say "Have you got a job", how do the people in the office know about your skills and your experience? Is there anything you have to give them or can you just say?
19. **Helen:** They might... they could give you an application form and on there you could... you have to fill in your details, write down your qualifications and your work experience. If they don't ask for that, you can hand over what's called your CV, which is... which means curriculum vitae, old Latin word, and on there you can record your own... your details, your schooling, where you went to school, if you went to college or university, the certificates or qualifications that you have received, your work experience and the dates where you worked in different places.
20. **Mary:** Okay, so you might be given an application form and on the application form, you have to write down your skills, your experience and

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so on, but if there isn't an application form, then it's good to give them this thing called the CV?

21. **Helen:** That's right.
22. **Mary:** Where you write down your details...
23. **Helen:** Yes.
24. **Mary:** ...that sort of thing.
25. **Helen:** Yes.
26. **Mary:** And how do they know that that information is correct?
27. **Helen:** At the bottom of the CV, or at the end of the application form, they will ask for two... two references, so you need to give the name and address and telephone number of somebody who can speak for you, who can vouch for you and say that this person is suitable for the job they have applied for.
28. **Mary:** Can Stephen ask his brother to do that?
29. **Helen:** No. It's... it's better... you should ask your previous employer or your tutor from college, somebody who knows you well in the professional domain.
30. **Mary:** So someone who knows about your work, so not a member of the family?
31. **Helen:** Yes who knows about your work, what your skills and your abilities are.
32. **Mary:** Okay brilliant, thank you, that's really helpful. So then if Stephen finds a job that he's interested in, and he's given maybe an application form, for example, then what will happen? Would he have an interview?
33. **Helen:** Yes, very likely be invited for an interview, because the employer will want to see you face-to-face and ask questions as well to see if you are suitable for the job.
34. **Mary:** Right okay. Can you tell me a little bit about what happened at your interview because I know you had an interview recently? And how you prepared for it?
35. **Helen:** Yes. There's a job description which was advertised the post and at first I had to decide if I wanted it and if I was suitable for the post or not, because the job description clearly says the kind of person they want and with what skills, experience, qualities that are needed. So I asked for an

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application form from the college because that was the process here; I couldn't hand in my CV, they wanted application forms.

36. So I filled in an application form, part of the form also has what's called a personal statement.
37. **Mary:** You put in a personal statement?
38. **Helen:** To me it seems like you're trying to sell yourself really. So you're going to say all the best bits about yourself which are relevant to your job. You might want to talk about things like how well you work in a team, or if you have good communication skills or not, if you have good literacy skills, IT skills, those sorts of things are relevant.
39. **Mary:** Right, so good things about yourself?
40. **Helen:** Yes, to show that you are the best candidate for the job.
41. **Mary:** Okay.
42. **Helen:** Meant to be.
43. **Mary:** Right thank you. Okay, so you filled out your application form.
44. **Helen:** And then I sent that off and I received a letter which asked me to go back for an interview and the letter clearly stated where it was, how long the interview would be, and also that I had to prepare a presentation, I had to prepare a talk on a related subject to the post, to the job...
45. **Mary:** Okay.
46. **Helen:** ...as part of showing some of my knowledge of the job.
47. **Mary:** So you prepared for the interview by thinking a little bit about the questions they might ask you?
48. **Helen:** Yes, yes, yes, related... related questions.
49. **Mary:** How did you feel before the interview?
50. **Helen:** Extremely, extremely nervous because it's a very formal situation and you are put very much on the spot. You have to think of the answers on the spot.
51. **Mary:** What advice could you give Stephen about, for example, how to dress and how to talk to the people in his interview?
52. **Helen:** It's always good to give a good impression of yourself and one way of doing that is by dressing smartly, to make sure that you are tidy in your appearance, because it also makes you look a little bit more professional

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as well in that you care about your work and that you want to show that you have some kind of standing in your work.

53. **Mary:** And so when you go into the room and you greet the people who are interviewing you, do you use quite a formal greeting or an informal greeting? What kind of greeting would you say?
54. **Helen:** Yes it should be taken as a very formal situation. So even if you know any of the people or a person on the interview panel, you should not act pally or friendly with them, because it's a different...
55. **Mary:** Right.
56. **Helen:** ...situation.
57. **Mary:** Okay that's fantastic, thank you.

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**038 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)**

- 1) At number 2, what is meant by 'first port of call'?
  - a. the first place you should go to or look at
  - b. the first person you should talk to
  - c. the first person you should call
  - d. the first person you should gossip with
  
- 2) If you walk into an office looking for work, what would you say?
  - a. have you got any vacancies
  - b. is there a job to be filled
  - c. is there an empty post
  - d. have you got any jobs to be filled
  
- 3) At number 19, what is not mentioned but should be included on a CV?
  - a. your qualifications
  - b. the names and addresses of two referees
  - c. where you went to school
  - d. where you have worked
  
- 4) At number 27, what is meant by people 'who can vouch for you'?
  - a. people who will say bad things about you
  - b. people who will give you a job
  - c. referees who can say good things about you
  - d. somebody who will complete your application form
  
- 5) At number 33, what is meant by 'face-to-face'?
  - a. to talk to someone over the phone
  - b. confronting someone over an argument
  - c. to talk to someone via email
  - d. to talk to someone in person, standing in front of you
  
- 6) At number 35, what is a 'job description'?
  - a. a piece of writing explaining what the job requires
  - b. a piece of writing explaining a start date
  - c. an application form
  
- 7) At number 38, what is meant by 'trying to sell yourself'?
  - a. putting a price on how much you are worth
  - b. persuading people to buy something from you
  - c. try to persuade people that you are best person for the job

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d. begging for the job

8) At number 50, what is meant by 'you are put on the spot'?

- a. you are made to stand on a circular shape
- b. you have to be able to think quickly
- c. you have to jog quickly on the spot
- d. you have to speak about something

9) At number 52, what is meant by 'some kind of standing in your work'?

- a. that your job requires you to stand up
- b. that you are a serious person and see the job as important

10) At number 54, what is meant by 'you should not **act pally**'?

- a. you should not act childish
- b. you should not bring friends to an interview
- c. you should not say hello
- d. you should not be too friendly



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### 038 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/038.html](http://www.esoluk.co.uk/038.html)

**Words:** *application centre employer greeting interview qualifications relevant sites skills suitable vacancies*

1. **Mary:** Helen thank you for agreeing to talk with me today. A friend of mine, Stephen, he's looking for a new job and he was asking me where should he look for jobs, and I know that you recently got a new job, so I thought you could maybe give him some advice. So where ... where can he find a job?

2. **Helen:** The first place, the first port of call, a good place would be the Job [1] \_\_\_\_\_ which is a good place because you can talk to somebody face to face and they can give you advice and they have a lot of adverts there, lots, advertising different jobs, different [2] \_\_\_\_\_.

3. You can also get the newspaper, you can also try the internet - Fish4Jobs, Monster.co.uk as well, those are two [3] \_\_\_\_\_ where you can find work. I think those [4] \_\_\_\_\_ also help with preparing for applications as well.

4. **Mary:** Okay, so he can look on the internet, or he can look in the newspaper, or he could go to a job [5] \_\_\_\_\_. I heard that sometimes you can actually just go to an office, or you can go to a company and ask for a job.

5. **Helen:** Yes that's possible. You could turn up at the place that you are interested in working in and ask in their main office; I did that initially.

6. **Mary:** Right okay.

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7. **Helen:** ... for this job.

8. **Mary:** So you got a job by just going to an office.

9. **Helen:** Yes.

10. **Mary:** ... and saying 'Have you got any.

11. **Helen:** Yes.

12. **Mary:** ... vacancies?'

13. **Helen:** [6] \_\_\_\_\_ yes.

14. **Mary:** Right and vacancy means?

15. **Helen:** There is a job to be filled.

16. **Mary:** Okay.

17. **Helen:** There's an empty post.

18. **Mary:** Okay. So if you say go to an office and you say 'Have you got a job', how do the people in the office know about your [7] \_\_\_\_\_ and your experience? Is there anything you have to give them or can you just say?

19. **Helen:** They might ... they could give you an [8] \_\_\_\_\_ form and on there you could ... you have to fill in your details, write down your [9] \_\_\_\_\_ and your work experience. If they don't ask for that, you can hand over what's called your CV, which is ... which means curriculum vitae, old Latin word, and on there you can record your own ... your details, your schooling, where you went to school, if you went to college or university, the certificates or

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[10] \_\_\_\_\_ that you have received, your work experience and the dates where you worked in different places.

20. **Mary:** Okay, so you might be given an [11] \_\_\_\_\_ form and on the [12] \_\_\_\_\_ form, you have to write down your [13] \_\_\_\_\_, your experience and so on, but if there isn't an [14] \_\_\_\_\_ form, then it's good to give them this thing called the CV?

21. **Helen:** That's right.

22. **Mary:** Where you write down your details.

23. **Helen:** Yes.

24. **Mary:** ... that sort of thing.

25. **Helen:** Yes.

26. **Mary:** And how do they know that that information is correct?

27. **Helen:** At the bottom of the CV, or at the end of the [15] \_\_\_\_\_ form, they will ask for two, two references, so you need to give the name and address and telephone number of somebody who can speak for you, who can vouch for you and say that this person is [16] \_\_\_\_\_ for the job they have applied for.

28. **Mary:** Can Stephen ask his brother to do that?

29. **Helen:** No. It's ... it's better ... you should ask your previous [17] \_\_\_\_\_ or your tutor from college, somebody who knows you well in the professional domain.

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30. **Mary:** So someone who knows about your work, so not a member of the family?

31. **Helen:** Yes who knows about your work, what your [18] \_\_\_\_\_ and your abilities are.

32. **Mary:** Okay brilliant, thank you, that's really helpful. So then if Stephen finds a job that he's interested in, and he's given maybe an [19] \_\_\_\_\_ form, for example, then what will happen? Would he have an interview?

33. **Helen:** Yes, very likely be invited for an [20] \_\_\_\_\_, because the [21] \_\_\_\_\_ will want to see you face-to-face and ask questions as well to see if you are [22] \_\_\_\_\_ for the job.

34. **Mary:** Right okay. Can you tell me a little bit about what happened at your [23] \_\_\_\_\_ because I know you had an [24] \_\_\_\_\_ recently? And how you prepared for it?

35. **Helen:** Yes. There's a job description which was advertised the post and at first I had to decide if I wanted it and if I was [25] \_\_\_\_\_ for the post or not, because the job description clearly says the kind of person they want and with what [26] \_\_\_\_\_, experience, qualities that are needed. So I asked for an [27] \_\_\_\_\_ form from the college because that was the process here; I couldn't hand in my CV, they wanted [28] \_\_\_\_\_ forms.

36. So I filled in an [29] \_\_\_\_\_ form, part of the form also has what's called a personal statement.

37. **Mary:** You put in a personal statement?

38. **Helen:** To me it seems like you're trying to sell yourself really. So you're going to say all the best bits about yourself which are [30] \_\_\_\_\_ to your job.

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You might want to talk about things like how well you work in a team, or if you have good communication [31] \_\_\_\_\_ or not, if you have good literacy [32] \_\_\_\_\_, IT [33] \_\_\_\_\_, those sorts of things are [34] \_\_\_\_\_.

39. **Mary:** Right, so good things about yourself?

40. **Helen:** Yes, to show that you are the best candidate for the job.

41. **Mary:** Okay.

42. **Helen:** Meant to be.

43. **Mary:** Right thank you. Okay, so you filled out your [35] \_\_\_\_\_ form.

44. **Helen:** And then I sent that off and I received a letter which asked me to go back for an [36] \_\_\_\_\_ and the letter clearly stated where it was, how long the [37] \_\_\_\_\_ would be, and also that I had to prepare a presentation, I had to prepare a talk on a related subject to the post, to the job.

45. **Mary:** Okay.

46. **Helen:** ... as part of showing some of my knowledge of the job.

47. **Mary:** So you prepared for the [38] \_\_\_\_\_ by thinking a little bit about the questions they might ask you?

48. **Helen:** Yes, yes, yes, related ... related questions.

49. **Mary:** How did you feel before the interview?

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50. **Helen:** Extremely, extremely nervous because it's a very formal situation and you are put very much on the spot. You have to think of the answers on the spot.

51. **Mary:** What advice could you give Stephen about, for example, how to dress and how to talk to the people in his interview?

52. **Helen:** It's always good to give a good impression of yourself and one way of doing that is by dressing smartly, to make sure that you are tidy in your appearance, because it also makes you look a little bit more professional as well in that you care about your work and that you want to show that you have some kind of standing in your work.

53. **Mary:** And so when you go into the room and you greet the people who are interviewing you, do you use quite a formal [39] \_\_\_\_\_ or an informal greeting? What kind of [40] \_\_\_\_\_ would you say?

54. **Helen:** Yes it should be taken as a very formal situation. So even if you know any of the people or a person on the [41] \_\_\_\_\_ panel, you should not act pally or friendly with them, because it's a different.

55. **Mary:** Right.

56. **Helen:**...situation.

57. **Mary:** Okay that's fantastic, thank you.

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### 038 sequencing activity:

Conversation requires the skilful use of a number of language features.

1. Read the conversation and underline discourse markers (e.g. okay, yes, well, now, right, so, anyway, uh-huh) and think about the purpose of each one.
2. Underline key words and phrases spoken at the end of one paragraph and repeated by the next speaker.
3. Underline any other turn-taking patterns and conventions.
4. Place the paragraphs in the correct order, e.g. 1, 2, 3, 4, 5 ... **or** cut out and re-sequence.
5. Check answers by watching the video or read the full text.
6. Find a friend and practise speaking aloud the full conversation.

**Mary:** Right okay. Can you tell me a little bit about what happened at your interview because I know you had an interview recently? And how you prepared for it?

**Mary:** You put in a personal statement?

**Helen:** Yes. There's a job description which was advertised the post and at first I had to decide if I wanted it and if I was suitable for the post or not. So I filled in an application form, part of the form also has what's called a personal statement.

**Helen:** Yes, yes, yes, related... related questions.

**Mary:** Right, so good things about yourself?

**Helen:** To me it seems like you're trying to sell yourself really. So you're going to say all the best bits about yourself which are relevant to your job.

**Helen:** And then I sent that off and I received a letter which asked me to go back for an interview and the letter clearly stated where it was, how long the interview would be, and also that I had to prepare a presentation, I had to prepare a talk on a related subject to the post, to the job...

**Helen:** Yes, to show that you are the best candidate for the job.

**Mary:** Right thank you. Okay, so you filled out your application form.

**Mary:** Okay.

**Helen:** Meant to be.

**Mary:** Okay.

**Helen:** ...as part of showing some of my knowledge of the job.

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**Mary:** So you prepared for the interview by thinking a little bit about the questions they might ask you?



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### 038 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**mary:** helen thank you for agreeing to talk with me today a friend of mine stephen hes looking for a new job and he was asking me where should he look for jobs and i know that you recently got a new job so i thought you could maybe give him some advice so where... where can he find a job

**helen:** the first place the first port of call a good place would be the job centre which is a good place because you can talk to somebody face to face and they can give you advice and they have a lot of adverts there lots advertising different jobs different vacancies

you can also get the newspaper you can also try the internet - fish4jobs monstercouk as well those are two sites where you can find work i think those sites also help with preparing for applications as well

**mary:** okay so he can look on the internet or he can look in the newspaper or he could go to a job centre i heard that sometimes you can actually just go to an office or you can go to a company and ask for a job

**helen:** yes thats possible you could turn up at the place that you are interested in working in and ask in their main office; i did that initially...

**mary:** right okay



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Speaker: 039 Cilla Ross

Job: University Lecturer



Skill	Suggested Activities
Speaking:	See if students know about trade unions and strikes and if they have any experience or knowledge about them.
Listening:	Listen to the definition of a strike and tick true/false questions.
Reading:	Read newspaper stories and reports about strikes.
Writing:	Write about the implications for a family when the main wage earner is on strike for a long period.

### Transcript:

1. **Wendy:** Can you give me a definition of strike and when people have used strike action?
2. **Cilla:** Yes. I'm not sure of the formal definition, but a strike is to withdraw your labour. In other words, to... even though you are in employment, it is to say "I'm not going to come to work or I'm going to make sure, or going to try persuade other people not to come to work because I want to talk or to ask my union on my behalf to talk to my employer about a grievance."
3. Now those grievances can be very different and people go on strike for lots of different reasons. For example, we had in the UK the miners' strike in the early 1980's which was a massive national strike and that was because the industry, the mining industry, was closing down and what miners were

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doing was fighting the closure of the industry. So in that case, they all went on strike, they withdrew their labour for upward of a year.

4. Equally we have situations where people will strike over union recognition. In other words, they want to have a trade union, they want to be a member of a trade union, but their employer will not let unions organise within the factory so people will... then workers will then go and contact a local trade union and that person from the union will talk to the employer. If the employer still says “No you’re not going to be... I’m not going to let my workers be members of a trade union, I’m not going to let you organise in here”, then the unions will call out workers on strike. So again, they might, for example, stand in front of the factory and try and dissuade other people from going in.
5. **Wendy:** So if people don’t go to work, do they still get paid when they’re on strike?
6. **Cilla:** Tend not to. I mean usually they don’t, that’s usually withdrawn. So that’s what I meant before, it’s actually quite an investment. What people try and do, of course, is to stand... you know, is to stop everyone going in, to be solid, to be strong.
7. That doesn’t always happen and tension can take place, but they... you know, the idea is there’s a very strong trade union saying which is “United we stand, divided we fall. Altogether we stand a chance of winning. If we’re divided and fragmented, then we stand no chance at all.” So that’s what a strike means, withdrawing your labour.

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**039 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)**

- 1) In defining a strike at number 2, what is meant by 'withdraw your labour'?
  - a. people don't support the labour party
  - b. people stop going to work because they are unhappy with their employer
  - c. you no longer want to work
  
- 2) At number 2, why would you 'persuade other people not to come to work'?
  - a. because people should do what they are told
  - b. because you will feel lonely if you're the only one
  - c. so you can all go out together for coffee
  - d. because if more people strike the employer won't be able to run their business
  
- 3) At number 2, what is meant by 'grievance'?
  - a. you are happy and calm
  - b. you are grieving for a loved one
  - c. you are very unhappy or angry
  - d. you are broken hearted
  
- 4) At number 3, what is meant by the 'mining industry'?
  - a. a design business or company
  - b. businesses which dig underground for coal
  - c. a child minding business
  - d. business which dig underground for gold
  
- 5) At number 4, how do people on strike try to stop other people entering work?
  - a. by standing in front of the company building and protesting
  - b. by hurling abuse
  - c. by throwing stones at them
  - d. by locking the entrance
  
- 6) At number 6, what is meant by 'be solid, be strong'?
  - a. to be well built and muscular
  - b. to work out at the gym everyday
  - c. to use force on other employees
  - d. by staying together as a group people can force changes
  
- 7) At number 7, what is meant by 'tension can take place'?
  - a. people will start to feel relieved
  - b. people will start to make friends

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- c. people become worried and scared
- d. people can become angry with each other

8) At number 7, what is meant by 'united we stand'?

- a. we all agree with each other and are stronger
- b. we should all stand up
- c. we should all stand together
- d. we are united

9) At number 7, what is meant by 'divided we fall'?

- a. if we don't hold onto each other we may trip
- b. we are all divided
- c. if we disagree with each other we are weaker

10) At number 7, what is meant by 'fragmented'?

- a. the business is broken
- b. the people at work are broken
- c. people at work who can't agree with each other
- d. people who agree with each other

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### 039 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/039.html](http://www.esoluk.co.uk/039.html)

**Words:** *definition divided employer factory grievance industry labour miners persuade workers*

1. **Wendy:** Can you give me a definition of strike and when people have used strike action?

2. **Cilla:** Yes. I'm not sure of the formal [1] \_\_\_\_\_, but a strike is to withdraw your [2] \_\_\_\_\_. In other words, to ... even though you are in employment, it is to say 'I'm not going to come to work or I'm going to make sure, or going to try [3] \_\_\_\_\_ other people not to come to work because I want to talk or to ask my union on my behalf to talk to my [4] \_\_\_\_\_ about a [5] \_\_\_\_\_.'

3. Now those grievances can be very different and people go on strike for lots of different reasons. For example, we had in the UK the miners' strike in the early 1980's which was a massive national strike and that was because the [6] \_\_\_\_\_, the mining [7] \_\_\_\_\_, was closing down and what [8] \_\_\_\_\_ were doing was fighting the closure of the [9] \_\_\_\_\_. So in that case, they all went on strike, they withdrew their [10] \_\_\_\_\_ for upward of a year.

4. Equally we have situations where people will strike over union recognition. In other words, they want to have a trade union, they want to be a member of a trade union, but their [11] \_\_\_\_\_ will not let unions organise within the [12] \_\_\_\_\_ so people will ... then [13] \_\_\_\_\_ will then go and contact a local trade union and that person from the union will talk to the [14] \_\_\_\_\_. If the [15] \_\_\_\_\_ still says 'No you're not going to

## 7 Working in the UK

be. I'm not going to let my [16] \_\_\_\_\_ be members of a trade union, I'm not going to let you organise in here', then the unions will call out [17] \_\_\_\_\_ on strike. So again, they might, for example, stand in front of the [18] \_\_\_\_\_ and try and dissuade other people from going in.

5. **Wendy:** So if people don't go to work, do they still get paid when they're on strike?

6. **Cilla:** Tend not to. I mean usually they don't, that's usually withdrawn. So that's what I meant before, it's actually quite an investment. What people try and do, of course, is to stand ... you know, is to stop everyone going in, to be solid, to be strong.

7. That doesn't always happen and tension can take place, but they ... you know, the idea is there's a very strong trade union saying which is 'United we stand, [19] \_\_\_\_\_ we fall. Altogether we stand a chance of winning. If we're [20] \_\_\_\_\_ and fragmented, then we stand no chance at all.' So that's what a strike means, withdrawing your [21] \_\_\_\_\_.



## 7 Working in the UK

### 039 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**wendy:** can you give me a definition of strike and when people have used strike action

**cilla:** yes im not sure of the formal definition but a strike is to withdraw your labour in other words to... even though you are in employment it is to say "im not going to come to work or im going to make sure or going to try persuade other people not to come to work because i want to talk or to ask my union on my behalf to talk to my employer about a grievance"

now those grievances can be very different and people go on strike for lots of different reasons for example we had in the uk the miners strike in the early 1980s which was a massive national strike and that was because the industry the mining industry was closing down and what miners were doing was fighting the closure of the industry so in that case they all went on strike they withdrew their labour for upward of a year



## 7 Working in the UK

Speaker: 040 Simon Moran

Job: Volunteer Coordinator



Skill

Suggested Activities

Speaking:

Ask students if they know about voluntary work. Talk about their own experiences of it or list areas in which people could do voluntary work.

Listening:

Listen for the benefits to you of being a volunteer.

Reading:

Look at leaflets, posters and pamphlets about volunteering in your local area.

Writing:

Write a poster or leaflet asking people to volunteer for a particular project or for volunteering in general.

### Transcript:

1. **Wendy:** What are the benefits of being a volunteer?
2. **Simon:** Well there are many benefits of volunteering beginning I think by meeting a need for the person, the volunteering is... I don't like to use this word in a negative way, but it's a selfish activity. It's about improving oneself, it's about learning a new skill, it could be about actually matching your course content or something you're learning into a practical activity and matching that not only for the practice of the learning process you're going through, but also proving it to a potential employer as well. So a volunteer is very good on that level, it's very vocational.
3. **Wendy:** Good at application forms.
4. **Simon:** It's proven, not just the proof of it, but the evidence through the reference. That you can actually get someone to write you a reference proving what you've learnt, so volunteering in a lot of ways is the first step into an employer in your chosen field.

## 7 Working in the UK

**040 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)**

- 1) At number 2, what is meant by 'meeting a need for the person'?
  - a. fulfilling somebody's wishes
  - b. meeting new friends
  - c. doing something that helps the volunteer
  
- 2) At number 2, what is meant by 'a negative way'?
  - a. someone who has a problem
  - b. someone who is uncooperative
  - c. saying or doing something which is unhelpful
  - d. saying or do something which is kind
  
- 3) At number 2, what is meant by 'a selfish activity'?
  - a. not letting anybody join in your game
  - b. doing something without sharing
  - c. being a selfish person
  - d. doing something that helps the volunteer
  
- 4) At number 2, what is meant by 'course content'?
  - a. what you are learning on a course
  - b. start date and fees
  - c. the recruitment process
  - d. the name of the college or university
  
- 5) At number 2, what is meant by 'practical activity'?
  - a. learning more about a subject through reading and the internet
  - b. doing something in real life rather than reading or pretending to do it
  - c. doing an activity that involves role play
  
- 6) At number 2, what is meant by 'very vocational'?
  - a. someone who speaks their mind
  - b. involves a lot of talking
  - c. something that is related to working, e.g. volunteering
  
- 7) At number 4, what is the proof that volunteering is good for finding work?
  - a. you can get someone to write a reference for you
  - b. you can easily find a job
  - c. volunteering can help with education
  - d. you gain experience and knowledge

## 7 Working in the UK

8) At number 4, what is meant by 'the first step'?

- a. when you first start walking
- b. when you first start training
- c. when you first get a job
- d. a starting point for finding work in the future is to volunteer now

9) At number 4, what is meant by 'chosen field'?

- a. the area you would like to work in, e.g. catering, teaching, etc
- b. a field for learning
- c. somewhere you choose to work
- d. sports ground where you like to play sport

10) Which is the best explanation of why people should volunteer?

- a. it allows you to work as you are learning
- b. it allows you to gain experience as you are learning and get a referee
- c. it allows you to get a referee for a job
- d. it allows you to improve yourself

## 7 Working in the UK

### 040 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/040.html](http://www.esoluk.co.uk/040.html)

**Words:** *activity benefits employer learning matching proving reference*

1. **Wendy:** What are the [1] \_\_\_\_\_ of being a volunteer?
2. **Simon:** Well there are many [2] \_\_\_\_\_ of volunteering beginning I think by meeting a need for the person, the volunteering is ... I don't like to use this word in a negative way, but it's a selfish [3] \_\_\_\_\_. It's about improving oneself, it's about [4] \_\_\_\_\_ a new skill, it could be about actually [5] matching your course content or something you're [6] \_\_\_\_\_ into a practical [7] activity and [8] matching that not only for the practice of the [9] \_\_\_\_\_ process you're going through, but also [10] proving it to a potential [11] \_\_\_\_\_ as well. So a volunteer is very good on that level, it's very vocational.
3. **Wendy:** Good at application forms.
4. **Simon:** It's proven, not just the proof of it, but the evidence through the [12] \_\_\_\_\_. That you can actually get someone to write you a [13] \_\_\_\_\_ [14] proving what you've learnt, so volunteering in a lot of ways is the first step into an [15] \_\_\_\_\_ in your chosen field.

## 7 Working in the UK

### 040 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**wendy:** what are the benefits of being a volunteer

**simon:** well there are many benefits of volunteering beginning i think by meeting a need for the person the volunteering is... i dont like to use this word in a negative way but its a selfish activity its about improving oneself its about learning a new skill it could be about actually matching your course content or something youre learning into a practical activity and matching that not only for the practice of the learning process youre going through but also proving it to a potential employer as well so a volunteer is very good on that level its very vocational

**wendy:** good at application forms

**simon:** its proven not just the proof of it but the evidence through the reference that you can actually get someone to write you a reference proving what youve learnt so volunteering in a lot of ways is the first step into an employer in your chosen field





## 7 Working in the UK

Speaker: 041 PC Carole Mumsey

Job: Police Officer



Skill

Suggested Activities

Speaking:

Talk about how people apply to become police officers in home country. Role-play situations a police officer may come across as in the text.

Listening:

Listen for information on applying to be a police-officer. Listen to each other in role-plays.

Reading:

Read job advertisements for the police and application forms in general.

Writing:

Fill in an application form.

### Transcript:

1. **Mary:** So... so how do you become a police-officer? So then you said about ten months after your decision then you were there in the police force.
2. **Carole:** Yeah. Well it can take... some people have taken two or three years to get through the recruitment process...
3. **Mary:** Right.
4. **Carole:** ...depending on how much money the force has got from the home office to spend on recruiting, and depending on how fast things are going through at the time. So the initial stage is just to apply for an application form, fill in the application form which is quite a daunting task in itself.
5. **Mary:** Yes.
6. **Carole:** It's quite a long application form to fill in and then there's a fitness test to do, there's a medical, there's what we call a carousel where you

## 7 Working in the UK

deal with various different situations; there's various different rooms and on the door of the room, there's a scenario and then you go in and there's somebody role playing and you're told which role you've got to take.

7. So for example, one that I did, I had to be a manager of a bus station and there was a lady who was lost and she couldn't... she couldn't remember where she was or who she was or anything and I had to sort out... sort it all out. So all those sorts of scenarios and there's a number of those that you have to deal with and you're marked on how well you deal with people. It's all about communication, decision-making.
8. **Mary:** Yes.
9. **Carole:** And what decision you come to, it doesn't matter, the fact that you can make a decision...
10. **Mary:** Yes.
11. **Carole:** ...and decide where you're going to go and using other people who are around you as well, so testing skills.
12. **Mary:** Yes. Yes lots of different skills there.
13. **Carole:** There are a lot of different... different skills and... and they're tested throughout the whole of the probation period which is two years.
14. **Mary:** Right.
15. **Carole:** So once you're in, you're in probation for two years and
16. **Mary:** So what does that mean? Probation?
17. **Carole:** Well it's a period during which you learn the job.
18. **Mary:** Right.
19. **Carole:** So they've changed the system recently whereby the student officers now spend some time doing a foundation degree at Huddersfield University on policing. So there's a lot of academic work involved, but also on... on hands patrol work, so working with the tutor for ten weeks, one to one tutor who teach you how to do the job for real after learning it at training college and then going out on independent patrol with the support of a probation group. So you have a tutor who works with however many people are on that group, so it maybe sort of eight or ten. I did it a while... a couple of years ago, and that's good fun, but, you know, you're learning how to do it by yourself but with support of somebody who can come and help you when you get stuck.
20. **Mary:** Excellent.

## 7 Working in the UK

**041 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)**

- 1) At number 4, what is meant by 'recruitment process'?
  - a. start dates and salary
  - b. a job description
  - c. the course content
  - d. what you have to do when applying for a job
  
- 2) At number 4, what is meant by 'the force'?
  - a. strength and power
  - b. the police force
  - c. the fire brigade
  - d. the employer
  
- 3) At number 4, what is meant by 'a daunting task'?
  - a. the application form is long and difficult
  - b. the application form is easy and stress free
  - c. the application form is short and difficult
  - d. the application form is long and easy
  
- 4) At number 6, what is meant by 'a scenario'?
  - a. a picture or design
  - b. a film or TV programme
  - c. a real situation
  - d. a pretend situation
  
- 5) At number 6, what is meant by 'role play'?
  - a. watch a play to see how people behave
  - b. an activity which involves real life situations
  - c. a pretend situation where you have to act as if the situation was real
  
- 6) At number 13, what is meant by 'probation period'?
  - a. a term used when you go to prison
  - b. a length of time where you have to prove you can do the job
  - c. something that doesn't last very long
  
- 7) At number 19, what is meant by 'on hands patrol work'?
  - a. doing the job through role play
  - b. doing the job in real life rather than reading or role playing
  - c. using your hands when working

## 7 Working in the UK

8) At number 19, what is meant by 'a lot of academic work'?

- a. doing a lot of work
- b. reading a lot of newspapers
- c. a lot of reading and writing you have to do in a college or university course
- d. not studying much

9) At number 19, what is meant by 'patrol'?

- a. watch people carefully
- b. walking the streets with another police officer
- c. arrest someone

10) Why is a foundation degree in policing a good idea?

- a. because you can learn about the job with the support of other people
- b. you get extra money
- c. so you can apply for other jobs
- d. it's good to learn something new

## 7 Working in the UK

### 041 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/041.html](http://www.esoluk.co.uk/041.html)

**Words:** *application deal decision depending different force patrol police probation somebody support various*

1. **Mary:** So ... so how do you become a police-officer? So then you said about ten months after your [1] \_\_\_\_\_ then you were there in the [2] police [3] \_\_\_\_\_.

2. **Carole:** Yeah. Well it can take... some people have taken two or three years to get through the recruitment process.

3. **Mary:** Right.

4. **Carole:** ... depending on how much money the [4] \_\_\_\_\_ has got from the home office to spend on recruiting, and [5] \_\_\_\_\_ on how fast things are going through at the time. So the initial stage is just to apply for an [6] \_\_\_\_\_ form, fill in the [7] \_\_\_\_\_ form which is quite a daunting task in itself.

5. **Mary:** Yes.

6. **Carole:** It's quite a long [8] \_\_\_\_\_ form to fill in and then there's a fitness test to do, there's a medical, there's what we call a carousel where you [9] \_\_\_\_\_ with [10] various [11] different situations; there's [12] various [13] different rooms and on the door of the room, there's a scenario and then you go in and there's [14] \_\_\_\_\_ role playing and you're told which role you've got to take.

## 7 Working in the UK

7. So for example, one that I did, I had to be a manager of a bus station and there was a lady who was lost and she couldn't ... she couldn't remember where she was or who she was or anything and I had to sort out ... sort it all out. So all those sorts of scenarios and there's a number of those that you have to [15] \_\_\_\_\_ with and you're marked on how well you [16] \_\_\_\_\_ with people. It's all about communication, decision-making.

8. **Mary:** Yes.

9. **Carole:** And what [17] \_\_\_\_\_ you come to, it doesn't matter, the fact that you can make a [18] \_\_\_\_\_.

10. **Mary:** Yes.

11. **Carole:** ... and decide where you're going to go and using other people who are around you as well, so testing skills.

12. **Mary:** Yes. Yes lots of [19] \_\_\_\_\_ skills there.

13. **Carole:** There are a lot of [20] different ... [21] different skills and ... and they're tested throughout the whole of the [22] \_\_\_\_\_ period which is two years.

14. **Mary:** Right.

15. **Carole:** So once you're in, you're in [23] \_\_\_\_\_ for two years and.

16. **Mary:** So what does that mean? Probation?

17. **Carole:** Well it's a period during which you learn the job.

18. **Mary:** Right.

## 7 Working in the UK

19. **Carole:** So they've changed the system recently whereby the student officers now spend some time doing a foundation degree at Huddersfield University on policing. So there's a lot of academic work involved, but also on. on hands [24] \_\_\_\_\_ work, so working with the tutor for ten weeks, one to one tutor who teach you how to do the job for real after learning it at training college and then going out on independent [25] \_\_\_\_\_ with the [26] support of a [27] \_\_\_\_\_ group. So you have a tutor who works with however many people are on that group, so it maybe sort of eight or ten. I did it a while ... a couple of years ago, and that's good fun, but, you know, you're learning how to do it by yourself but with [28] support of [29] \_\_\_\_\_ who can come and help you when you get stuck.

20. **Mary:** Excellent.

## 7 Working in the UK

### 041 sequencing activity:

Conversation requires the skilful use of a number of language features.

1. Read the conversation and underline discourse markers (e.g. okay, yes, well, now, right, so, anyway, uh-huh) and think about the purpose of each one.
2. Underline key words and phrases spoken at the end of one paragraph and repeated by the next speaker.
3. Underline any other turn-taking patterns and conventions.
4. Place the paragraphs in the correct order, e.g. 1, 2, 3, 4, 5 ... **or** cut out and re-sequence.
5. Check answers by watching the video or read the full text.
6. Find a friend and practise speaking aloud the full conversation.

**Mary:** Right.

**Carole:** ...depending on how much money the force has got from the home office to spend on recruiting, and depending on how fast things are going through at the time. So the initial stage is just to apply for an application form, fill in the application form which is quite a daunting task in itself.

**Carole:** Yeah. Well it can take... some people have taken two or three years to get through the recruitment process...

**Mary:** So... so how do you become a police-officer? So then you said about ten months after your decision then you were there in the police force.

**Carole:** It's quite a long application form to fill in and then there's a fitness test to do, there's a medical, there's what we call a carousel where you deal with various different situations; there's various different rooms and on the door of the room, there's a scenario and then you go in and there's somebody role playing and you're told which role you've got to take.

**Mary:** Yes.



## 7 Working in the UK

### 041 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**mary:** so... so how do you become a police-officer so then you said about ten months after your decision then you were there in the police force

**carole:** yeah well it can take... some people have taken two or three years to get through the recruitment process...

**mary:** right

**carole:** ...depending on how much money the force has got from the home office to spend on recruiting and depending on how fast things are going through at the time so the initial stage is just to apply for an application form fill in the application form which is quite a daunting task in itself

**mary:** yes

**carole:** its quite a long application form to fill in and then theres a fitness test to do theres a medical theres what we call a carousel where you deal with various different situations; theres various different rooms and on the door of the room theres a scenario and then you go in and theres somebody role playing and youre told which role youve got to take

so for example one that i did i had to be a manager of a bus station and there was a lady who was lost and she couldnt... she couldnt remember where she was or who she was or anything and i had to sort out... sort it all out so all those sorts of scenarios and theres a number of those that you have to deal with and youre marked on how well you deal with people its all about communication decision-making

## 7 Working in the UK

### 041 writing activity:

1. Write about what you have learned so far.
2. Describe the person(s) and what they do.
3. Try to use some of the key words used by the speaker(s).

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## 7 Working in the UK

Speaker: 042 Patrice Kayo

Job: Painter & decorator



Skill	Suggested Activities
Speaking:	Students could describe jobs they have had or know about. They could explain how they got jobs – formal or informal interviews.
Listening:	Listen for details about Patrice’s job and how he progressed from voluntary work to paid work.
Reading:	Read job descriptions and leaflets / posters about voluntary work.
Writing:	Write a description of a job you’ve had in the past or know about.

### Transcript:

1. **Wendy:** Can you tell me about your job?
2. **Patrice:** Exactly I work with Canopy Housing Project. A long time ago I started to work with them in 2005.
3. **Wendy:** Right.
4. **Patrice:** Like volunteering.
5. **Wendy:** Volunteering, yes.
6. **Patrice:** Yes. I work really hard with them and I don’t know why the people chose me for the training position now and yes.
7. **Wendy:** Well because you work hard.

## 7 Working in the UK

8. **Patrice:** Yes. I try to apply for the position because we have too many people who was interested for the job, like English, any people, you know, because they... they just make the news anyway for this job and they chose me.
9. **Wendy:** They advertised it.
10. **Patrice:** Yeah, and they chose me.
11. **Wendy:** Did you have an interview when they chose you?
12. **Patrice:** Yes I had an interview with them and they chose me.
13. **Wendy:** Excellent. What do you actually do in the job, in the housing project?
14. **Patrice:** Before I... I was in training position like plastering, wallpaper, painting, tiling, joinery, sometimes, you know. But at the moment I got the responsibility for tenants, you know, to look after the tenants, to work onsite and share skill with some volunteer.
15. **Wendy:** So do you go and visit the tenants and ask them what they want, in their home?
16. **Patrice:** I didn't visit the tenants, but if the tenants have got a problem at home, they just ring the office and leave a message.
17. **Wendy:** What do you like about your job?
18. **Patrice:** About my job, I like working with the people, with different people, share skill. I chose the job because I like colour and...
19. **Wendy:** The decorating.
20. **Patrice:** ...yeah decorating something like that.
21. **Wendy:** Excellent. Have you had any other jobs in the past?
22. **Patrice:** I never had a job in the past. It was my first job in England because, you know, I started a long time ago with them, but I found I'm looking at the job, before, but I didn't see before but I say I will carry on with the job maybe they me on one day something like that you know.
23. **Wendy:** And you want to do this now...
24. **Patrice:** Yeah.
25. **Wendy:** ...as your career?

## 7 Working in the UK

26. **Patrice:** Carry on just... because they asked me if I can work something like part time, I just say no, I can't work part time, because I know the education is good for me...
27. **Wendy:** Because you're a student.
28. **Patrice:** It's good for me, yes, I just carry on to go there and to come here because they still practice sometimes yeah it's good maybe to come, and they help me as well to... to find a course next year in building college.
29. **Wendy:** Right. In building college?
30. **Patrice:** Yeah.
31. **Wendy:** Right excellent. Was the information about the voluntary job in the library, did you see a leaflet?
32. **Patrice:** Yes about the volunteer job. But then they chose to give support as well about the volunteer job that when you're a volunteer, they give like support to you, they help you to... to find a job as well. Then if you say but today I still volunteer, they will give you something like a reference and, you know, they help you as well for the education. Because before I had the... before I had the programme for the education in this country, they helped me to...
33. **Wendy:** To find it.
34. **Patrice:** ...to find me a place, you know, in college, something like that.
35. **Wendy:** Right and when you changed from voluntary work to paid work, and you had an interview, was it a formal interview, or a friendly informal interview?
36. **Patrice:** It was an informal interview.
37. **Wendy:** Informal.
38. **Patrice:** Yeah informal. It was simple because I knew... I knew these people before and I didn't scare about nothing and, you know, the manager say all the qualification I got here, I just asked for all people I knew you well, but I had just asked for all people that we are looking for... for special people like something that, maybe... so maybe you didn't know where we were because we are the last volunteer. We have maybe twenty people we passed them and something like that.
39. **Wendy:** And you were successful?
40. **Patrice:** Yeah I was the last and successful...
41. **Wendy:** Thank you.

## 7 Working in the UK

**042 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)**

- 1) At number 4, what is meant by 'volunteering'?
  - a. working in a job to gain experience but without pay
  - b. working and getting paid for the job
  - c. not working and getting paid
  - d. gaining experience with pay
  
- 2) At number 2, what do you think 'Canopy Housing Project' do?
  - a. an organisation which repairs homes to help those that are homeless
  - b. creating new houses
  - c. a removal company which helps to move people's belongings into their homes
  
- 3) At number 14, what does Patrice do to help volunteers?
  - a. cooks them their dinner
  - b. teaches them decorating skills
  - c. teaches them maths and English
  - d. finds them jobs to do
  
- 4) At number 14, what is meant by 'on site'?
  - a. the place where you go to on your break and dinner time
  - b. parts of the work place where he sometimes works
  - c. the main place where you work
  - d. the homes of the tenants
  
- 5) What was the main reason why Patrice got a job?
  - a. he knew the manager
  - b. the company was looking for special people
  - c. he did very well in his interview
  - d. he worked for the company first as a volunteer
  
- 6) At number 28, what did Patrice's employer help him to do?
  - a. to find a course suitable for his job
  - b. to help him move into his home
  - c. to help him find another job
  
- 7) At number 36, what is meant by 'informal interview'?
  - a. an interview for a job where the people are friendly and relaxed
  - b. an interview for a job where the people are very serious
  - c. an interview where you must wear a suit

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- d. an interview where you can wear normal clothes
- 8) At number 38, what was Patrice scared about in his interview?
- a. the person who was interviewing him
  - b. he wasn't scared of anything
  - c. if his qualifications were suitable
  - d. the other candidates applying for the job
- 9) How many people applied for the Job that Patrice eventually got?
- a. more than 20
  - b. exactly 20
  - c. about 20
  - d. less than 20
- 10) Why was the interview 'simple' for Patrice?
- a. because he has had many interviews before
  - b. because he had done practice interviews
  - c. because he knew what questions were going to be asked
  - d. because he knew the manager

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### 042 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/042.html](http://www.esoluk.co.uk/042.html)

**Words:** *carry chose decorating excellent housing informal interview tenants voluntary volunteer*

1. **Wendy:** Can you tell me about your job?
2. **Patrice:** Exactly I work with Canopy [1] \_\_\_\_\_ Project. A long time ago I started to work with them in 2005.
3. **Wendy:** Right.
4. **Patrice:** Like volunteering.
5. **Wendy:** Volunteering, yes.
6. **Patrice:** Yes. I work really hard with them and I don't know why the people [2] \_\_\_\_\_ me for the training position now and yes.
7. **Wendy:** Well because you work hard.
8. **Patrice:** Yes. I try to apply for the position because we have too many people who was interested for the job, like English, any people, you know, because they ... they just make the news anyway for this job and they [3] \_\_\_\_\_ me.
9. **Wendy:** They advertised it.
10. **Patrice:** Yeah, and they [4] \_\_\_\_\_ me.



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11. **Wendy:** Did you have an [5] interview when they [6] \_\_\_\_\_ you?

12. **Patrice:** Yes I had an [7] \_\_\_\_\_ with them and they [8] chose me.

13. **Wendy:** [9] \_\_\_\_\_. What do you actually do in the job, in the [10] \_\_\_\_\_ project?

14. **Patrice:** Before I. I was in training position like plastering, wallpaper, painting, tiling, joinery, sometimes, you know. But at the moment I got the responsibility for [11] tenants you know, to look after the [12] \_\_\_\_\_, to work onsite and share skill with some [13] \_\_\_\_\_.

15. **Wendy:** So do you go and visit the [14] \_\_\_\_\_ and ask them what they want, in their home?

16. **Patrice:** I didn't visit the [15] tenants, but if the [16] \_\_\_\_\_ have got a problem at home, they just ring the office and leave a message.

17. **Wendy:** What do you like about your job?

18. **Patrice:** About my job, I like working with the people, with different people, share skill. I [17] \_\_\_\_\_ the job because I like colour and ...

19. **Wendy:** The [18] \_\_\_\_\_.

20. **Patrice:** ... yeah [19] \_\_\_\_\_ something like that.

21. **Wendy:** [20] \_\_\_\_\_. Have you had any other jobs in the past?

22. **Patrice:** I never had a job in the past. It was my first job in England because, you know, I started a long time ago with them, but I found I'm looking at the job,

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before, but I didn't see before but I say I will [21] \_\_\_\_\_ on with the job maybe they me on one day something like that you know.

23. **Wendy:** And you want to do this now.

24. **Patrice:** Yeah.

25. **Wendy:** ... as your career?

26. **Patrice:** [22] \_\_\_\_\_ on just ... because they asked me if I can work something like part time, I just say no, I can't work part time, because I know the education is good for me.

27. **Wendy:** Because you're a student.

28. **Patrice:** It's good for me, yes, I just [23] \_\_\_\_\_ on to go there and to come here because they still practice sometimes yeah it's good maybe to come, and they help me as well to ... to find a course next year in building college.

29. **Wendy:** Right. In building college?

30. **Patrice:** Yeah.

31. **Wendy:** Right [24] \_\_\_\_\_. Was the information about the [25] \_\_\_\_\_ job in the library, did you see a leaflet?

32. **Patrice:** Yes about the [26] \_\_\_\_\_ job. But then they [27] \_\_\_\_\_ to give support as well about the [28] \_\_\_\_\_ job that when you're a [29] \_\_\_\_\_, they give like support to you, they help you to ... to find a job as well. Then if you say but today I still [30] \_\_\_\_\_, they will give you something like a reference and, you know, they help you as well

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for the education. Because before I had the ... before I had the programme for the education in this country, they helped me to ...

33. **Wendy:** To find it.

34. **Patrice:** ... to find me a place, you know, in college, something like that.

35. **Wendy:** Right and when you changed from [31] voluntary work to paid work, and you had an [32] interview, was it a formal [33] \_\_\_\_\_, or a friendly [34] \_\_\_\_\_ interview?

36. **Patrice:** It was an [35] informal [36] \_\_\_\_\_.

37. **Wendy:** [37] \_\_\_\_\_.

38. **Patrice:** Yeah [38] \_\_\_\_\_. It was simple because I knew. I knew these people before and I didn't scare about nothing and, you know, the manager say all the qualification I got here, I just asked for all people I knew you well, but I had just asked for all people that we are looking for ... for special people like something that, maybe ... so maybe you didn't know where we were because we are the last [39] \_\_\_\_\_. We have maybe twenty people we passed them and something like that.

39. **Wendy:** And you were successful?

40. **Patrice:** Yeah I was the last and successful.

41. **Wendy:** Thank you.

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### 042 sequencing activity:

Conversation requires the skilful use of a number of language features.

1. Read the conversation and underline discourse markers (e.g. okay, yes, well, now, right, so, anyway, uh-huh) and think about the purpose of each one.
2. Underline key words and phrases spoken at the end of one paragraph and repeated by the next speaker.
3. Underline any other turn-taking patterns and conventions.
4. Place the paragraphs in the correct order, e.g. 1, 2, 3, 4, 5 ... **or** cut out and re-sequence.
5. Check answers by watching the video or read the full text.
6. Find a friend and practise speaking aloud the full conversation.

**Patrice:** Exactly I work with Canopy Housing Project. A long time ago I started to work with them in 2005.

**Patrice:** Yes. I try to apply for the position because we have too many people who was interested for the job, like English, any people, you know, because they... they just make the news anyway for this job and they chose me.

**Patrice:** Like volunteering.

**Wendy:** Right.

**Wendy:** Volunteering, yes.

**Patrice:** Yes. I work really hard with them and I don't know why the people chose me for the training position now and yes.

**Patrice:** Yes I had an interview with them and they chose me.

**Wendy:** Can you tell me about your job?

**Wendy:** Well because you work hard.

**Wendy:** Did you have an interview when they chose you?

**Wendy:** They advertised it.

**Wendy:** Excellent. What do you actually do in the job, in the housing project?

**Patrice:** Yeah, and they chose me.

**Patrice:** I didn't visit the tenants, but if the tenants have got a problem at home, they just ring the office and leave a message.

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**Patrice:** Before I... I was in training position like plastering, wallpaper, painting, tiling, joinery, sometimes, you know. But at the moment I got the responsibility for tenants, you know, to look after the tenants, to work onsite and share skill with some volunteer.

**Wendy:** So do you go and visit the tenants and ask them what they want, in their home?

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### 042 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**wendy:** can you tell me about your job

**patrice:** exactly i work with canopy housing project a long time ago i started to work with them in 2005

**wendy:** right

**patrice:** like volunteering

**wendy:** volunteering yes

**patrice:** yes i work really hard with them and i dont know why the people chose me for the training position now and yes

**wendy:** well because you work hard

**patrice:** yes i try to apply for the position because we have too many people who was interested for the job like english any people you know because they... they just make the news anyway for this job and they chose me

**wendy:** they advertised it

**patrice:** yeah and they chose me

**wendy:** did you have an interview when they chose you

**patrice:** yes i had an interview with them and they chose me



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Answer key to questions

**038:** 1) a 2) a 3) b 4) c 5) d 6) a 7) c 8) b 9) c 10) d

**039:** 1) b 2) d 3) c 4) b 5) a 6) d 7) d 8) a 9) c 10) c

**040:** 1) c 2) c 3) d 4) a 5) b 6) c 7) a 8) d 9) a 10) b

**041:** 1) d 2) b 3) a 4) d 5) c 6) b 7) b 8) c 9) b 10) a

**042:** 1) a 2) a 3) b 4) c 5) d 6) a 7) a 8) b 9) c 10) d

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Filming, editing, web design: Stephen Woulds



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