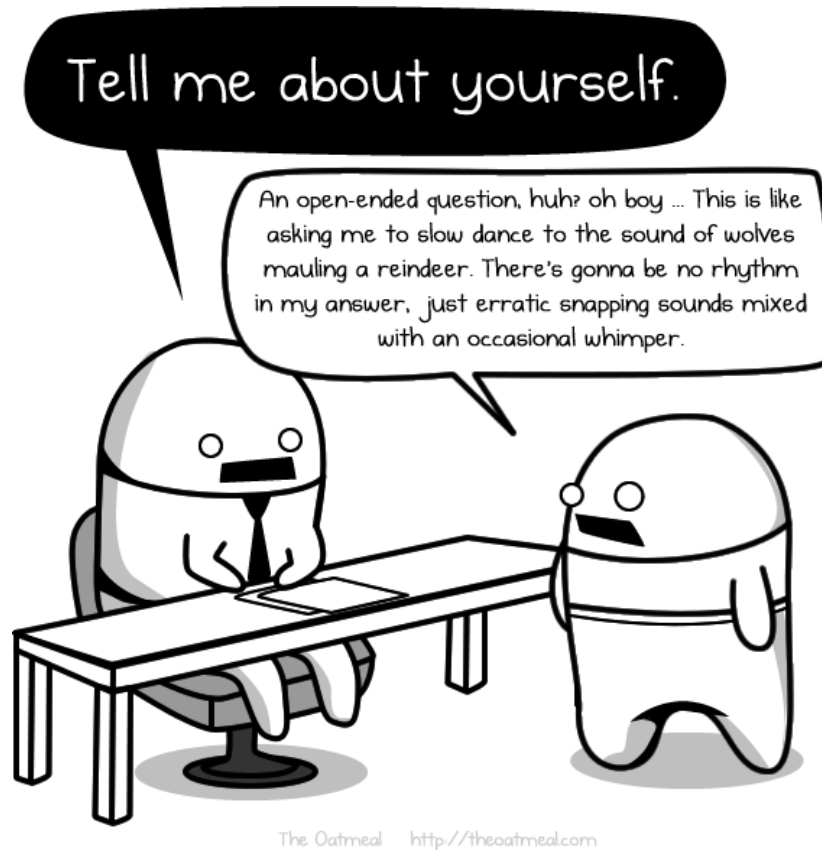




# Job interview

## Inhoud

|                                            |    |
|--------------------------------------------|----|
| Introduction.....                          | 3  |
| Lesson 1: orientating .....                | 4  |
| <b>Exercise:</b> .....                     | 4  |
| Lesson 2: Letter of Application.....       | 5  |
| How to write a letter of application ..... | 5  |
| Lay out .....                              | 5  |
| <b>Exercise:</b> .....                     | 7  |
| Letter: .....                              | 7  |
| Curriculum Vitae.....                      | 7  |
| Goals:.....                                | 7  |
| Tips: .....                                | 7  |
| lesson 3: Prepare for conversation .....   | 10 |
| <b>Exercise</b> .....                      | 10 |
| Lesson 4: Prepare for job interview .....  | 11 |

## Introduction

Entrepreneurs who are interested in the field of internationalization of business need to possess the ability to think globally and have an understanding of international cultures. (CTI Reviews, 2016) By appreciating and understanding different beliefs, values, behaviours, and business strategies of a variety of companies within other countries, entrepreneurs will be able to internationalize successfully. Entrepreneurs must also have an ongoing concern for innovation, maintaining a high level of quality, be committed to corporate social responsibility, and continue to strive to provide the best business strategies and either goods or services possible while adapting to different countries and cultures. (Hyena, 2016)

Motives can be resource orientated for example access to raw materials, workforce and so on. They can also be efficient orientated which refers for example to cost reduction potential by moving the production abroad. They can also be strategic motivated for instance the wish to expand the competencies of the company and by that to become more competitive. The main reason however is to access new markets (Coexinternationaltradeweb, 2016).

Most studies educate their students to function in international businesses. Whether you find a job in a social direction or a science direction, English will be an important part of your future life. There is a great possibility that English is a requirement in your future job, and therefore that your job interview will be in English. This project will help you prepare for future job interviews.

The coming 5-6 lessons will be spent on finding job opportunities, writing a formal letter, making a CV, and learning how to do well during a job interview. You will make a video in pairs in which you pretend to have a job interview.

## Lesson 1: orientating

Some of you might know what you want to be when you grow up, others might have no idea whatsoever. When you're looking for a job, you start by orientating on what your abilities are and what you like to do. Based on that you might find which jobs you like.

### Exercise:

Make a word web in which you write down interests, hobbies, skills, and jobs you may like.

Then, find several job offers on the internet that might interest you. Below you can find a few websites that might help you, or you can use your own Google-skills to find a (international) job offer that interests you.

If you have no idea what you want to be when you grow up, you can do an online test (see links below) to see what kind of jobs fit you. Keep in mind that this says nothing about your future just yet.

Pick 3 job offers that you would like, and write down for each of them what kind of employee they are looking for, and what they need from their employee.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>United Kingdom</b><br/> <a href="http://www.jobsite.co.uk/">http://www.jobsite.co.uk/</a><br/> <a href="http://www.jobs.ac.uk/">http://www.jobs.ac.uk/</a></p> <p><b>Australia</b><br/> <a href="https://www.seek.com.au/">https://www.seek.com.au/</a><br/> <a href="https://jobsearch.gov.au/">https://jobsearch.gov.au/</a></p> <p><b>America</b><br/> <a href="https://www.indeed.com/l-United-States-jobs.html">https://www.indeed.com/l-United-States-jobs.html</a><br/> <a href="https://www.monster.com/">https://www.monster.com/</a></p> | <p><b>New Zealand</b><br/> <a href="https://www.seek.co.nz/">https://www.seek.co.nz/</a><br/> <a href="http://www.workhere.co.nz/jobs">http://www.workhere.co.nz/jobs</a></p> <p><b>Career test</b><br/> <a href="https://www.whatcareerisrightforme.com/">https://www.whatcareerisrightforme.com/</a><br/> <a href="https://www.careerfitter.com/free_test/careerbuilder/test">https://www.careerfitter.com/free_test/careerbuilder/test</a></p> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Lesson 2: Letter of Application

### How to write a letter of application

When writing a formal letter, you stick to a certain lay-out (see below). Besides that, you should use formal language. A lot of examples of this type of language, you can find on the wikiwijs.

In very formal letters, you should:

- make use of set formal expressions (see below)
- not use contractions
- not use idiomatic expressions or colloquialisms
- use indirect rather than direct questions
- express ideas in clear, polite language
- use the most academic vocabulary he or she knows (usually words of Latin, Romance or Greek origin)
- have a good, organised paragraph structure even for short letters.

### Lay out

When you write a formal letter, you have to stick to a certain lay-out. The picture on the next page can help you.

- In the top right corner you write your own address like this:  
Sint Josephstraat 106  
5017GK, Tilburg  
The Netherlands  
*- keep in mind that you do not include your name*
- Then, below your address **but on the left side**, you write the address of the person you are sending the letter to. The order of writing postal codes and city names etc. differs per country, but you should copy it the way it is presented by the sender.
- Then the date is written on the Right side again, 1 line below the Address of the person you are sending the letter to.
- Then you move to the left side again, to start your letter.
  - If you don't know the person you are writing to, you start with "Dear Sir/Madam,". You then also have to end your letter with 'Yours faithfully'
  - If you do know the person you are writing to, you can use their last name. "Dear Mr. Jones or Dear Ms. Smith". You then have to end your letter with 'Yours sincerely'
  - When you've reached the end of the letter, you can write something like "I look forward to hearing from you soon."

Yours faithfully, / Yours sincerely,  
\*signature  
\*your name\*

|                                                                   |  |                                                         |  |
|-------------------------------------------------------------------|--|---------------------------------------------------------|--|
|                                                                   |  | Sender's address<br>Next line<br>Next line<br>Next line |  |
| Addressee's name<br>Addressee's address<br>Next line<br>Next line |  | Full date: e.g.<br>30 June 2014                         |  |
| Dear Sir/Madam                                                    |  |                                                         |  |
| Paragraph one (give the reason for writing)                       |  |                                                         |  |
| Paragraph two                                                     |  |                                                         |  |
| Paragraph three                                                   |  |                                                         |  |
| I look forward to hearing from you soon.                          |  |                                                         |  |
| Yours faithfully                                                  |  |                                                         |  |
| <i>signature</i>                                                  |  |                                                         |  |
| Name printed legibly                                              |  |                                                         |  |

### Exercise:

Pick one of the job offers you found last lesson and write a letter of application. Make sure you add your English curriculum vitae. You can find examples of CVs on the next pages.

### Letter:

- Use the formal letter layout
- Salutation according to the information that is given
- Introduce yourself
- Write down why you want to work for that certain company
- Write down why they should hire you (mention your education, previous employments and skills)
- Close the letter accordingly

### Curriculum Vitae

- Personal details
- Education and qualifications
- Work experience
- Interests and achievements
- Skills

### Goals:

- Learn language used in formal letter
- Learn layout used for formal letter
- Practise for PTA writing
- Use linking words
- Prepare your CV for in your later life.

When asked what would make them automatically reject a candidate, employers said:

- CVs with spelling mistakes or typos 61%
- CVs that copied large amounts of wording from the job posting 41%
- CVs with an inappropriate email address 35%
- CVs that don't include a list of skills 30%
- CVs that are more than two pages long 22%
- CVs printed on decorative paper 20%
- CVs that detail more tasks than results for previous positions 16%
- CVs that include a photo 13%
- CVs that have large blocks of text with little white space

13% <https://www.kent.ac.uk/careers/cv.htm>

### Tips:

- With your education (HAVO/VWO 4) you will probably not get the job you have chosen. Think carefully about what education you might need, and say you have done that. Try to be realistic, though.
- Sell yourself. You are one of the many that will apply for the job. Don't be too modest.

## PERSONAL DETAILS

Name : An'nisa Khairani Haningsih  
Place and Date of Birth : Surakarta, 19<sup>th</sup> December 1989  
Sex : Female  
Address : Jalan Srinarendro No. 18 Solo  
Marital Status : Single  
Telephone Number : 0271 – 713130 / 085647183000  
Email : millykha@hotmail.com



## EDUCATION

- January 2012 Bachelor Degree of Economic at Universitas Sebelas Maret  
Major : Management  
GPA : **3.19**
- 2007 Finished Senior Highschool (SMA N 7 Surakarta)
- 2004 Finished Junior Highschool (SLTP N 9 Surakarta)
- 2001 Finished Primary School (SD Ta'mirul Islam Surakarta)

## OTHER SKILLS

- Microsoft Office
- Internet literacy
- Active English with TOEFL ITP Score : **553**

## WORKING EXPERIENCE

- 2011 – Present English Teacher at Aisyiyah ABA Baron Kindergarten
- Februari 2011 Internship at PT. Danar Hadi Export Division as Marketing Staff
- 2010 – Present Acer Redemption Staff at APKOMINDO Expo Solo
- 2010 – 2011 Freelance at Rp.7 Communication and Advertising

## ORGANISATIONAL EXPERIENCE

- Desember 2010 Producer of PENTAS PANAS Teater Gadhang FE UNS
- 2009 – 2010 Secretary of Teater Gadhang FE UNS
- 2008 – 2009 Production staff of Teater Gadhang FE UNS
- 2007 – 2010 Tutor of Nusa Indah illiteracy learning group



## 1st line support

### AREAS OF EXPERTISE

*PC hardware, peripherals  
and Microsoft desktop OS*

*Broadband service*

*Managed firewall service*

*Back up systems*

*Microsoft Exchange and  
Active Directory*

*Outlook, Outlook Express*

*Internet services (mail, web,  
anti-spam)*

### PROFESSIONAL

*MCSE*

*ECDL*

### PERSONAL SKILLS

*Excellent telephone  
manner*

*Customer focused*

*Hard working*

### PERSONAL DETAILS

*Gary White  
34 Anywhere Road  
Coventry  
CV6 7RF*

*T: 02476 888 5544  
M: 0887 222 9999  
E: [gary.w@dayjob.co.uk](mailto:gary.w@dayjob.co.uk)*

*DOB: 12/09/1985  
Driving license: Yes  
Nationality: British*

### PERSONAL SUMMARY

A highly competent and enthusiastic 1st line support specialist with experience of providing advice and practical assistance to system users via the IT service desk telephone system and remote support software tools. Highly focused with a comprehensive understanding of dealing with 1st line support calls and an in depth knowledge of ITIL processes. Boasting a consistent & proven track record of successfully employing best business practices that improve efficiency, reduce operating costs whilst increasing performance.

Now looking for a suitable position with a ambitious & exciting company.

### WORK EXPERIENCE

**Technology Maintenance Company – Coventry**  
**1ST LINE SUPPORT** June 2008 - Present

Providing advice, support and practical assistance to system users via the IT service desk telephone system and remote support software tools. Logging and processing support issues via telephone or email whilst ensuring a high level of customer service.

#### Duties:

- Providing 1st line technical support, answering support queries via phone & email.
- Remote administration and management of customer premises equipment.
- To log & prioritise system & user support calls for the second line support team.
- Carrying out user administration and set up.
- Recording and actioning faults as reported on: PC's, servers, laptops and mobile.
- Determining the nature of faults and the steps required to rectify it.
- Creating and maintaining email profiles for users.
- Closing the job when normal service is resumed.
- Writing progress and statistical reports for supervisors and managers.
- Using remote control software tools to provide fault resolution and diagnosis.
- Creating and administrating Microsoft Exchange email accounts.
- Document and maintain Help Desk policies and procedures.
- The update and maintenance of the IT service desk authorised users database.
- Train and supervise other support engineering staff.
- Track, monitor and report on all Help Desk incidents within defined customer service levels.

### KEY SKILLS AND COMPETENCIES

- Proficiency in the troubleshooting and resolution of all client queries.
- Good problem solving skills along with the ability to maintain calm under pressure.
- Basic understanding of PC hardware set-up and configuration.
- A methodical and structured approach to problem solving.

### ACADEMIC QUALIFICATIONS

**BSc (Hons) Computer Networking**  
**Nuneaton University 2005 - 2008**

**A levels: Maths (A) English (B) Technology (B) Science (C)**  
**Coventry Central College 2003 - 2005**

**REFERENCES** – Available on request.

### lesson 3: Prepare for conversation

In this part we'll practise for an upcoming job interview. You'll have to work together with a partner, and one of you will be the interviewer and the other will be the interviewee who wants to work at that company.

#### Exercise

Find a partner to work with and choose one of your picked jobs to continue with. Decide who will be the interviewer and who will be the interviewee.

The interviewer:

- Asks about past education
- Asks about past employment
- Asks about best skills
- Asks about pitfalls
- Asks for reaction on a certain case
- Answers questions

The interviewee

- Answers interviewer's questions
- Asks about the future of the company
- Asks what the interviewer's favourite thing is about working at the company
- Other fitting questions

Write down what you can say/ask in the interview. This means you will probably have to look up information about the company online. If you cannot find the answers to a question, you have to imagine the answer yourselves. Try to be realistic.

## Lesson 4: Prepare for job interview

Job interviews are nerve-wracking. There is a lot at stake for both the candidate and the company, and it's tough to stand out in a sea of competing applicants.

Candidates should be brave and ask the right questions, showing not only their serious interest, but also ensuring that the job is right for them. (Gausepohl, 2016)

A lot of companies want to test the problem solving skills of their future employees. Teachers for example, can get asked how they would deal with students that refuse to listen or who keep failing tests for your subject.

Some companies care more about the thinking skills than the solutions to the problems, and they'll ask their candidates to solve difficult problems. The aim is to show your critical thinking skills by trying to solve the problem out loud. This can be stressful and hard, so that's why we'll practise this today.