

COMMUNICATIVE

ENGLISH 3

DUE 5012

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Pengajian AM

COMMUNICATIVE ENGLISH 3

DUE 5012

MOHD AMIR BIN OTHMAN
2021
JABATAN PENGAJIAN AM

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Acknowledgement

Firstly, I wish to express my sincere gratitude to The Almighty Allah swt for establishing me to complete this book – COMMUNICATIVE ENGLISH 3(DUE 5012).

I am grateful and would like to express my sincere gratitude to Head of Department Encik Razak bin Nordin and Head of English Unit, Puan Noraini binti Mohamed for their inspiring ideas, invaluable guidance, continuous encouragement and constant support in making this ebook possible. I would not have been able to achieve this goal without the guidance that I received from my them.

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Finally, we would wish readers happy reading and apologize for any omissions and errors. We hope that this module will be beneficial to all, especially Polytechnics students so that they can have clearer view on Job Hunting process as well as making mini project/research.

MOHD AMIR BIN OTHMAN

Synopsis

COMMUNICATIVE ENGLISH 3 aims to develop the skills necessary to carry out a mini project as well as job hunting skills. Students will learn to present ideas through the use of graphs and charts. Students will learn the process of job hunting which includes job search strategies and making enquiries. They will also learn to write resumes and cover letters. The students will develop skills to introduce themselves, highlight their strengths and abilities, present ideas, express opinions and respond appropriately during job interviews.



CONTENTS

1.0 DESCRIPTION OF GRAPHS AND CHARTS

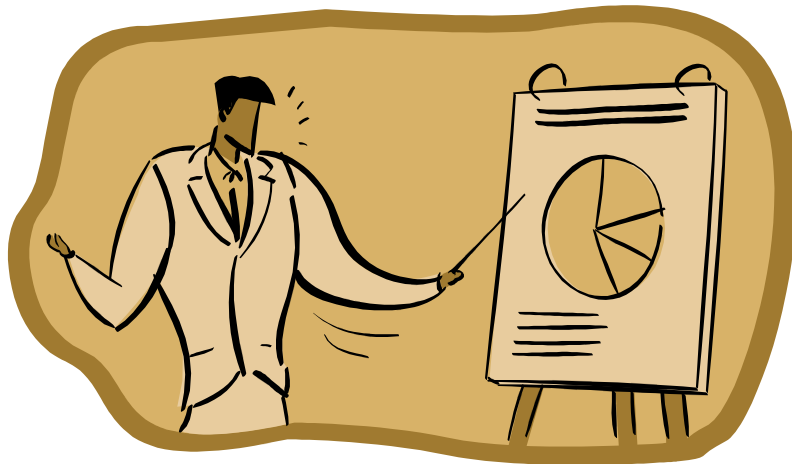
1.0 Describe Information in Graphs and Charts	1
1.1 Carry out a Mini Project	18

2.0 JOB HUNTING MECHANICS

2.1 Analyse Job Advertisements	24
2.2 Make and Reply to Job Enquiries	44
2.3 Write Resumes	37
2.4 Write Cover Letters	51
2.5 Prepare for Job Interviews	61

References

1.1 DESCRIBING INFORMATION IN GRAPHS AND CHARTS





INTRODUCTION

'Some pictures are worth a thousand words' goes the old saying. Did you know that charts or graphs are 'pictures' of certain kinds of information?

Charts or graphs are great because they communicate information visually. For this reason, charts or graphs are often used in newspapers, magazines and businesses around the world.

Sometimes, complicated information is difficult to understand and needs an illustration. Charts or graphs can help impress people by getting your point across quickly and visually.



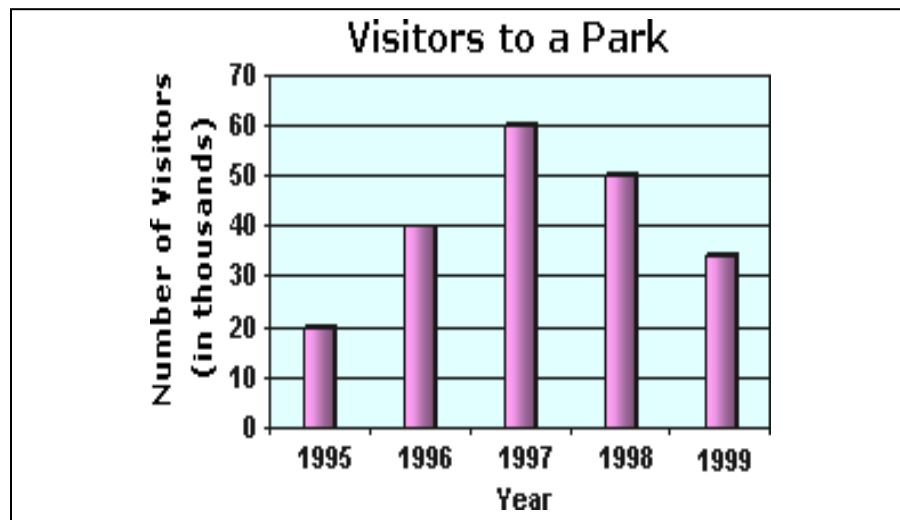
TYPES OF CHARTS AND GRAPHS

There are many different types of charts and graphs. The type of chart or graph chosen depends on the type of data collected.

1. BAR GRAPH

- ❖ is a chart that uses either horizontal or vertical bars to show comparisons among categories. One axis of the chart shows the specific categories being compared, and the other axis represents a discrete value.
- ❖ is an excellent way to show results that are one time, that are not continuous - especially samplings such as surveys, inventories, etc.
- ❖ Example:

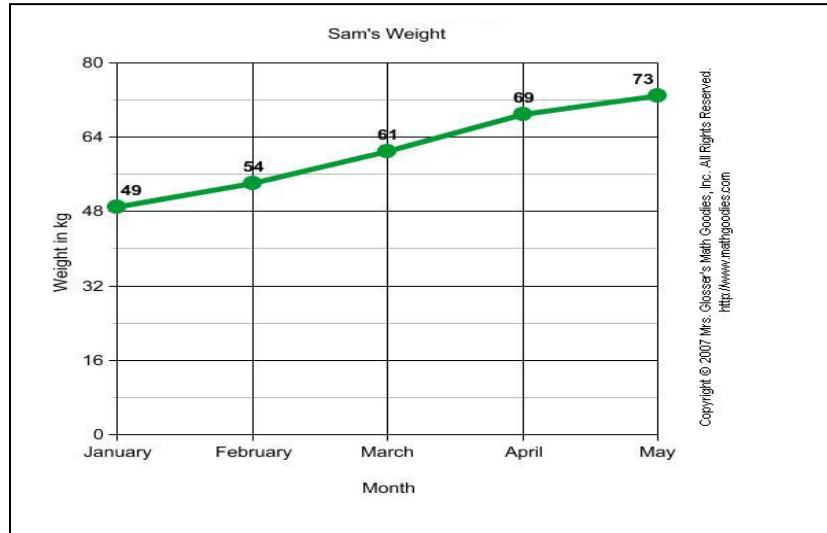
The bar graph below shows the number of people visited a park in different years



2. LINE GRAPH

- ❖ is a type of chart which displays information as a series of data points connected by straight line segments.
- ❖ is most useful in displaying data or information that changes continuously over time.
- ❖ is good for plotting data that has peaks (ups) and valleys (downs), or that was collected in a short time period.
- ❖ Example:

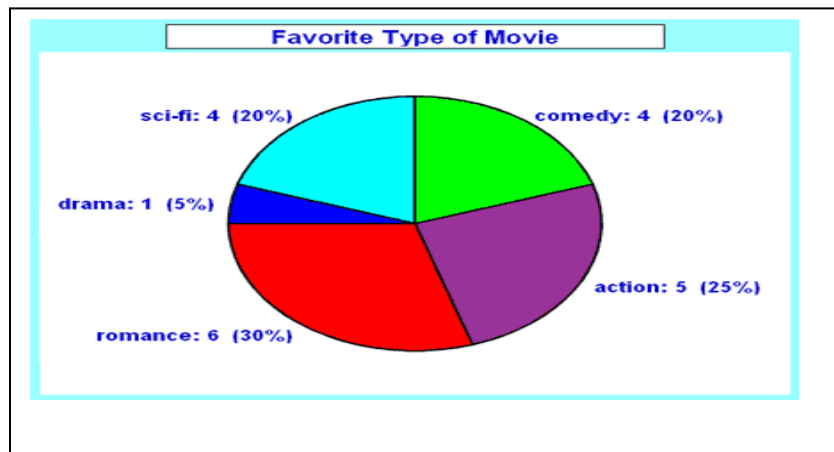
The line graph below shows Sam's weight in kilograms for 5 months.



3. PIE CHART

- ❖ is a circular chart in which the circle is divided into sectors. Each sector visually represents an item in a data set to match the amount of the item as a percentage or fraction of the total data set.
- ❖ is useful to compare different parts of a whole amount.
- ❖ The circle of pie charts represents 100%. The circle is subdivided into slices representing data values. The size of each slice shows what part of the 100% it represents.
- ❖ Example:

The pie chart below shows the favourite type of movie among DHK1B students

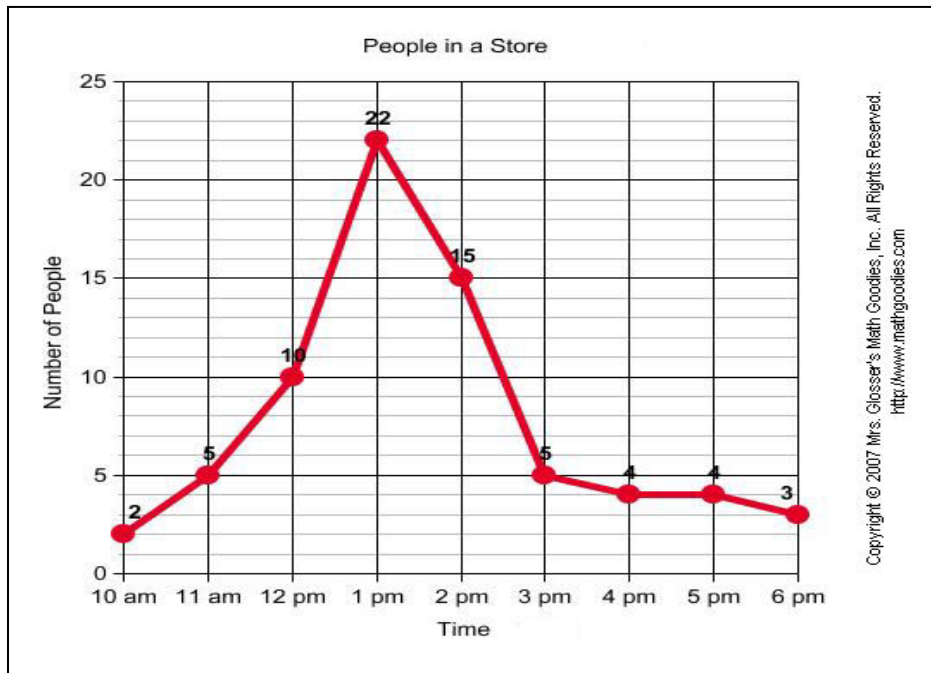


4. GANTT CHART

- ❖ is a graphical representation of the duration of tasks against the progression of time.
- ❖ is a useful tool for planning and scheduling projects.
- ❖ is helpful when monitoring a project's progress.
- ❖ Example: A simple Gantt Chart

Task Name								
	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Planning								
Analysis								
Design								
Implementation								

Exercise 1: Study the line graph below and answer the questions that follow



1. What is the line graph about?

2. What is the busiest time of day at the store?

3. At what time does business start to slow down?

4. How many people are in the store when it opens?

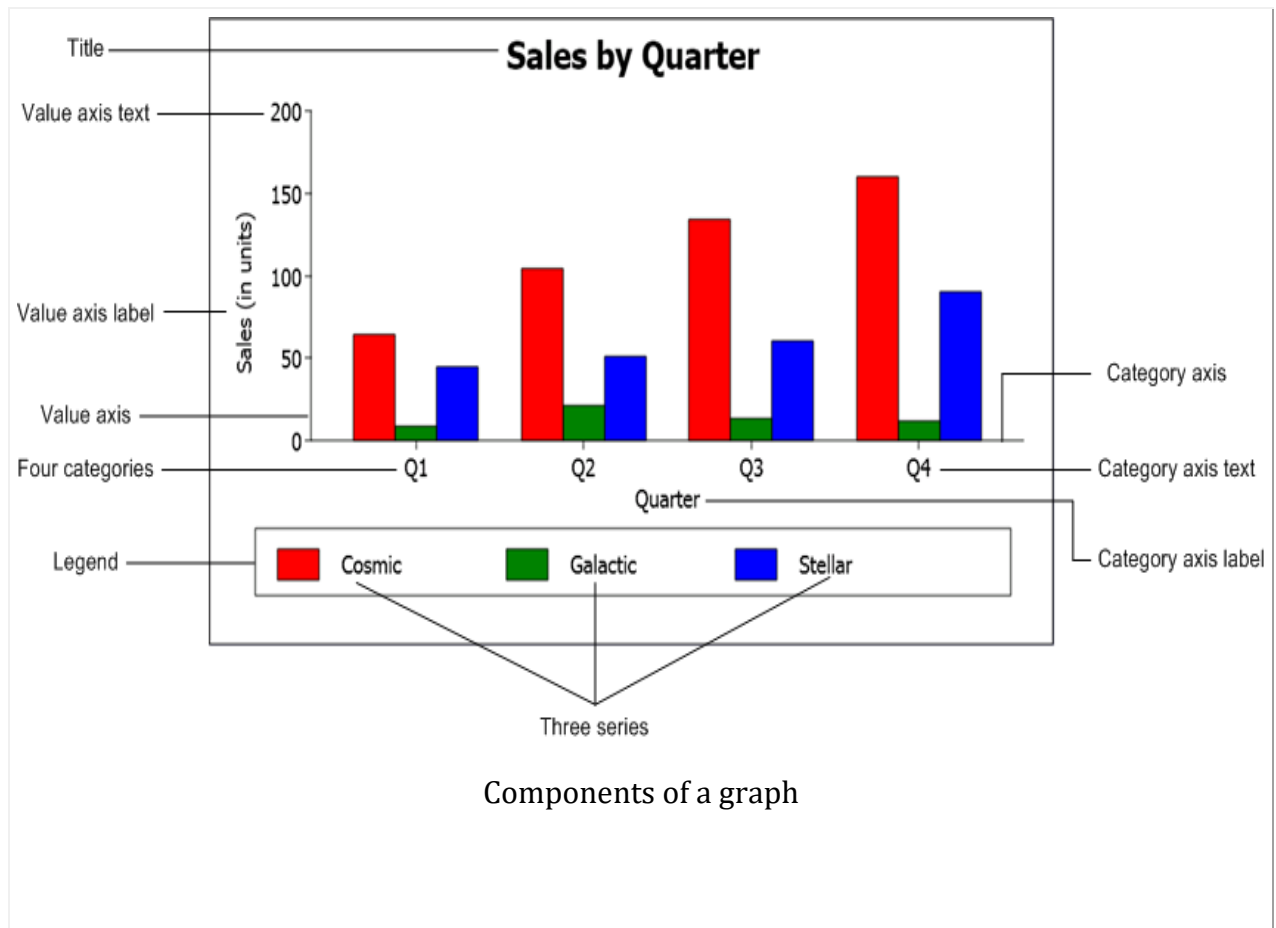
5. About how many people are in the store at 2:30 pm?

6. What was the greatest number of people in the store?

7. What was the least number of people in the store?



WHAT ARE SOME FEATURES OF A GRAPH?



Component	Description	Meaning
Series	Set of data points	Each set of related data points makes up one series. Each series in a graph is distinguished by colour, pattern, or symbol.
Categories	Major divisions of the data	Series data is divided into categories, which are often non-numeric. Categories represent values of the independent variables.
Values	Data point values	The values for the data points (dependent variables).

Parts of a typical graph

Part	Represents
Title	An optional title, appearing at the top of the graph. It describes what the graph shows.
Value axis	The axis of the graph along which the values of the dependent variable(s) are plotted. In a column graph, for example, the Value axis corresponds to the y axis in an XY presentation. In other types of graphs, such as a bar graph, the Value axis may be along the x dimension.
Category axis	The axis along which are plotted the major divisions of the data, representing the independent variable(s). In column graphs, the Category axis corresponds to the x axis in an XY presentation. These form the major divisions of data in the graph.
Series	A set of data points. In bar and column charts, each series is represented by bars or columns of one colour or pattern.
Series axis	The axis along which the series are plotted in three-dimensional (3-D) graphs.

Parts of a typical graph	
Part	Represents
Legend	An optional listing of the series. The preceding graph contains a legend that shows how each series is represented in the graph.



DESCRIBING TRENDS, MOVEMENTS AND DISTRIBUTION PATTERNS

There are a number of useful verbs and nouns that you can use to express the movement or trend.

1. The four basic trends are:

- upward movement : ↗
- downward movement : ↘
- no movement : →
- change in direction : ↻ or ↗

2. Indicating upward movement: ↗

Verbs		Nouns
Transitive	Intransitive	
(to) increase	(to) increase	(an) increase
(to) raise	(to) rise (rose, risen)	(a) raise (US), a rise (UK)
(to) push/put/step up	(to) go/be up	(an) upswing
	(to) grow	(a) growth
(to) extend, (to) expand	(to) extend, (to) expand	(an) extension, expansion
	(to) progress	(a) progression
	(to) boom/soar/climb	(a) boom
	(to) jump, (to) skyrocket	(a) jump

	(to) reach a peak, (to) peak	(a) peak
	(to) reach an all-time high	

Indicating downward movement: ⚡

Verbs		Nouns
Transitive	Intransitive	
(to) decrease	(to) decrease	(a) decrease
(to) cut, (to) reduce		(a) cut, (a) reduction
	(to) fall (off) (fall, fell, fallen)	(a) fall
	(to) plunge, to plummet	(a) plunge
	(to) drop (off)	(a) drop
	(to) go down	(a) downswing
	(to) decline	(a) decline
	(to) collapse	(a) collapse (dramatic fall)
	(to) slump, (to) go bust	(a) slump
	(to) bottom out	

3. Indicating no movement: ➡

Verbs		Nouns
Transitive	Intransitive	
(to) keep ... stable	(to) remain stable	
(to) hold ... constant	(to) stay constant	
(to) stabilize	(to) stabilize	stability

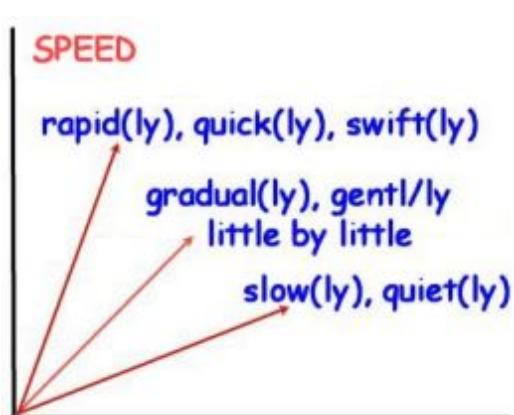
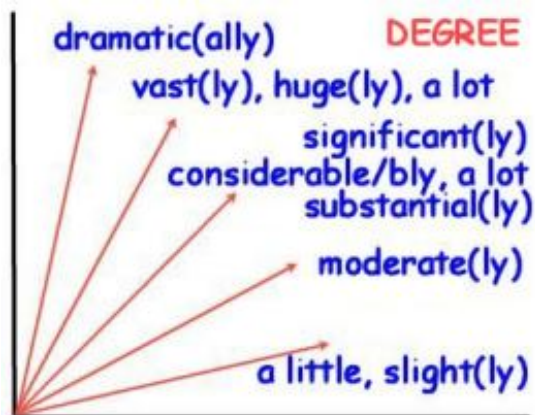
(to) level off	(to) level off/out, to flatten out	(a) levelling-off
	(to) stop falling/rising	(a) change
(to) stand at	(to) remain steady	

4. Indicating a change of direction: ð or ç ...

Verbs		Nouns
Transitive	Intransitive	
(to) fluctuate	(to) fluctuate	(a) fluctuation
	(to) rise and fall	
	(to) stop falling and start rising	
	(to) stop rising and start falling	

5. Indicating the degree or the speed of change

You may also be required to state the degree of change and speed of change. Here are some useful adjectives and adverbs that you can use to describe the changes.



More Examples...

There was a (very)	noticeable slight slow gradual steady	rise increase upward trend	The production/ sales	increased Shot up Grew rose	Slightly Shot up Gradually Steadily Markedly Dramatically Steeply Sharply Rapidly suddenly	
	marked dramatic steep sharp rapid sudden	fluctuation downward trend decrease decline reduction fall drop		declined reduced decreased dropped fell		
There was a(n)	rise increase decrease decline reduction fall drop	of	...	increased shot up grew rose	by	...
				Declined Reduced Decreased Dropped fell		

Exercise 2: The verbs below can be used to describe changes commonly represented on line graphs. Match them.

- | | |
|-----------------------------|---------------------|
| (a) go up a lot | (d) go down sharply |
| (b) reach the highest level | (e) stay the same |
| (c) go up and down | |

1. plummet : _____ 4. soar: _____ 7. drop: _____
 2. rocket: _____ 5. plunge: _____ 8. fluctuate: _____
 3. level out: _____ 6. peak: _____ 9. slump: _____

6. Describing rank/ranking/rate/rating

You may also be asked to describe the rank, rate or position of certain data. Below are some useful expressions which you can use:

- ❖ The most important....
- ❖ The main priority...
- ❖ pay the most attention to...
- ❖ ...rank/rate...as their first choice
- ❖ The second/third/fourth in importance is/are....
- ❖rank/rate higher/lower than
- ❖ The least important...
- ❖ ...rank/rate at the bottom...
- ❖ Place the least importance on....
- ❖

7. Describing One Part of the Chart/Graph

- ❖ Starting with the Adjectives.

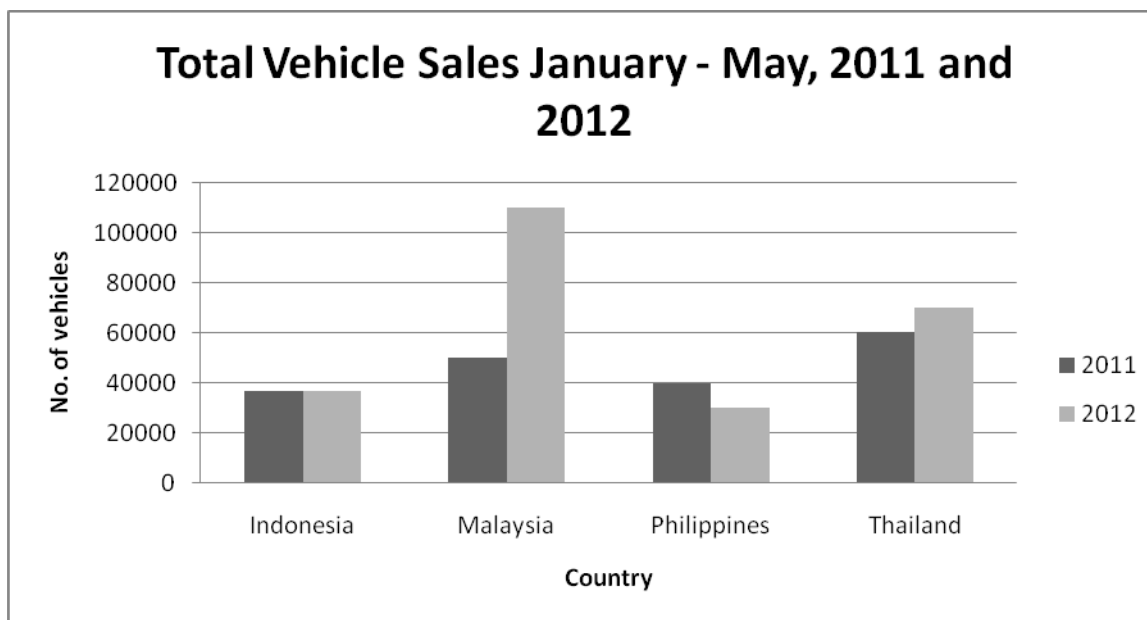
The highest The greatest The lowest The most significant The smallest The largest	percentage/ proportion/ number	of	women	are employed in the manufacturing sector travel to Australia yearly
--	--------------------------------------	----	-------	--

- ❖ Starting with the Subject.

Serious crimes are Sales of CDs are	as quite as just as nearly as almost as not as	common popular	as.....
	more much more far more substantially more considerably more fractionally more slightly more less much less	prevalent	than.....

	far less considerably less fractionally less		
Fried noodles is the	most second/third least	popular food among most prevalent food among common food among	teenagers and young adults

Exercise 3: Circle the correct answers based on the following graph.



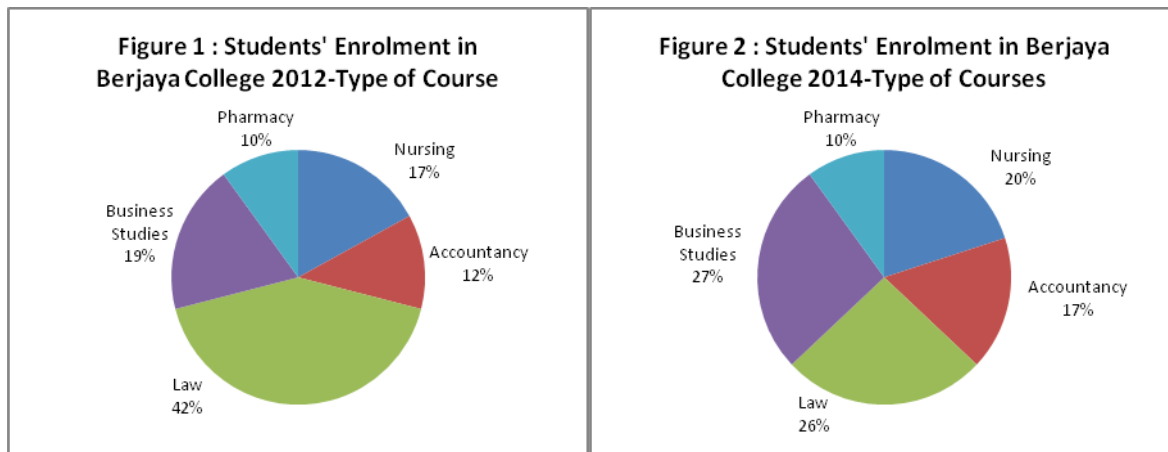
- From the year 2011 to 2012 there was a _____ in sales in Thailand.
 - steep increase
 - considerable increase
 - slight increase
 - gradual increase
- From the year 2011 to 2012 sales _____ in Malaysia.
 - increased moderately
 - increased dramatically
 - increased minimally
 - increased swiftly
- The number of sales in Indonesia was levelled out for both years.
 - True
 - False
- Which of the following statement **BEST** describes the sales of vehicle in the graph above?
 - The number of sales increased in Malaysia and Thailand for the year, 2011.

- B. In the year 2012 the sales of the car was very low in both Indonesia and the Philippines.
- C. There was minimal changes in vehicle sales in Malaysia between the years 2011 to 2012.
- D. In Thailand almost twice as many vehicles were sold in the year 2012 as in 2011.

5. There were clear signs of recovery in the car industry in,

- A. Thailand
- B. Philippine
- C. Indonesia
- D. Malaysia

Exercise 4: Study the pie charts below and match the blanks with correct answers.

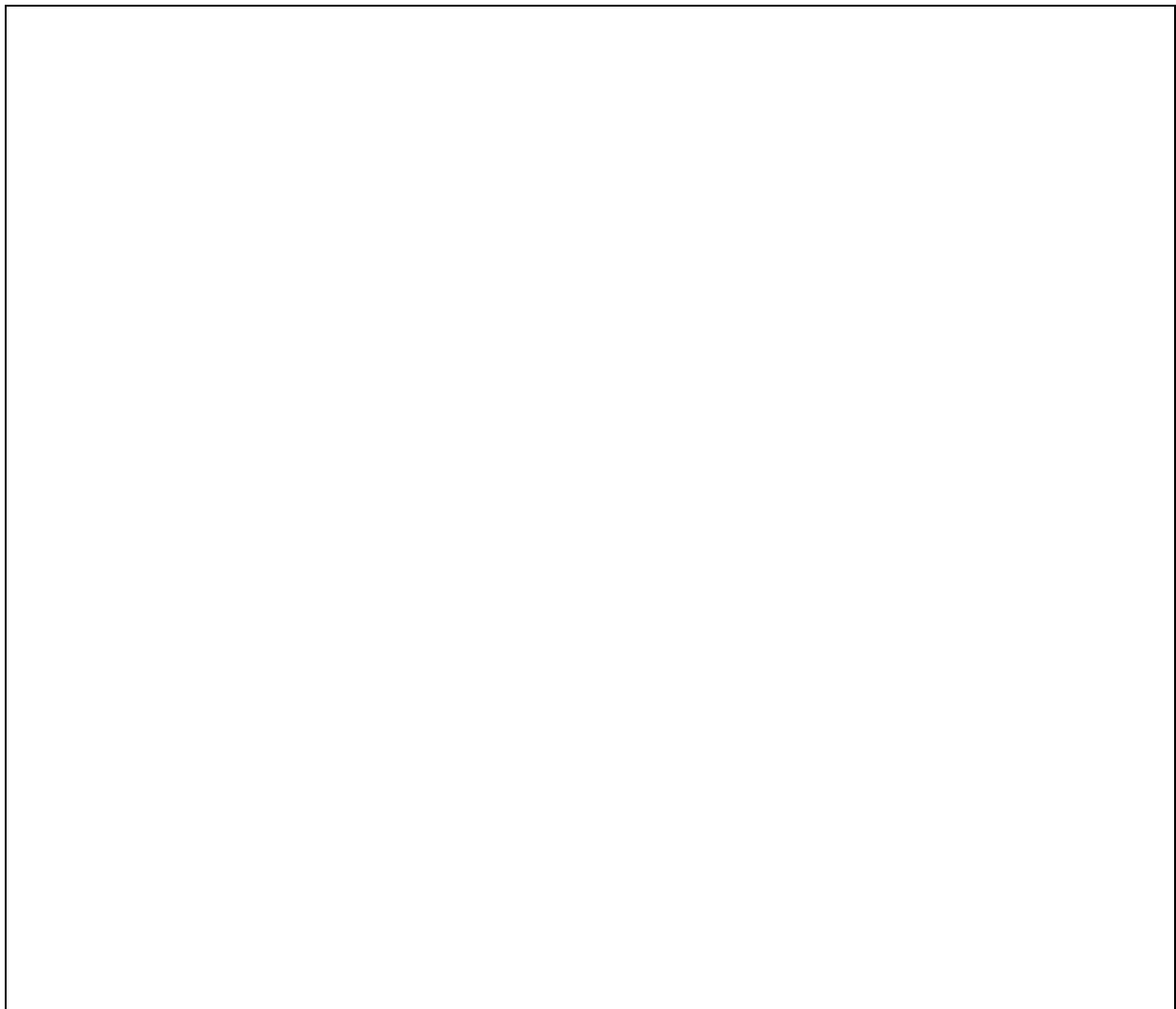


- | | |
|------------|-------------|
| - drop | - growth |
| - same | - increased |
| - increase | |

The pie charts show students' enrolment in different types of courses in Berjaya College in 2012 and 2014. In 2012, 17% of students enrolled for nursing course but in 2014 the enrolment had (1) _____ to 20%. Similarly there was also an (2) _____ in the enrolment in accountancy from 12% in 2012 to 17% in 2014. Business studies also charted a (3) _____ in students' enrolment in 2014 (27%) from 19% in 2012. However there was a (4) _____ in students registering for the law course, from 42% in 2012 to 26% in 2014. Students' enrolment in pharmacy remained the (5) _____ at 10% in both the years.

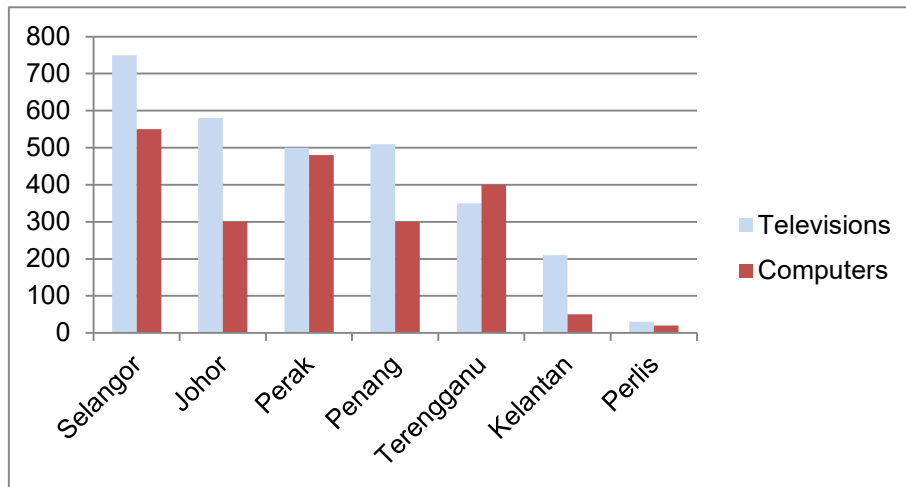
Exercise 5: Read the passage below carefully and choose a suitable graph or chart to illustrate the information given. Show accurate **labels, title and legend** in the graph or chart.

With the increase in motor vehicle, traffic on the road has increased. This has resulted in an increase in number of road accidents. Why are they so many disastrous road accidents? According to the survey, nearly 30% of the accidents are caused by the drivers who are not 18 years. They are without a license. In their frenzy, they drive in an irresponsible manner. Causing accidents. The second major cause of accidents lie in speeding beyond limits. This recklessness of the drivers cause 25% of the accidents. Very often drivers ignore traffic rules. While this results in 15% of the road accidents, another 15% caused by drivers who are talking on their mobile phone while driving. Wrong parking leads to another 15% of the accidents. Road accidents can be lessened if every driver understands his moral responsibilities while he is at the wheel.



Exercise 6: Study the bar graph below and fill in the blanks with the correct descriptions.

Television and Computer ownership per 1000 people



The graph shows _____
 for selected states. Overall, it can be said that most of the states
 depicted in the graph have (2) _____

1st paragraph
 Look at the title, what can you
 observe in the overall number of
 televisions and computers

The number of television owned (3) _____

2nd paragraph
 State the difference in the
 number of televisions. Compare
 and contrast with other states

The highest number of television owners is (4) _____

In contrast, in Perlis, there are only 20 televisions for every 1000
 people. The figure for the number of televisions owned in Johor,
 Perak and Penang are similar, (5) _____

In almost all states, the number of computers (6) _____
 _____ per 1000 people.

3rd paragraph
 Look at the computer figures for
 each state and compare with the
 television figures. Is there any
 gap or are they unusual figures?

The biggest differences are in Johor and Kelantan. Johor has twice
 as many televisions compared to computers, and in Kelantan, there
 are about (7) _____

Perak, in contrast, has (8) _____

Terengganu shows a rather unusual trend as it has (9) _____

In conclusion, it can be said that there is a big difference between
 the overall number of computers and televisions owned in each state
 where computers are still much less common than televisions.

Exercise 7 : Look at these descriptions of the graphs. The first sentence contains **verbs** and **adverbs**.

Change the descriptions in italic using appropriate adjectives and nouns.

Example: The Nikkei index **increased dramatically**.

Answer: A **dramatic increase**.

1. The disciplinary cases in SMK Jitra **fell slowly** from January to December 2016.

Answer: A _____

2. The sales of vehicle in Malaysia **increased steeply** from 2012 – 2016.

Answer: A _____

3. The enrolment of semester 1 students has been **declining gradually**.

Answer: A _____

4. The Nikkei index **rose steadily** in January until December 2016.

Answer: A _____

5. The sales of Toyota Vios **dropped gradually** for the first four months.

Answer: A _____

6. The number of vehicles in PLUS highway **grew dramatically** during festive seasons.

Answer: A _____

7. The number of visitors visiting the island **reduced marginally** since 2012.

Answer: A _____

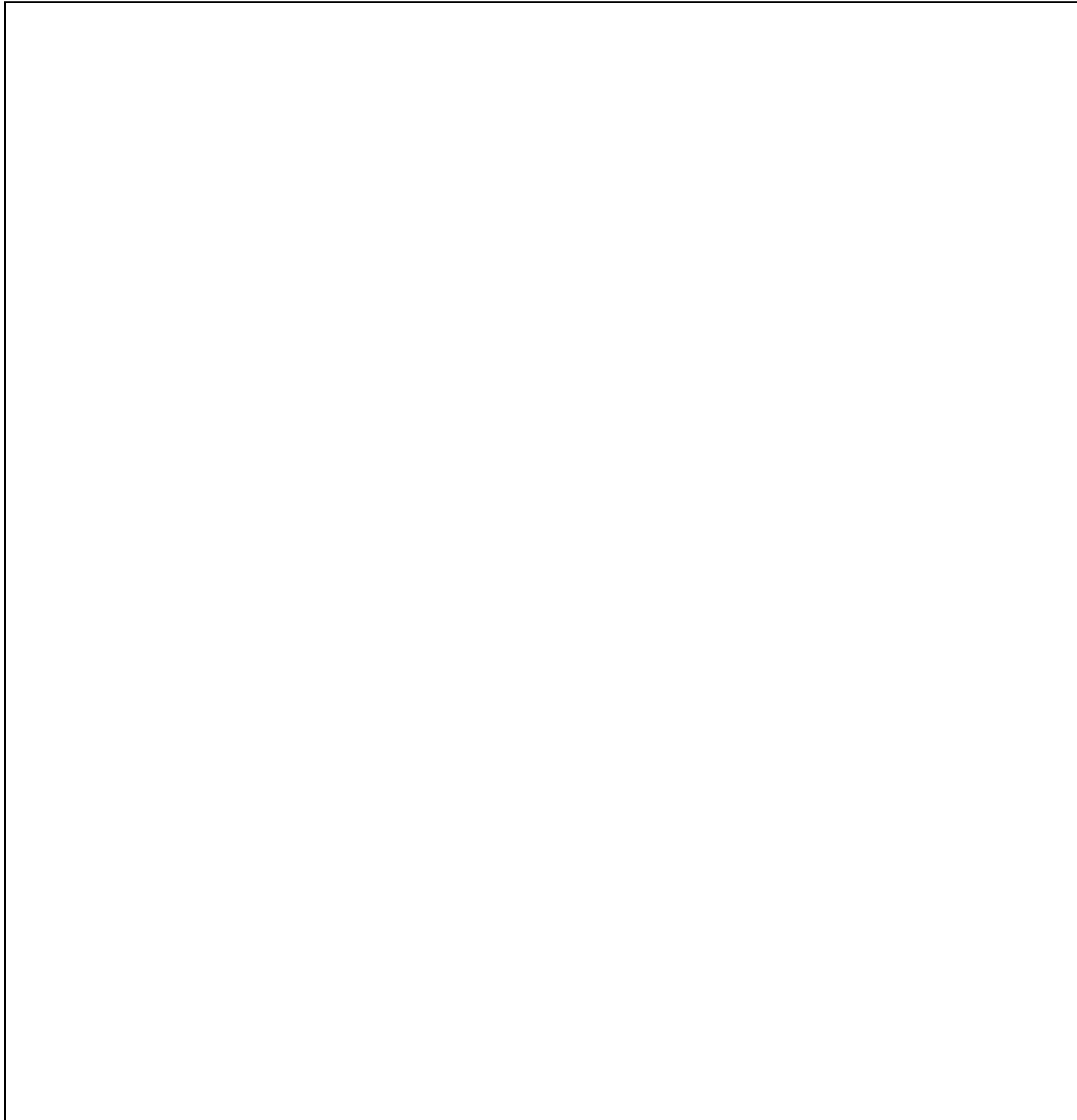
Exercise 8 : Draw suitable graph or chart based on the passage given.

The two pie charts illustrate five types of energy production in France in 2005 and 2015.

Overall, in both years, the most significant sources of energy were gas and coal, with together accounted for over half the production of energy, while nuclear and other kinds of energy sources generated the least amount of energy in France. In all types of energy production there was only minimal change over the 10 year period.

Energy produced by coal comprised of 29.8% in the first year and this showed only a very slight increase of about a mere 1% to 30.9% in 2015. Likewise in 2005, gas generated 26.93% which rose marginally to 30.1% 10 years later.

With regards to the remaining methods of producing energy, there was an approximate 5% growth in production from both nuclear power and other sources to 10.10% and 9.10% respectively. Petrol on the other hand was the only source of energy which decreased in production from 29.27% in 2005 to around a fifth (19.55) in 2015.





WRITING AND PRESENTING GRAPHS/CHARTS

You may use this note in preparing your description of graphs/charts for your Chapter 3 in your mini project

❖ TITLE

Include a title for your graphic presentation

! Tense Choices: Use the Simple Present Tense to introduce information

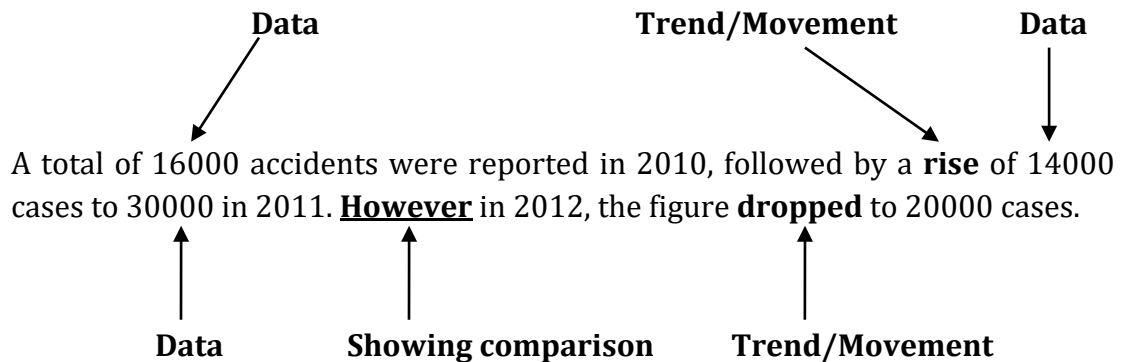
e.g The line graph **shows** the number of motorcyclists involved in accidents from the years 2010, 2011 and 2012

❖ BODY PARAGRAPH

Analyse the data

- Data
- Comparison
- Trend / Movement

} either one or 2



❖ CONCLUSION

! Remember, conclusion should not be too long. It is just a closure of the writing

In conclusion/ It can be said/ It can be concluded that the number of motorcyclists involved in accidents has fluctuated over the years.

1.2 CARRYING OUT A MINI PROJECT





INTRODUCTION

During your time at polytechnic, you may be asked to write and present different types of reports, depending on the subject area you have chosen.

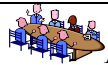
A report is a statement of the results of an investigation or of any matter in which definite information is required. Report should give relevant information, findings, conclusions and recommendations.



STAGES IN PREPARING AND PRESENTING A REPORT

Report writing requires a careful planning as it takes a lot of time and involves many tasks. Besides that, usually reports should be done in given time. In order to work as efficiently as possible you need to understand the tasks involved in writing any report. There are 7 main steps to follow in preparing and presenting a report as shown in the table below:

STEP	TASK
1. Plan the work	<ul style="list-style-type: none"> Clarify the topic and write the title Design questionnaire
2. Collect the information	<ul style="list-style-type: none"> Distribute and collect the questionnaire
3. Analyse the information	<ul style="list-style-type: none"> Tally responses to the questionnaire (tabulate the data collected) Prepare table, charts and graphs
4. Write the report	<ul style="list-style-type: none"> Write the Introduction Organize the findings Describe the tables, charts and graphs Write the finding section Discuss conclusion and possible recommendations Write the conclusion and recommendations
5. Revise the report	<ul style="list-style-type: none"> Review and revise what you have written Cut, add, change the order and rewrite where necessary
6. Edit the report	<ul style="list-style-type: none"> Edit the prepared report into PowerPoint Presentation slideshow Print the copy of PowerPoint presentation as a final report
7. Present the report	<ul style="list-style-type: none"> Present on the date set Be punctual in presenting the report Submit the copy of PowerPoint



In group, discuss the steps given above and make your own plan. You may use a Gantt chart to prepare your report writing project.



TOPIC

- ✓ You can find the topics by brainstorming with the members of the group. Write them down, discuss and then choose the best topic you want to do for your mini project. As choosing a topic is very difficult, you may discuss with your lecturer to get a piece of advice and ideas. When you choose a topic, you should remember that, the topic of a report:

Should not be	Should be
<ul style="list-style-type: none"> • Too broad • Too narrow • Too simple • Based on the information from the library or internet alone 	<ul style="list-style-type: none"> • Interesting- to you and to your audience • Feasible- possible to do in time and with the available data • Based on real issue or problem

- ✓ 5W1H Method is a useful method in probing the title for your mini project. You can ask yourselves these questions:

WHAT	What do you want to do?
WHERE	Where would you get the data/info/facts about your mini project?
WHO	Who would be your respondents?
WHEN	When this mini project will be carried out?
WHY	Why do you want to carry out this mini project?
HOW	How to carry out this project? - step by step

This list will help you to come out with the topic for your mini project!



Discuss with your group members to choose a few possible topics carry out a mini project report. Each of the group members should suggest a topic. You may follow these tips:

- Use the method of ‘5W1H’ questions.
- Take a few minutes to think of a topic.
- Present the topics and relevant ideas such as why do you choose the topic/s or why it is an important topic.
- Then, discuss to choose the best topic out of the suggested topics.



QUESTIONNAIRE

✓ WHAT IS A QUESTIONNAIRE?

A good questionnaire has a systematic compilation of question that is prepared to be distributed to an identified group of people from which the information is needed. Those who answer the questionnaire are called respondents. It is one of the fastest and most convenient ways to collect information. However, in designing a questionnaire, there are a few matters should be taken into consideration as follows:

- Write a short introductory paragraph for the questionnaire.
- Provide clear instructions.
- Ask only relevant questions.
- Avoid ambiguous questions.
- Avoid asking two things in single question.

Example of introductory paragraph for the questionnaire:

Our Valued Respondents,

We are students in Diploma of Mechanical Engineering, conducting a survey to complete an assignment for AE501- Communicative English 3. The survey is about smoking habits among Male PTSS students. The purpose of this survey is to identify the factors of smoking habits. We can assure that all the answers provided by you will be kept in strict confidentiality and used for academic purposes only. Here, we would like to take this opportunity to thank you for your precious time in giving your feedback in this questionnaire. We really appreciate it. Thank you.

✓ WHAT IS IMPORTANT IN A QUESTIONNAIRE

In order to produce a quality questionnaire, it is vitally important to construct effective probing questions. Basically, questions can be divided into two categories:

i. Close-ended questions

Respondents are required to provide opinions, ideas, comments or feedback based on the suggested answers for the questions in the questionnaire. There are a few types of questions.

- *Yes/No questions*

1. Have you ever tried to quit smoking?

- Yes
- No

- *Multiple Choice questions*

1. How many cigarettes do you smoke per day?

- A. 2-5 sticks C. 11-15 sticks
- B. 6- 10 sticks D. more than 15 sticks

2. Why do you smoke? (Select all responses that apply)

- I feel like I need cigarettes
- Peer pressure
- Social reasons
- I like the image of a smoker
- Smoking helps me to concentrate

- *Likert Scale questions*

Choose and circle the best answer for the following statements based on the Likert Scale below.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree			
1	2	3	4	5			
Statement			Scale				
1. Smoking is hazardous to my health.			1	2	3	4	5
2. Cigarettes help me deal with anxiety or worry			1	2	3	4	5

ii. Open-ended questions

Respondents are allowed to provide lengthy answer based on their opinions, ideas, suggestions or even comments. For example:

1. What are the methods of quitting yourself from smoking?

2. Is smoking common among young people? Give your comment.

✓ DISTRIBUTING THE QUESTIONNAIRE

Before you distribute your successfully designed questionnaires, make sure that they are typed out neatly, tested on a few friends and made revisions. As you have done all these, you can now distribute them to your possible respondents.

- Find how many respondents you intend to distribute the questionnaire, so that you get a reasonable sample of responses.
- Find the most suitable people as your respondents to answer the questionnaire; neither your friends nor classmates.
- Try to get your respondents to answer on-the-spot, so that they can return the questionnaire to you immediately.
- Remember, your respondents are doing you a favor; be polite to them.



Group Activity: Based on the title that you have decided, prepare a set of questionnaire (5-10 questions) which consists of Close-ended and Open-ended questions.



COMPONENTS OF A REPORT

A report should be written in several separate sections with a definite format. The sections are:

- Introduction
- Methodology
- Findings
- Conclusion and Recommendations

✓ ***INTRODUCTION***

- An introduction is one of the most important sections in a report. It gives an overview about the whole report prepared.
- State the objective(s) of your mini project. You should be able to list the reason(s) you conducted this mini project (purpose(s)).

✓ ***METHODOLOGY***

- This chapter covers the method(s) used to gather data; conducting interviews or distributing questionnaires.

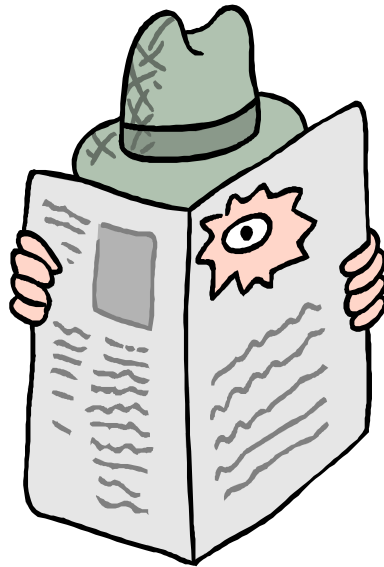
✓ ***DATA ANALYSIS (FINDINGS)***

Present your findings in as simple way as possible. The more complicated the information looks, the more difficult it will be interpreted. Results can be presented in a number of ways; Line Graphs, Bar Graphs or Pie Charts

✓ ***CONCLUSION & RECOMMENDATIONS***

- Conclusion draws together the main issues. Conclusion evaluates facts discussed in the earlier section; Chapter 4: Findings.
- Recommendations suggest a course of action to remedy or solve a problem or situation. Any recommended course of action should be based on conclusions made. Recommendations propose possible solutions to the problem or situation.

2.1 ANALYSING JOB ADVERTISEMENTS



JOB HUNTING MECHANICS

Introduction to Job Hunting Mechanic

Key Words :

job hunting job seeking employer employee recruiter adverts
vacancy position applicant

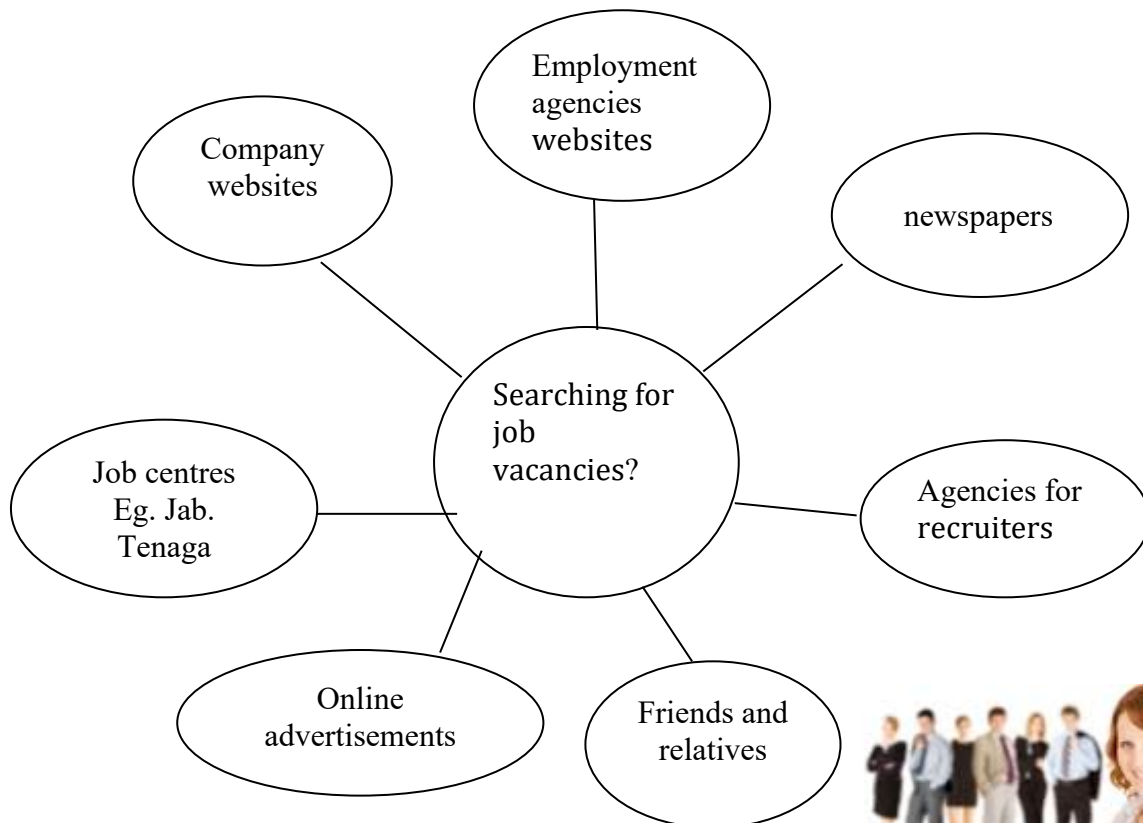
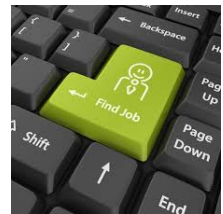
Job hunting refers to the process of looking for a job or employment.

There are several steps involved when looking for the job you want.

The final stage in the steps would be getting the job interview.

Where should you look for job vacancy / opportunities / opening?

- There are a lot of ways of looking job vacancies instead of looking it in the newspaper; we can also find any job vacancies from other source such as internet.



To be a **successful job hunter**:

1. **Be clear** about **what job** or **type of work** you want.
2. **Be clear** about **why** you want that job.
3. **Make sure** that the vacancies for these **jobs are available** in **the area you want** to work.
4. **Find out as much as you can** about the job.
5. **Work out how the job matches up** with **your skills and interest**.
6. **Work out how to show employers that you have the skills and qualities** they are looking for.

To help you to look for a job, take a few minutes to answer these questions.

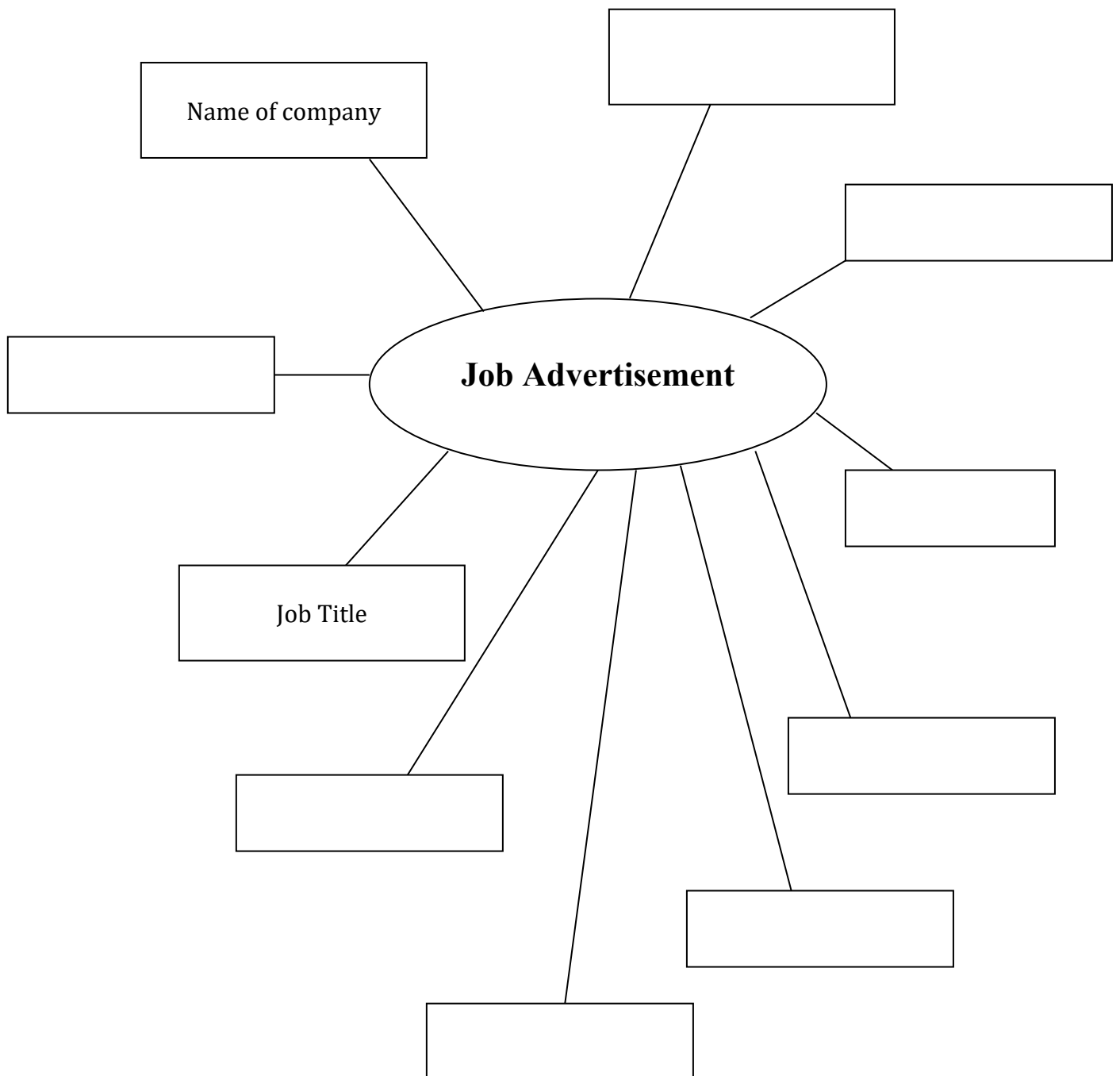
1. What job/ post are you looking for?	
2. What do you know about the job duties or responsibilities?	
3. Do you have the qualification and Skills for this job?(state them)	
4. What other attributes do you have to support your qualification and skills?	



Understanding Job Advertisements

Pre-reading activity

- a) Where would you find job advertisements?
- b) What would you expect to find in a job advertisement? Write your answers in the boxes provided below.



Job Advertisement Sample



1. RECEPTIONIST (KCH)

- Minimum SPM / STPM qualification
- Pleasant and good interpersonal skill
- Able to communicate in English, Bahasa Malaysia & other local dialect

2. JUNIOR TECHNICIAN (KCH, SIBU)

- Diploma / Certificate in Automotive or its equivalent
- Possess valid Class D driving license
- Good personality and able to work independently
- Fresh graduate is encouraged to apply

3. SENIOR TECHNICIAN (KCH, SIBU)

- Diploma / Certificate in Automotive or its equivalent
- Minimum 3 years working experience in automotive industry
- Possess valid Class D driving license
- Good personality and able to work independently

4. PARTS ASSISTANT (SIBU)

- Diploma / Certificate in Automotive or its equivalent
- Possess valid Class D driving license
- Self motivated and able to work independently
- Good communication skills in English and Bahasa Malaysia
- Fresh graduate is encouraged to apply. On the job training will be provided.
- Male applicant only

Interested candidates are requested to forward a comprehensive resume stating details of qualification and experience together with a recent passport sized photograph to:

Human Resource Department

Regas Group of Companies

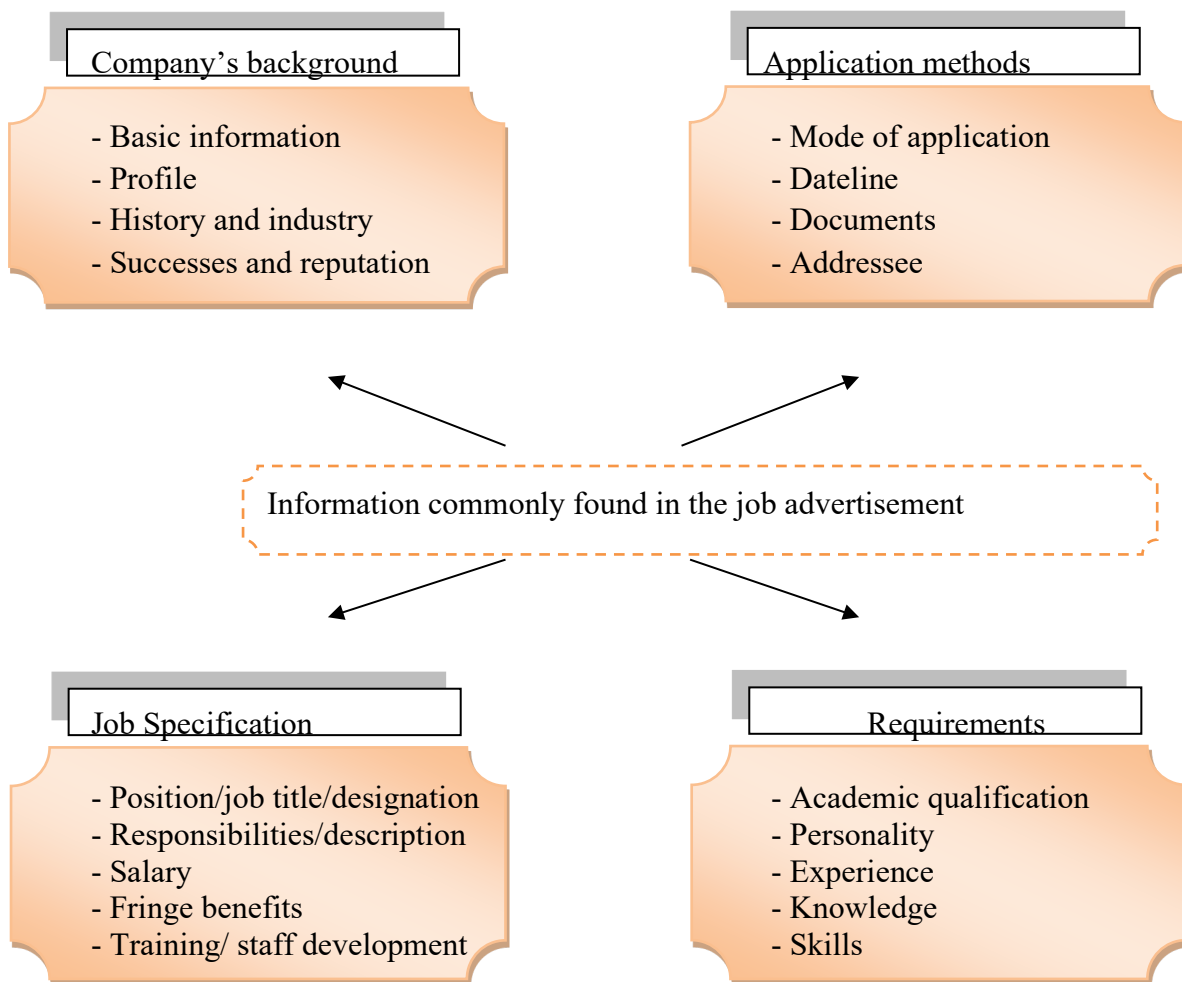
No.8, Jalan Tun Jugah,
93350 Kuching,
Sarawak.



Or email your resume to regas@regas.com.my

Kindly stated which position to apply. Only short-listed candidates will be notified.

Understanding Job advertisement



Maximizing the job advertisement

- Job Advertisements give you useful clues about what kind of person and qualities the employer is looking for
- Always keep a copy of the ad to check (when you are preparing for an interview)
- Make a list of everything that the employer mentions in the ad about the skills or qualities they are looking for. Then think about the interview questions that might be asked.
- Check your own career history, experience, skills and personal profile against those given in the job ad, then you can explain them in the interview.

(Taken from CD-ROM, Job Interview Skills by Focus Multimedia Ltd.)

Figure 2.



Software Dynamics
(Information Systems Advisor)

MALAYSIA . SINGAPORE . INDONESIA . THAILAND . PHILIPPINES . INDOCHINA

ACCOUNT MANAGER , IT SALES

ABOUT SOFTWARE DYNAMICS

Software Dynamics Sdn Bhd (SDM) started its operations in Malaysia in 1997 and have since spread its businesses to other countries in the ASEAN region. Our core business is in Software Distribution & Support Implementation, Business Consulting, Application Development and Training.

SDM pool of clients spread across industry horizontal, such as Banking, Insurance, TELCOs , Manufacturing & System Integrators.

We focus on helping our Enterprise customers to maximize their investments and align IT initiatives to their business, COST reduction initiatives, bringing innovations via AGILE methods, mitigating RISK while maximizing EFFICIENCY (CARE).

If you think you have what it takes, we invite you to join us in our rewarding journey of growth and success. Visit us at www.softwaredynamics.com.my, we will partner with you to a greater height of achievement.

AFFILIATES



SOME OF OUR ESTEEMED CLIENTS IN THE ASEAN REGION



**Interested candidates are invited for a walk in interview
at UNITEN Administration Building, 4th Floor
(22nd and 23rd Feb 2011)**

OR

Write in /email your resume with a recent passport size photograph (n.r) to:
**Software Dynamics Sdn Bhd. (444751-D)
 Suite 1012, 10th Floor , Block A (Lobby 3)
 Tropicana City Business Park, (Formerly known as Damansara Intan)
 47400 Petaling Jaya, Selangor Darul Ehsan
 Telephone: 03-7727 7018
 Email: careers@sdm.com.my**

SOFTWARE ENGINEER

Key Responsibilities:

- Primary role is to develop accounts with new and existing clients, develop a strong clientèle base by prospecting, presenting, proposing, closing and servicing accounts.
- Ability to communicate effectively and work with all levels of people as well as excellent interpersonal, communication and written skills.
- Work with the Pre-sales & technical team on the delivery of solutions and development of project activities.
- Foster strong business relationship with existing customers and ensure consistent business follow-up.
- Provide management accurate sales forecast and timely sales information.

Requirements:

- Minimum Diploma/Bachelor's Degree in IT or related discipline.
- Ability to work independently and in a team with self initiative and proactive attitude.
- Above average proficiency in English - both speaking and writing.
- Excellent written and verbal presentation and communication skills.
- Fresh graduates are encouraged to apply.
- Applicants should be Malaysian citizens.
- Required to travel at times.
- Full-Time position.

Key Responsibility:

- Work on projects with an emphasis on Java2 Enterprise Edition (J2EE) components , COBOL and other programming languages.
- Support, maintain and document software functionality.
- Deliver projects on-time and to specification with an appropriate level of quality.
- Collaborate with the sales team, customers and prospects to gather and define requirements.

Requirements:

- Minimum Diploma/Bachelor's Degree in Computer Science or its equivalent.
- Good knowledge of programming fundamentals.
- Both Experienced and Fresh Graduates are encouraged to apply.
- Proficient in any of the programming language: COBOL, Java, J2EE, Visual Basic, ASP.net is an advantage. Quick start practical training shall be provided.
- Good written & spoken communication and interpersonal skills in English is a very important criterion for selection.
- Able to work independently and in a team with self initiative and positive attitude.
- Sound analytical and problem-solving skills.
- Required to travel at times
- Full-Time position.

Additional benefits for both positions:

- Bonus/ Incentives/ Commissions
- Transport Allowance
- Personal Accident Insurance
- Yearly / biannual appraisal and good career progression path
- Training will be provided

Our attractive remuneration will commensurate with the qualifications and experiences of suitable candidates.

We regret that only short listed candidates will be notified.

1. Identify the selected phrases from the advertisement above.

No	Phrase	Meaning
1.	minimum	
2.	related discipline	
3.	resume	
4.	(n.r)	
5.	walk in interview	
6.	commensurate with	
7.	attractice remuneration	
8.	short-listed candidate	

EXERCISE - VOCABULARY

Match the word in Section A with the correct definition in Section B

SECTION A

1. Vacancy
2. Proficient
3. Remuneration
4. Short-listed
5. Fringe benefit
6. Personnel
7. Strictest confidence
8. Annual
9. Attractive salary
10. Innovative
11. Keen
12. Embark
13. Renowned
14. Independent
15. Walk-in interview
16. High caliber
17. Resume
18. Commensurate
19. Candidate
20. Well-versed

SECTION B

- well-versed
- interviewee
- curriculum vitae
- do not have to inform earlier
- in the right proportion
- extra gain
- set out
- good pay
- reward/payment
- good quality of mind of character
- a position for which somebody is needed
- a small number is called
- persons employed in any work
- matters will not be told to others
- enthusiastic
- creative
- self-reliant
- every year
- familiar
- famous



Lexical Phrases

The following words are all taken from job advertisements in the newspapers. Choose the words which are normally paired together and write them in the space provided. The first one has been done for you.

Highly	pleasant	fringe	relevant	computer	with
good command	result	interpersonal	ability	motivated	skills
Literate	commensurate	personality	benefits	oriented	experience
Minimum	team	of	supervision	to	player

- | | | |
|-----------------------------|---------|----------|
| 1. <u>commensurate with</u> | 5. | 9. |
| 2. | 6. | 10. |
| 3. | 7. | 11. |
| 4. | 8. | 12. |

Action Verbs

Below are sets of words which collocate with the expressions in bold prints. Underline the word that does not collocate with each of the expression.

e.g :

analysis- perform make carry out control

1. equipment – purchase install maintain formulate
2. progress reports - prepareconduct review complete
3. Construction projects- demonstrate manage oversee coordinate
4. technique/ procedures - introduce generate develop research
5. sub-contractors- liaise advise assist process

Task 1



A. Bring different newspapers to class. Divide yourselves in groups/pairs and discuss the following:

- *Which newspaper has the most job advertisements? The least?*
- *Where are job advertisements located in a newspaper?*
- *Which day of the week are most job advertisements found?*

B. Mark out the following:

- *Jobs which you are qualified to apply for.*
- *Jobs which are highly paid.*
- *Jobs which are in demand.*

LANGUAGE INPUT 1

a) Adjectives

In the advertisement in, you'll find the words '**aggressive**', '**outgoing**', '**innovative**' and '**flexible**'. These words are adjectives which can be used to describe personal qualities and also be known as strengths. They are usually used before nouns to tell us more about that noun.

For example:

We are looking for a ***young, dynamic and creative*** graphic designer.

('young', 'dynamic' and 'creative' are all adjectives used to give us more information about 'graphic designer')

These adjectives will be very useful when you write your letter of application or curriculum vitae/resume. For example, you can say in your letter of application:

Being the Editor of the English Language Club Newsletter requires an innovative and flexible mind.

or

Three years as the President of the Students' Council has made me an independent, analytical and responsible person.



TASK 2

Now try to look through the newspapers and see if you can find the words/ expressions to fill in the following tables:

Adjectives describing personal qualities / strengths

independent			
responsible			
outgoing			

LANGUAGE INPUT 2

Job advertisements also carry expressions describing **skills, abilities, qualifications and benefits**. These are not necessarily adjectives. They are often noun phrases. For example, 'leadership qualities' is a noun phrase because both words are nouns.

More examples...

Excellent **interpersonal skill**

Now try to look through the newspapers and see if you can find the words/expressions to fill in the following tables:

b) Expressions describing skills/abilities/qualifications:

leadership qualities	conflict resolution skills	

c) Expressions describing remuneration and benefits:

fringe benefits	
five-day-week	

d) Expressions which are used in job descriptions

Note that these often begin with an *imperative* – i.e. a verb which is in its base form. Look at the examples below. Can you find some more? Pay special attention to the ones which are related to your field of study, they will be very useful when you write your curriculum vitae/resume.

<i>Implement</i> sales and promotion programmes
<i>Support, develop, and maintain</i> application software for administrative functions
<i>Assist</i> in planning and implementing a commercial and industrial water treatment programme

When you write about your work experience in your resume, you may present your job description either in the *simple past tense* (e.g. implemented) or the *present participle form* (e.g. implementing).

- e) **Change the sentences that you have written above into the Simple Past tense form and the Present Participle form as shown in the examples in the box below.**

Simple Past tense form:	Present Participle form:
<i>Supported, developed, and maintained</i> application software for administrative functions	<i>Supporting, developing, and maintaining</i> application software for administrative functions



TASK 3

Based on your Industrial Training experience, recall the duties you have carried out.

Simple Past tense form:	Present Participle form:



2.2 MAKING AND REPLYING TO JOB ENQUIRIES



Make and Respond to Job Enquiries

Read the passage given below.

- In job hunting, you can try to make a telephone call in response to a job advertisement. One advantage of making enquiries before applying for a job is that as a job seeker can make personal contact and interact with the potential employer.
- The telephone is an important job-finding tool. A successful call can land a job seeker an interview. Telephone contact is often the first stage in seeking a position. For calls to be successful, a job seeker should enquire and provide relevant information.

a. Answer these questions.

1. What is the advantage of making job enquiries?

2. What determines the success of a job enquiry?



How to make enquiries about jobs?

Functions

Expressions

To greet

Good morning, is this Gamuda Sdn. Bhd?

To introduce

Hello, my name is Amir. May I speak to the Human Resource Manager, please?

To enquire

Do you require candidates with work experience?

To inform

I'm interested in the position of account clerk that was advertised by your company in the Star.

To request

I would like to make an interview appointment. May I know if it is possible for you to arrange that?

To confirm

I'll be there for the interview tomorrow.

To thank

Thank you.

- ❖ It is good to be polite when asking questions. Polite expressions usually make use of the following modals :*can, would, could, will, shall, should, may, might*.
- ❖ Other polite phrases include: *please, could you please, do you mind, I would like to know if, may I know whether*.

Job enquiry example



Arman : Hello, good morning. Is This Lexis Sdn. Bhd.?

Mr Khairul : Hello good morning. Yes, this is Lexis Sdn Bhd. May I help you?

Arman : My name is Arman. I'm phoning regarding your advertisement is The Star last week for the post of technician. It is still available?

Mr Khairul : Yes, the position is still available. Could you please tell me something about your background?

Arman : I have a Diploma in Electronic Engineering from the Tuanku Syed Sirajuddin Polytechnic. Am I qualified for the position?

Mr Khairul : Yes you are. When did you graduate?

Arman : Four months ago. Do you require candidate without working experience?

Mr Khairul : Actually, we accept a fresh graduate also. However, if you have some experience it will be an advantage for you.

Arman : Could you please tell me a little bit on the responsibilities of a technician?

Mr Khairul : Well, the technician is directly responsible for checking any machines and doing repairing as well as maintenance.

Arman : May I know how the working hours like?

Mr Khairul : You must be able to perform permanent 12 hours a day or night shift.

Arman : Oh, I see. How about the salary offered by your company?

Mr Khairul : We offer a very competitive remuneration package including interesting allowance and fringe benefits. The starting pay is RM 1900, after six months probation it will be increased to RM 2500.

Arman : That sounds interesting. I'd like to meet an interview appointment. May I know if it is possible for you to arrange that?

Mr Khairul : Yes, of course. Would you be able to come in to see me this Thursday 3rd of August, say at nine in the morning? We're on the first floor of Wisma Perak, Jalan Duta. You shouldn't have any problem finding the place.

Arman : Of course I can. Thank you so much. I'll be there for the interview this Thursday.

Mr Khairul : You're welcome and don't be late. See you then. Bye.

Arman : Bye.

b. In pairs, construct 5 questions you would ask when making enquiries. Use appropriate polite phrases and modal verbs.

1. _____
2. _____
3. _____
4. _____
5. _____

c. Rewrite the following sentences beginning with the polite expressions given.

1. Is work experience a must?

I would like to know if _____

2. What is the manner of work expected of this position?

Could you please tell me _____

3. Is Saturday a work day?

May I know if _____

4. Change the time to 11 a.m.

If you don't mind, could you please _____

5. Give me directions to your company.

Would you mind _____



Complete the following telephone conversation.

Operator :	Good morning, Putra Palace, may I help you?	
Nabilah :	_____ _____ May I speak to the Human Resource officer?	(to greet & introduce)
Operator :	One moment please, I will put you through En. Malek.	
	Good morning, Malek speaking.	
Nabilah :	En. Malek, my name is Nabila Naseer from polytechnic. _____ _____	(to inform purpose)
En. Malik :	Yes, we do have a vacancy at the moment. What qualification do you have?	
Nabilah :	I have _____ _____ _____	(to inform)
En. Malik :	That's good. Do you have any working experience?	
Nabilah :	For the last six months, I have been working at _____ _____ _____	(to inform)
En. Malik :	Why do you intend to leave you present position then?	
Nabilah :	Actually, _____ _____ _____	(to inform)
En. Malik :	I'd be interested to meet you. Can you come tomorrow at 10.00 a.m. We would need to see your documents as well.	
Nabilah :	Sure, I would be happy to meet you. I will be there at 10.00 a.m with the documents. Thank you.	

Making Enquiries about Job Vacancy

The following questions can be asked during the telephone conversation. Use the question structure and the key words in brackets to make similar questions. The first one has been done for you.

1. **Could you tell me** about the nature of the job?(qualifications)

Could you tell me about the qualifications needed for the job?



Now you do it

1a (background of company)

1b (fringe benefits)

2. **When can** we meet to discuss the position further?

2a (report for duty)

2b (submit application)

3. **I hope you won't mind** telling me what the salary is like.

3a (postpone interview)

3b (send me an application form)

Work in pairs. Use the polite expressions to form questions to ask for job-related information.

- a) _____
- b) _____
- c) _____
- d) _____

LANGUAGE FOCUS

In the conversation, the Simple Past Tense and the Simple Present Tense are used. When do we use these tenses?

The Simple Present Tense

This tense is used when we want to talk about happenings in the present situation.

- Examples: i) I **have** a Diploma in Electronic Engineering.
ii) I **work** at Toshiba Sdn Bhd.
iii) I **know** where the company is located.

The Simple Past Tense

This tense is used when we want to talk about our past experience or something which we did at a certain time in the past.

- Examples: i) I **worked** with two companies.
ii) I **left** the company a year ago.

Using the tenses in making and answering enquiries

Simple Present Tense

Question: How many branches **does** the company **have** in South East Asia?
(You use 'do' or 'does' when you want to ask questions about the present situation. Use 'does' when the subject is singular and 'do' when the subject is plural.)
Answer: We **have** 12 branches.

Simple Past Tense

Question: When **did** you **graduate** from the polytechnic?
(Note: 'did' is used when you ask a question about something which occurred at a certain time in the past)
Answer: I **graduated** in 2012.

SELF ASSESSMENT

The following telephone conversation contains phrases (underlined) which are not appropriate. Identify and correct them.

Ring! Ring!



Dina : Hello. Trendy Fashion. What do you want (1)?

Scha : Hello, good morning. My name is Scha. I want to know (2) if you have any job vacancy for a graphic designer.

Dina : In that case you'll need to speak to our Personal Manager (3), En Awal. Hold the line please. I'll put you through to her.

Scha : Thank you for your kind assistance.

Awal : Hello. Awal Mat Akhir speaking.

Scha : Hello, I'm Khalil. I'm a diploma holder in graphic design from the Johor Bahru Polytechnic. I want to work (4) in Trendy Fashion. Tell me (5) if there are any vacancies that would be suitable for me.

Awal : As a matter of fact, we have two vacancies for the position of graphic designer.

Scha : Tell me about the job (6).

Awal : Basically the job involves designing magazine covers and web sites for our clients.

Scha : Very good. I want you to make an appointment for an interview with me (7).

Awal : What about this Friday at 3 p.m.?

Scha : That will be a problem, but I'll try to make it (8).

Awal : If that's so, please let me note down your full name and contact number.

Scha : My full name is Shahirah bt Mustafa.

Awal : I don't know how you spell your name (9).

Scha : It is S-h-a-h-i-r-a-h- binti M-u-s-t-a-f-a.

Awal : Give me your phone number (10).

Scha : It is 05-3125555.

Awal : Right. See you then. Bye.

Scha: Thank you very much. Bye.

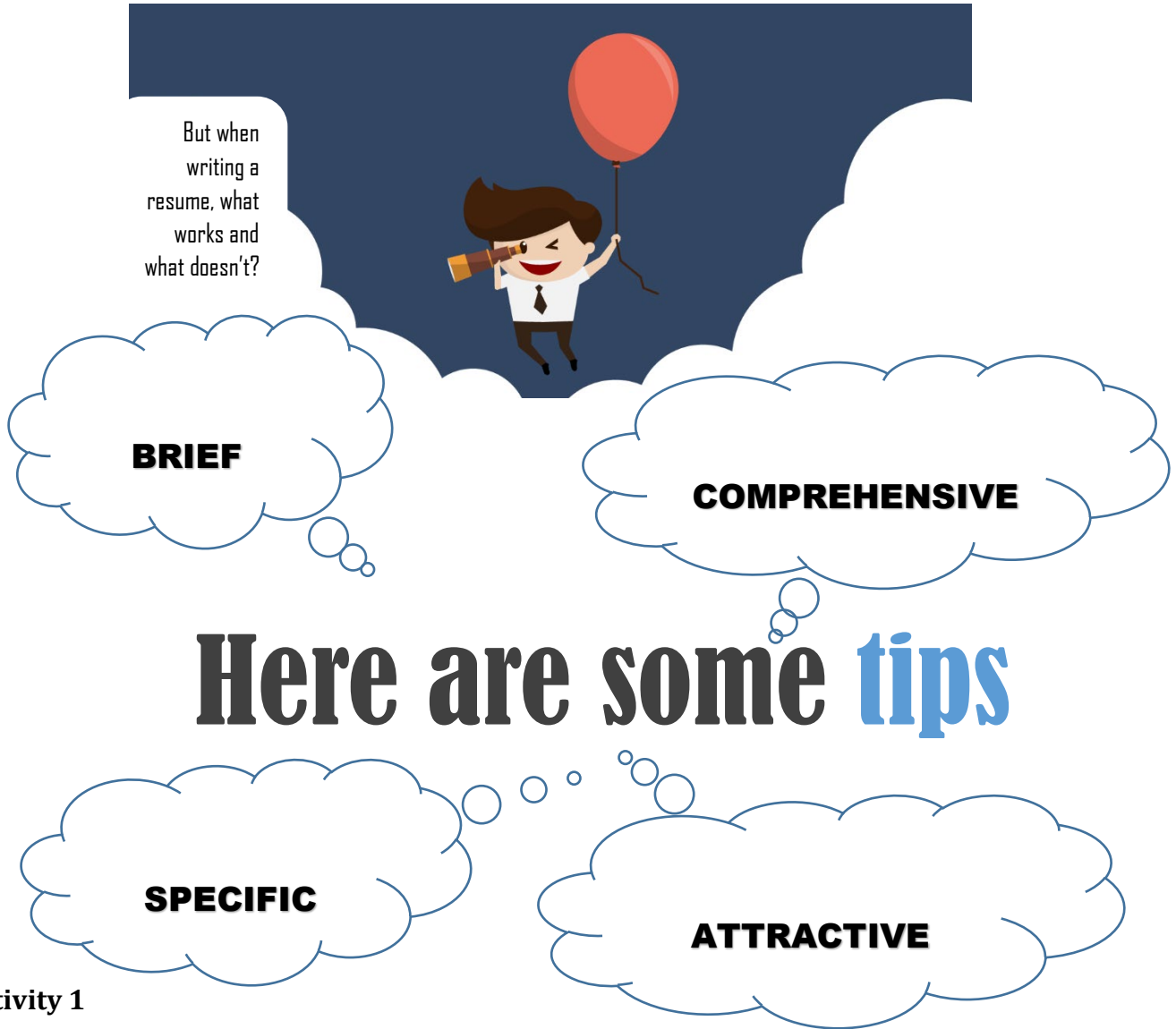


2.3 WRITING RESUMES



2.3 WRITE RESUME

Writing a resume is like exercising: You may not look forward to it, but you feel better once it is done. Moreover, like the results of a good workout, a well-presented resume can help you keep your career in shape.



Activity 1

In a group of 4, discuss the tips given above.

1. Brief

.....

.....

2. Comprehensive

.....

.....

3. Specific

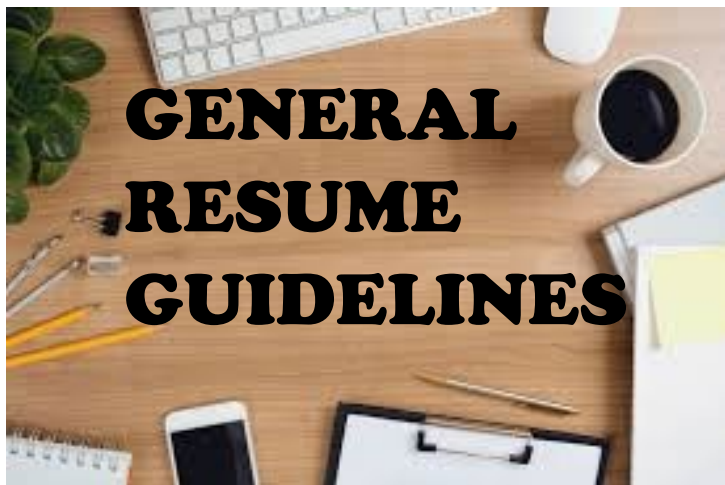
.....
.....

4. Attractive

.....
.....

Resume Format

Building a great resume is the first step in landing your dream job.



Typically, your resume has only a few seconds to impress the employer. They will be making a judgment about you based on the **content, format, language, grammar** and **tone** of your resume.

Your resume should be an honest representation of your skills, qualifications and experiences.

It should be clear, concise and targeted to the job opportunity for which you are applying.

Activity 2

In pairs, list out possible content of a resume.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Below are general guidelines on content and format that will help you write a strong, effective resume.

❖ 1. Personal Information

- *Name* - Include your full name.
- *Address* - Use your local address. If you have a permanent address, you can list it as well but only if you expect to be contacted there.
- *Phone* - Include a phone number where you can be reached reliably and where employers can leave messages.
- *Email* - Include an email address that you check frequently. The address should be professional and should be available throughout your job search.

Remember that no other personal information should be included in your resume (i.e. your birthday, etc.).

❖ 2. Position Applied For

Employers always want to know which position you are applying for, as they might have several openings.

❖ 3. Objective

- Your objective should be focused, clear and concise to avoid rambling.
- It should be targeted to the job and can include the name of the employer and the position title.
- If you do not have a specific job posting in mind, you can use the objective to show your preferred type of job, industry or company.

❖ 4. Education

- Use the chronological method to summarise education.
- Include the institution name, city and state, as well as your level of education, any areas of concentration, and date of graduation.
- You can also include any relevant coursework and/or special training.

❖ 5. Experience

- List your work experience in reverse chronological order (your most recent job should come first)
- For each job, include the start and end dates, name of the employer with location (city and state only), and your position title.

- Include all full time and part time positions, including internships.
- Write strong accomplishment statements that effectively describe your work experience.
- Use the present tense for work you are currently doing and use past tense for previous work.

❖ **6. Skills, Strengths & Abilities**

	MEANING	EXAMPLES
Skills	Adeptness in something (competency)	Excellent in communication skills, excellent in organizational skills, excellent in management skills, excellent in public relation skills, etc.
Strengths	A strong attribute or inherent asset (personal qualities)	Meticulous, dedicated, punctual, hardworking, creative, ambitious, self motivated and determined, confident, team player, etc.
Abilities	The state of being able to do something (refers to your skills)	Ability to withstand pressure, ability to lead a team, ability to follow instructions clearly, etc.

You could include your skills, strengths and abilities here to highlight yourself. You may check out the information given below:

❖ **7. Additional Information**

You can include your specialty, talent, achievements, extra-curricular activities, etc.

❖ **8. References**

You will be expected to list the names of people whom the employer can contact to get further information about you. Make sure you get the permission of the people you will be putting down as references, because nothing is worse than a cold call from someone you do not expect to be calling.

Give the following information about each reference:

- Full name (spelled correctly)
- Title (Mr. Ms. Dr.)
- Title of the position held by the referee
- Name of business and address
- Telephone, fax, email

Resume Design & Template



The main purpose of your resume is to gain an employer's interest so that they will contact you for an interview.

The information you include in your resume, combined with **how you present** that information, will determine whether you get that initial contact.

Therefore, it is important to understand what employers are expecting from a resume as well as what they are looking for in a candidate.



Google Search

I'm Feeling Lucky

These days with the help from online searching engine, it is easier for you to get samples of resume online.

How to make a good first impression?

No matter how many times you may have done it, writing your own resume does not get any easier.

According to research done by a job-matching service and employment website called The Ladders, most recruiters have made up their mind in the first six seconds of scanning your resume, and within that short timeframe, they've already noted everything from your name to your education, to your current title and company, and previous title and company.

How can you make those six seconds count?

While there is always a little bit of luck involved in whether or not your resume makes it past the first screening, there are certainly things you can do to increase your chances of being shortlisted.

Polish up on specific area

❖ Objective

Career objective is the most important part of resume that describe your motive for job. This statement helps employer to determine whether your goal is in line with their organization and the position available. Take your time to create a powerful opening for resume.

❖ Working Experience

Action words often used in resumes to provide potential employers with a clear and specific impression of what resume writers have done and what they can do. **Use appropriate action words to describe duties and responsibilities.**

As you continue your research on what makes a professional resume, add your own additional action words that you find to the section below. You will use these when drafting your own resume.

Adapted	Advised	Assisted	Built
Chaired	Coached	Collected	Communicated
Coordinated	Conducted	Constructed	Created
Delivered	Designed	Displayed	Drafted
Encouraged	Established	Explained	Facilitated
Fashioned	Generated	Identified	Informed
Inspected	Installed	Instructed	Interpreted
Located	Made	Maintained	Monitored
Organized	Oversaw	Participated	Planned
Presented	Programmed	Promoted	Provided
Raised	Recorded	Researched	Reviewed
Revised	Selected	Shaped	Supervised
Taught	Tested	Tracked	Trained
Updated	Worked	Wrote	

Your Action Words:

Resume Template



The graphic features a teal background with the text "Professional Resume Template" in white. On the left, there is a desk with a computer, a clock, and a calendar showing "18 MAR". In the center, two people are sitting at a desk with a computer. On the right, two people are sitting on chairs at a small table, engaged in conversation. A large, semi-transparent image of a woman's face is on the far right.

A quick search for “resume templates” online will reveal thousands upon thousands of ready-made templates that allow you to fill in the blanks with your own details. But most career experts advise jobseekers not to use a template at all. Why?

- 1 One size never fits all when it comes to the job search
- 2 Won't accurately represent your unique skills
- 3 Won't accurately represent your attributes

However, if you are prepared to tailor the content yourself and are just looking for some guidance with the formatting, a basic resume template can give you a better idea of where everything goes and help you get organised.

Try to view templates more as guidelines than ready-to-use resumes, and keep in mind that even though something may be formatted in a certain way; you can always switch things around a bit to better reflect your skills or industry.

Activity 3

In pairs, write a sample of a resume using all the information you have gathered from previous lessons and activities. As for the template and design, it depends on your creativity to make it presentable in professional setting. You can go online and search for a sample as a guidance.

Many job seekers today wonder if a cover letter is still appropriate to send with your resume—and the answer is yes! Just like your resume, you should make a customized version that talks about how your skills will benefit the particular company that you want to work for.

Cover Letter Formatting and Organization

Before we get to content, however, you need to know how to format your cover letter in a professional manner.

Formatting your cover letter

Your cover letter should convey a professional message. Of course, the particular expectations of a professional format depend on the organization you are looking to join. For example, an accounting position at a legal firm will require a more traditional document format. A position as an Imagineer at Disney might require a completely different approach.

For this example, we are using a traditional approach to cover letters:

Single-space your cover letter

Leave a space between each paragraph

Leave three spaces between your closing (such as "Sincerely" or "Sincerely Yours") and typed name

Leave a space between your heading (contact information) and greeting (*such as, "Dear Mr. Aydan"*)

Either align all paragraphs to the left of the page, or indent the first line of each paragraph to the right

Use standard margins for your cover letter, such as one-inch margins on all sides of the document

Center your letter in the middle of the page; in other words, make sure that the space at the top and bottom of the page is the same

Sign your name in ink between your salutation and typed name

Organizing your cover letter

The basic elements of a cover letter



Before you send the cover letter

Always proofread your cover letter carefully. After you have finished, put it aside for a couple of days if time allows, and then reread it. More than likely, you will discover sentences that could be improved, or grammatical errors that could otherwise prove to be uncharacteristic of your writing abilities.

Format of Formal Letter

1. Sender's address

123 Jalan Suka Menanti
05000 Alor Setar

2. Date of letter

14 June 2014

3. Receiver's name and address

Mr/Mrs./Miss/Ms.Madam/Dr, etc.

4. Salutation

Electrolux (Malaysia) Sdn. Bhd.	-	Dear Sirs
The Human Resources Manager The News Straits Times	-	Dear Sir/ Madam
En. Johan bin Wazir Bina Darulaman Sdn. Bhd.	-	Dear En. Johan

5. Subject heading

Application for Training
Application for the Post of Technician

6. Complementary close

Dear sir/ Dear Sirs	-	Yours faithfully
Dear En. Johan	-	Yours sincerely

7. Signature

Yours sincerely

WJohan
(Johan bin Wazir)

8. Enclosure

Activity 1

Complete the following letter.

Date :

Dear _____

Application for the Post of _____

With reference to your advertisement in _____ dated _____, I am interested in applying for the above position.

I believe my qualification match your _____. I possess a Diploma in Information Technology from Politeknik Tuanku Syed Sirajuddin.

I worked as a front office assistant at Grand Blue Sky Hotel, Shah Alam for my six months industrial training during my study in polytechnic in 2013.

I am reasonably proficient in the English Language. I communicate well with people. I am sure I can make a significant contribution in your firm. Please find enclosed my resume containing details of my qualifications and experience.

Therefore, I hope you will grant me the opportunity of an interview to convince you of my suitability as _____ in your company.

I look forward to _____ from you soon.

Thank you.

Yours _____

Enc.

Activity 2

Based on the sample of cover letter provided, match the following subheadings to the correct sections of the cover letter.

- A 12 Persiaran Gunung Rapat 3
Taman Mewah
31400 Ipoh
- B 22 January 2018
- C The Human Resources Manager
Professbina Sdn Bhd
Lot 123 Oakland Industrial Park
70200 Seremban
- D Dear Sir,
- E **Application for Post of Trainee Technician**
- F With references to the advertisement in The Daily News dated 14 January 2013, I am interested in applying for the above position.
- G I believe my qualifications match your requirements. I have completed one semester in the field of Electrical Engineering.

I have good analytical and communication skills. I am sure I can make a significant contribution in your firm.
- H Please find enclosed my resume containing details of my qualifications.
- I Therefore, I hope you will grant me the opportunity of an interview to convince you of my suitability as trainee technician in your company.
- J I look forward to hearing from you soon.
- K Thank you.

Yours faithfully,
Enc.

Complete the activity.

No.	Subheadings	Alphabet
1	Position applied for/ Subject heading.	
2	Quick reference to qualification	
3	Salutation	
4	Complimentary close and signature block.	
5	Date of letter.	
6	Willingness to attend interview.	
7	Reference to resume enclosed.	
8	Source of advertisement.	
9	Address of sender.	
10	Interest in position	
11	Address of Receiver.	

Cover Letter Checklist

Give your cover letter to friends. Ask them for ways to improve it; listen to their suggestions and revise your document as you see fit. You can use the checklist as follows.

Contact Information

- χ Name of company applying to, not your own contact information
- χ Address of company applying to, use location specified in job posting
- χ Company contact info left aligned at top of page
- χ Insert space after company contact information then address interviewer by name if possible

Body

- χ Keep opening greeting brief and direct
- χ State where you discovered job opening
- χ Include why you are applying to the position
- χ Consider adding two or three targeted bullet points for emphasis
- χ Body is brief, with two or three short paragraphs

Closing

- χ Include professional send-off such as “Thank you for your time” or simply “Sincerely”

- χ Include hand written signature in addition to typed name in closing
- χ Include your current address after sign-off, matching address on resume

Format

- χ Font is not below 10pt or exceeding 12pts
- χ Line Spacing is not below single spaced or exceeding 1.5
- χ Letter total length does not exceed one page
- χ Margins and borders are standardized, matching those of attached resume
- χ No colors, word art, pictures or symbols
- χ Double check for grammatical or spelling errors

Cover Letter: Samples

Cover Letters the Good and the Bad

Make sure you include all your contact details

Chris Jones
124 Valonia Street,
Avondale, Auckland 0600

August 24, 2013

Always address cover letters to the hiring manager. Dear Sir/Madam or To whom it may concern may be seen as a turnoff

To whom it may concern.

Enclosed is my CV for the job at your company.

I would like to start working in retail. Up until now I have mainly worked in hospitality jobs such as at McDonalds and Pizza Hut. I don't particularly like that work and am looking to move to a new industry.

Only include information that is relevant to the role you are applying for

You will see from my CV that I have a degree in English Literature. I passed with a B+ average in my final year at Uni.

At McDonalds I learned to serve customers and I'm sure that would be useful at your company.

I haven't been to one of your stores yet and I know I'm not tailor made for the job, but I'm really motivated to find a new job and would be grateful if you could interview me.

Never say you don't know much about the company. Do your research first

Yours sincerely
Chris Jones

the Bad

This letter doesn't include the job title or company name which could indicate that the same letter has been sent out to lots of companies

Check your spelling!

a few extra tips

1. A good cover letter should be between 200 and 250 words in length
2. Use your cover letter as an opportunity to highlight key skills relevant to the role

Taken from:
<https://www.seek.com.au/career-advice/cover-letters-the-good-and-the-bad>

Contact information is easily accessible

Chris Jones
m. 022 0503 8000
chris_jones@hotmail.com
124 Valonia Street,
Avondale, Auckland 0600

Addressed to the hiring manager

August 24, 2013

Bryan Wong
Newton Limited
1894 Waltham Road
Christchurch 8023

Very direct reason as to why you should be picked for the job

Dear Mr Wong,

Re: Flooring consultant position – vacancy number 1842/J

I am writing to apply for the position of flooring consultant at Newton Limited, which was advertised online at SEEK on August 15, 2013.

Top notch sales skills are a must in the fast-paced world of retail and I pride myself as a very effective salesperson.

I have enclosed my CV to support my application. It shows that I would bring important skills to the position, including:

- **Experience.** I have six year's experience working on the shop floor in two highly competitive industries.
- **Results.** If anyone can close a deal, I can. I have driven sales to a new high at my existing organisation.
- **Performance.** I was recognised for the past three years in a row as the top sales consultant for my existing company.

Highlighting the best of your CV

I am a good match for your job because I understand homeowners and their needs and desires. I also have a Diploma in Design and Decorating from the Open Polytechnic.

Matching your skills direct to the job

Newton Limited has been of interest to me since embarking on its mega store approach to retail. This is ideal for 21st century sales of flooring products. I was also impressed with the profile of your managing director Rod Smythe, which I read in the Retail journal late last year.

Showing interest in the company

I would enjoy having the opportunity to talk with you more about this position, and how I could use my skills to benefit your organisation.

A call to action

Thank you for considering my application. I look forward to hearing from you.

Yours sincerely,
Chris Jones

the good

Taken from:

<https://www.seek.com.au/career-advice/cover-letters-the-good-and-the-bad>

Activity 3

Based on the job advertisement, write a cover letter.

BE PART OF HLAF TEAM

We are HIRING!

We want people with integrity and professional. People who are passionate, dynamic and adaptable, not afraid to think creatively, to be proactive, flexible and responsive.

If you think you embody these values then this a place for you and your career.

Send in your complete resume with latest photo.

For further info – www.hlaf.org.my

Immediate Vacancies for

- **EXECUTIVE**
- **SECRETARY**
- **TECHNICIAN**
- **ACCOUNTANT**

 **HumanLife**
Advancement Foundation

HUMAN LIFE ADVANCEMENT FOUNDATION
P.O Box 29, Suite 1B, Level 5, Menara Dato' Onn, Putra World Trade Centre, 45 Jalan Tun Ismail, 50480 Kuala Lumpur Malaysia

2.4 WRITING COVER LETTERS



Dear Sir/Madam...

Dear Potential Customer...

Dear fellow citizen...

Dear friend...

Mon ami...

Hey you gorgeous thing, you...

Dude...

2.5 PREPARING FOR JOB INTERVIEWS



2.5 PREPARING FOR JOB INTERVIEWS



What is a Job Interview?

An interview is a formal meeting between a job seeker and an employer. The employer will ask questions to determine whether the job seeker is an appropriate employee for the job and for the company. The job seeker will ask the employer questions to obtain enough information about the job to decide if the job is the right fit. During the job interview, the employer hopes to determine whether or not the applicant is suitable for the job, while the applicant tries to learn more about the position while also **impressing** the employer.



- How do you impress a prospective employer during a job interview?
- What do you understand about “First impression lasts forever”?
- Why is it important to make a good first impression?

Types Of Job Interview

Before you go on your interview, you should realize there are several common types of job interviews. You will definitely want to inquire what type of job interview you will be going on beforehand so you can best prepare for it. Don't be afraid to ask your recruiter what type of job interview will be conducted, as it serves both of you and the interviewer to know. In this article, I am going to discuss the six of the most common types of job interviews.

1. Traditional one on one job interview

The traditional one on one interview is where you are interviewed by one representative of the company, most likely the manager of the position you are applying for. Because you will be working with this person directly if you get the job, he/she will want to get a feel for who you are and if your skills match those of the job requirements.

You may be asked questions about the experience on your resume, what you can offer to the company or position. Many times, the interviewer will ask you questions such as “Why would you be good for this job?” or “Tell me about yourself.” The one-on-one interview is by far, one of the most common types of job interviews.

2. Panel Interview

In a panel interview, you will be interviewed by a panel of interviewers. The panel may consist of different representatives of the company such as human resources, management, and employees. The reason why some companies conduct panel interviews is to save time or to get the collective opinion of panel regarding the candidate. Each member of the panel may be responsible for asking you questions that represent relevancy from their position.

3. Behavioural Interview

In a behavioural interview, the interviewer will ask you questions based on common situations of the job you are applying for. The logic behind the behavioural interview is that your future performance will be based on a past performance of a similar situation. You should expect questions that inquire about what you did when you were in XXX situation and how you dealt with it. In a behavioural interview, the interviewer wants to see how you deal with certain problems and what you do to solve them.

4. Group Interview

Many times companies will conduct a group interview to quickly prescreen candidates for the job opening as well as give the candidates the chance to quickly learn about the company to see if they want to work there. Many times, a group interview will begin with a short presentation about the company. After that, they may speak to each candidate individually and ask them a few questions.

One of the most important things the employer is observing during a group interview, is how you interact with the other candidates. Are you emerging as a leader or are you more likely to complete tasks that are asked of you? Neither is necessarily better than the other, it just depends on what type of personality works best for the position that needs to be filled.

5. Phone Interview

A phone interview may be for a position where the candidate is not local or for an initial prescreening call to see if they want to invite you in for an in-person interview. You may be asked typical questions or behavioral questions.

Most of the time you will schedule an appointment for a phone interview. If the interviewer calls unexpectedly, it's ok to ask them politely to schedule an appointment. On a phone interview, make sure your call waiting is turned off, you are in a quiet room, and you are not eating, drinking or chewing gum.

6. Lunch Interview

Many times lunch interviews are conducted as a second interview. The company will invite you to lunch with additional members of the team to further get to know you and see how

you fit in. This is a great time to ask any questions you may have about the company or position as well, so make sure you prepare your questions in advance.






Although you are being treated to a meal, the interview is not about the food. Don't order anything that is too expensive or messy to eat. Never take your leftovers home in a doggy bag either. You want to have your best table manners and be as neat as possible. You don't need to offer to pay, it is never expected for a candidate to pay at a lunch interview.

Chew quietly and in small bites so you don't get caught with a mouthful of food when the recruiter asks you a question.

So, now you have an idea of these six common types of job interviews. However, no matter what type of job interview you go on, always do your best to prepare for it the best you can ahead of time so you can do your best and show them the best of who you are.

Are you aware that there are certain things that you should do and there are things you should not do at all?

Interview DO's

-  Dress appropriately for the industry; err on the side of being conservative to show you take the interview seriously. Your personal grooming and cleanliness should be impeccable.
-  Know the exact time and location of your interview; know how long it takes to get there, park, find a rest room to freshen up, etc.
-  Arrive early; 10 minutes prior to the interview start time [or earlier if the event or employer instructs you to do so].
-  Treat other people you encounter with courtesy and respect. Their opinions of you might be solicited during hiring decisions.
-  Offer a firm handshake, make eye contact, and have a friendly expression when you are greeted by your interviewer.

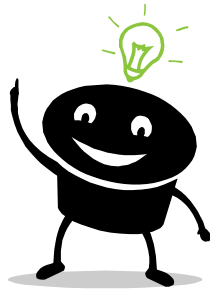
- ✔ Listen to be sure you understand your interviewer's name and the correct pronunciation.
- ✔ Even when your interviewer gives you a first and last name, address your interviewer by title (Ms., Mr., Dr.) and last name, until invited to do otherwise.
- ✔ Maintain good eye contact during the interview.
- ✔ Sit still in your seat; avoid fidgeting and slouching.
- ✔ Respond to questions and back up your statements about yourself with specific examples whenever possible.
- ✔ Ask for clarification if you don't understand a question.
- ✔ Be thorough in your responses, while being concise in your wording.
- ✔ Be honest and be yourself — your best professional self. Dishonesty gets discovered and is grounds for withdrawing job offers and for firing. You want a good match between yourself and your employer. If you get hired by acting like someone other than yourself, you and your employer will both be unhappy.
- ✔ Treat the interview seriously and as though you are truly interested in the employer and the opportunity presented.
- ✔ Exhibit a positive attitude. The interviewer is evaluating you as a potential co-worker. Behave like someone you would want to work with.
- ✔ Have intelligent questions prepared to ask the interviewer. Having done your research about the employer in advance, ask questions which you did not find answered in your research.
- ✔ Evaluate the interviewer and the organization s/he represents. An interview is a two-way street. Conduct yourself cordially and respectfully, while thinking critically about the way you are treated and the values and priorities of the organization.
- ✔ Do not expect to be treated appropriately. If you believe you were treated inappropriately asked questions that were inappropriate or made you uncomfortable, discuss this with Career Services advisor or the director.

- Make sure you understand the employer's next step in the hiring process; know when and from whom you should expect to hear next. Know what action you are expected to take next, if any.
- When the interviewer concludes the interview, offer a firm handshake and make eye contact. Depart gracefully.
- After the interview, make notes right away so you don't forget critical details.
- Write a thank-you letter to your interviewer promptly.

Interview DON'Ts

- Don't make excuses. Take responsibility for your decisions and your actions.
- Don't make negative comments about previous employers or professors (or others).
- Don't falsify application materials or answers to interview questions.
- Don't treat the interview casually, as if you are just shopping around or doing the interview for practice. This is an insult to the interviewer and to the organization.
- Don't give the impression that you are only interested in an organization because of its geographic location.
- Don't give the impression you are only interested in salary; don't ask about salary and benefits issues until the subject is brought up by your interviewer.
- Don't act as though you would take any job or are desperate for employment.
- Don't make the interviewer guess what type of work you are interested in; it is not the interviewer's job to act as a career advisor to you.
- Don't be unprepared for typical interview questions. You may not be asked all of them in every interview, but being unprepared will not help you.
- A job search can be hard work and involve frustrations; don't exhibit frustrations or a negative attitude in an interview.

- ❌ Don't go to extremes with your posture; don't slouch, and don't sit rigidly on the edge of your chair.
- ❌ Don't assume that a female interviewer is "Mrs." or "Miss." Address her as "Ms." unless told otherwise. (If she has a Ph.D. or other doctoral degree or medical degree, use "Dr. [last name]" just as you would with a male interviewer. Marital status of anyone, male or female, is irrelevant to the purpose of the interview.
- ❌ Don't chew gum or smell of cigarette.
- ❌ Don't allow your cell phone to sound during the interview. (If it does, apologize quickly and ignore it.) Don't take a cell phone call. Don't look at a text message.
- ❌ Don't take your parents, your pet (an assistance animal is not a pet in this circumstance), spouse, fiancé, friends or enemies to an interview. If you are not grown up and independent enough to attend an interview alone, you're insufficiently grown up and independent for a job. (They can certainly visit your new city, at their own expense, but cannot attend your interview.)



Activity 1

What are '**strengths**' and '**abilities**'? Do you know their differences? Work with another friend. List down your own strengths and abilities, and then compare your list with your friend's.

What about '**weaknesses**'? Do we discuss our weaknesses at a job interview? How do we manipulate our weaknesses so that they can become our strengths?



How to succeed in a job interview

When you go on a job interview there are a variety of types of interview questions you'll be asked. You'll be asked about your employment history, your ability to work on a team, your leadership skills, your motivation, as well as other interview questions related to your skills and abilities.

Your responses need to be targeted for the job you are interviewing for. Your responses should show the employer why you're a qualified candidate and why you are a fit for the job and the company.

Take the time to prepare for a job interview, in advance, by reviewing the different types of interview questions you'll be asked, as well as by taking a look at sample answers for each type of question.

Activity 2

Get into groups of 4 and try to prepare answers for as many questions as you can.

- 1. Tell me about yourself.***
- 2. What is your greatest weakness?***
- 3. What is your greatest strength?***
- 4. How would you describe yourself?***



5. *How do you handle stress and pressure?*
6. *What motivates you?*
7. *What are you passionate about?*
8. *What types of work environment do you prefer?*
9. *Describe a difficult work situation/project and how you overcame it.*
10. *Describe a time when your workload was heavy and how you handled it.*
11. *Why are you the best person for the job?*
12. *What can you contribute to this company?*
13. *Why do you want to work at this company?*
14. *What challenges are you looking for in a position?*



Job Interview Questions and Sample Answers

Interview Questions About Your Abilities

During a job interview, you'll be asked questions about your abilities. The key to successfully responding is to focus on your abilities as they relate to the qualifications required for the job. Review common interview questions about your abilities and sample answers.

1. Tell me about yourself.

Because it's such a common interview question, it's strange that more candidates don't spend the time to prepare for exactly how to answer it. Perhaps because the question seems so disarming and informal, we drop our guard and shift into ramble mode. Resist all temptation to do so.

Your interviewer is not looking for a 10-minute dissertation here. Instead, offer a razor sharp sentence or two that sets the stage for further discussion and sets you apart from your competitors.

Your Unique Selling Proposition (USP)

Give them "your synopsis about you" answer, specifically your Unique Selling Proposition. Known as a personal branding or a value-added statement, the USP is a succinct, one-sentence description of who you are, your biggest strength and the major benefit that a company will derive from this strength. Here is an example of a Unique Selling Proposition: "I'm a seasoned Retail Manager strong in developing training programs and loss prevention techniques that have resulted in revenue savings of over \$2.3Million for (employer's name) during the past 11 years."

What a difference you've made with this statement. Your interviewer is now sitting forward in her chair giving you her full attention. At this point, you might add the following sentence: "I'd like to discuss how I might be able to do something like that for you." The ball is now back in her court and you have the beginnings of a real discussion and not an interrogation process.

Be Specific

The key is that you must lead with your strongest benefit to the employer. Be specific and don't wander about with some laundry list of skills or talents. Be sure to put a monetary value on your work if at all possible and be ready with details when you're called upon. Give an estimated value to the \$\$ you've either helped to make or save for your employer.

Be Prepared

When you walk into an interview, remember to always expect the "tell me about yourself" question. Prepare ahead of time by developing your own personal branding statement that clearly tells who you are, your major strength and the clear benefit that your employer received. The advantages of this approach are that you'll quickly gain their attention and interest them in knowing more. You'll separate yourself from your competitors. You'll also have a higher chance of being positively remembered and hired.

Interviewers will sometimes start an interview with an open ended question like "Tell me about yourself." It's a way to break the ice and make you feel more comfortable during the interview process. It's also a way for the hiring manager to get insight into your personality to help determine if you're a good fit for the job.

Sharing too much or too little information isn't a good idea. The interviewer doesn't want to know everything about you, but disclosing too little can make him or her wonder why you aren't more open.

What to Share with The Interviewer

Although it might be tempting to share a list of your most compelling qualifications for the job at hand, a more low-key approach will probably help you to develop a personal rapport with your interviewer.

Try starting out by sharing some personal interests which don't relate directly to your work. Examples might include a hobby which you are passionate about like quilting, astronomy, chess, choral singing, golf, skiing, tennis or antiquing.

Interests like long distance running or yoga which help to represent your healthy, energetic side are worth mentioning. Pursuits like being an avid reader or solving crossword puzzles or brain teasers will help to showcase your intellectual leaning. Interests like golf, tennis and gourmet food might have some value if you would be entertaining clients in your new job.

Volunteer work will demonstrate the seriousness of your character and commitment to the welfare of your community. Interactive roles like PTA volunteer, museum tour guide, fundraiser, or chair of a social club will help show your comfort with engaging others.

Avoid Politics and Controversy

Typically, you would steer clear of controversial topics like politics or religion. It's important to avoid any references to topics that would cause concern about your ethics, character, productivity or work ethic. You also don't need to share personal information about your family. There is no need to discuss spouses, partners, children or any other strictly personal information.

Transition to Professional from Personal

After sharing a few interesting personal aspects of your background, you can transition to sharing some key professional assets that would help you to add value if you were hired for your target job. Consider using phrases like "In addition to those interests and passions, my professional life is a huge part of who I am, so I'd like to talk a bit about some of the strengths which I would bring to this job."

Share Your Expertise

Then be ready to share three or four of the personal qualities, skills and/or areas of expertise which would help you to excel in the job for which you are interviewing. Ultimately you will want to share several other strengths before the interview is over.

Make a list before you go the interview, so you know what you will share. Look at the job description and match it with your skills. Then share the top few skills which make you an ideal candidate for the job.

However, be careful not to overwhelm the interviewer with too much information. After mentioning three or four strengths, you might mention that you have several other assets which you would like to discuss as the interview unfolds.

At first, you should only mention the asset and allude only briefly to some proof of how you have tapped it to your advantage. For example, you might say that you love to give presentations and that has helped you to generate lots of leads at sales dinners for prospective clients.

Later in the interview, you will want to be more specific and detailed in discussing situations, interventions and results flowing from your strengths.

2. What is your greatest weakness?

When you're asked what your greatest weakness is there are several different ways you can answer, including mentioning skills that aren't critical for the job, skills you have improved on, and turning a negative into a positive.

3. What is your greatest strength?

"What is your greatest strength?" is one of the easier interview questions you'll be asked. When you are asked questions about your strengths, it's important to discuss attributes that will qualify you for the job. The best way to respond is to describe the skills and experience that directly correlate with the job you are applying for.

Sample Answers

- When I'm working on a project, I don't want just to meet deadlines. Rather, I prefer to complete the project well ahead of schedule.
- I have exceeded my sales goals every quarter and I've earned a bonus each year since I started with my current employer.
- My time management skills are excellent and I'm organized, efficient, and take pride in excelling at my work.
- I pride myself on my customer service skills and my ability to resolve what could be difficult situations.



4. How would you describe yourself?

When you respond, keep in mind the type of position you are interviewing for, the company culture, and the work environment. Your answer should help show the interviewer why you're a match for the job and for the company.

- I'm a people person. I really enjoy meeting and working with a lot of different people.
- I'm a perfectionist. I pay attention to all the details, and like to be sure that everything is just right.
- I'm a creative thinker. I like to explore alternative solutions to problems and have an open mind about what will work best.
- I'm efficient and highly organized. This enables me to be as productive as possible on the job.
- I enjoy solving problems, troubleshooting issues, and coming up with solutions in a timely manner.

5. How do you handle stress and pressure?

A typical interview question, asked to get a sense of how you handle on-the-job stress, is "How do you handle pressure?" Examples of good responses include:

- Stress is very important to me. With stress, I do the best possible job. The appropriate way to deal with stress is to make sure I have the correct balance between good stress and bad stress. I need good stress to stay motivated and productive.
- I react to situations, rather than to stress. That way, the situation is handled and doesn't become stressful.
- I actually work better under pressure and I've found that I enjoy working in a challenging environment.
- From a personal perspective, I manage stress by visiting the gym every evening. It's a great stress reducer.
- Prioritizing my responsibilities so I have a clear idea of what needs to be done when, has helped me effectively manage pressure on the job.
- If the people I am managing are contributing to my stress level, I discuss options for better handling difficult situations with them.
- I find that when I'm under the pressure of a deadline, I can do some of my most creative work.
- I'm not a person who has a difficult time with stress. When I'm under pressure, I focus, and get the job done.
- I find it exhilarating to be in a dynamic environment where the pressure is on.
- I find a past pace to be invigorating, and thrive when the pressure is on.
- I've done some of my best work under tight deadlines, where the atmosphere was very stressful.
- I'm the kind of person who stays calm under pressure, and handles stress fairly easily.

It's a good idea to give examples of how you have handled stress to your interviewer. That way, they get a clear picture how well you can work in stressful situations.

6. What motivates you?

Here isn't a right or wrong answer to interview questions about what motivates you. The interviewer is trying to understand the key to your being successful in the job he is interviewing for, and wants to make sure it's a good fit. Consider, in advance of interviewing, what actually does motivate you and come up with some specific examples to share during the interview.

Your response will vary based on your background and experiences, but, you will want to share your enthusiasm and what you like(d) best about your job. Here are some examples:

- I was responsible for several projects where I directed development teams and implemented repeatable processes. The teams achieved 100% on-time delivery of software products. I was motivated both by the challenge of finishing the projects ahead of schedule and by managing the teams that achieved our goals.

- I've always been motivated by the desire to do a good job at whatever position I'm in. I want to excel and to be successful in my job, both for my own personal satisfaction and for my employer.
- I have always wanted to ensure that my company's clients get the best customer service I can provide. I've always felt that it's important, both to me personally, and for the company and the clients, to provide a positive customer experience.
- I have spent my career in sales, typically in commission-based positions, and compensation has always been a strong factor in motivating me to be the top salesperson at my prior employers.

7. What are you passionate about?

When you're asked what you're passionate about during a job interview it's a good opportunity to share what is important in your life. It's also an opportunity to show your dedication and what's important to you.

Your response doesn't need to be work focused, but do be sure that what you share isn't something that could potentially cut in to your working hours.

For example, you don't want to say that you're a mountain climber with the goal of climbing Mountain Everest or that you're getting ready for the Tour de France or looking to spend the winter skiing in Aspen.

Sample Answers: What Are You Passionate About?

- One of my greatest passions is helping others. When I was younger, I've enjoyed helping mom with household repairs. As I grew older, that habit grew and I desired to help others as well. I like helping people find solutions that meet their specific needs.
- I'm passionate about painting. I take an evening art class once a week and try to find time each weekend to paint. Painting is a good way for me to relax and even though I don't have much talent, I do enjoy it.
- I lost my father to pancreatic cancer and ever since then, I have spent time volunteering to help raise awareness and funding for cancer research. I volunteer for PanCan, the advocacy group, and I'm part of their volunteer network. One of the things I'm passionate is to assist in finding a cure, however I can.
- I'm passionate about making a difference. When I'm involved with a project at work I want to do my best to achieve success. I feel the same way about what I do in my personal life.
- I'm an avid skier and I like to spend weekends and vacations on the ski slopes.

8. What type of work environment do you prefer?

When you are asked about work environments, your best bet is to say you're flexible because, at this stage in the interview process, you don't know what it will be like working for the company

9. Describe a difficult work situation / project and how you overcame it.

There is no right or wrong answer to questions like "What are the most difficult decisions to make?" or "Describe a difficult work situation / project and how you overcame it." These are behavioral interview questions designed to discover how you handled certain situations. The logic behind these types of questions is that how you behaved in the past is a predictor of what you will do in the future.

10. Describe a time when your workload was heavy and how you handled it.

While at the HKL plant, we were faced with a sudden order increase for the j-ball bearing. It was for a new customer. I immediately sat down with the production supervisor, our materials/supply manager, and the union steward. We were able to lay out a workable plan that maximized hourly costs, guaranteed materials were available and, with only a slight adjustment, meet the production deadline. While it was challenging and involved long hours, the pay-off was a signed contract with a new customer.

- When I was working on a software implementation team at ABC Company, we took over another company and had to transition many clients to a new product in a short amount of time. It took a lot of planning, time, hard work, and effort, but we were able to complete the project in a timely manner.

11. Why are you the best person for the job?

The best way to respond is to give concrete examples of why your skills and accomplishments make you the best candidate for the job. Take a few moments to compare the job description with your abilities, as well as mentioning what you have accomplished in your other positions. Be positive and reiterate your interest in the company and the position.

12. What can you contribute to this company?

The best way to answer questions about your contributions to the company is to give examples of what you have accomplished in the past, and to relate them to what you can achieve in the future.

Describe specific examples of how effective you have been in your other positions, change you have implemented, and goals you have achieved. Talk about the depth and breadth of related experience that you have.

Also, relate your abilities to the employer's goals. You will want to let the interviewer know that you have the skills necessary to do the job they are hiring for, the ability effectively meet challenges, and the flexibility and diplomacy to work well with other employees and with management.

Sample Answers

- I'm a hard worker with the experience to get things done efficiently.
- I can contribute my organizational skills and my ability to work well in a group.
- I have the experience, contacts, and knowledge to contribute to the rapid growth of this business.
- Vision. I am experienced in the areas this company needs to grow, and my ability to plan ahead will help facilitate that growth.

13. Why do you want to work at this company?

The best way to answer this question is, first of all, to be prepared and knowledgeable about the company. Spend some time researching the company (the About Us section of the web site is a good place to start) so you can talk about the benefits of working for this employer.

Compare your goals with objectives of the company and the position, then reiterate why you would be an asset to the employer. Let the interviewer know what you can do for the company, if you get a job offer.

Even though the question is about why you want to work here, you still need to convince the interviewer that hiring you will benefit the company.

Here are sample answers you can use to frame your own response:

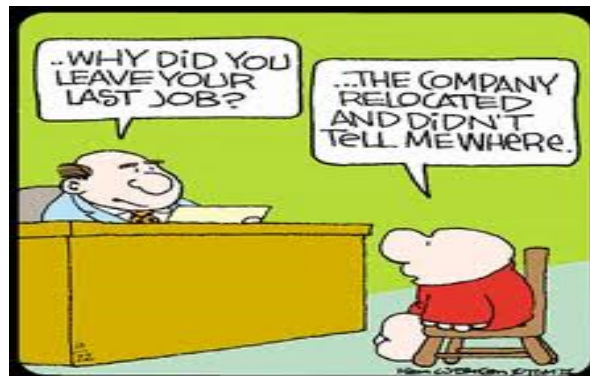
- This company is internationally known for its (widgets), and my experience in the (marketing/planning/production/etc.) of (widgets) has me intrigued by the opportunity this position presents.
- The businesses in this area are known for their commitment to the community, and I would like the opportunity to participate in making this a better place to live.
- I am a (widget) connoisseur, and would love the opportunity to share my enthusiasm for (widgets) with customers.

14. What challenges are you looking for in a position?

The best way to answer questions about the challenges you are seeking is to discuss how you would like to be able to effectively utilize your skills and experience if you were hired for the job.

You can also mention that you are motivated by challenges, have the ability to effectively meet challenges, and have the flexibility and skills necessary to handle a challenging job.

You can continue by describing specific examples of challenges you have met and goals you have achieved in the past.



MINI PROJECT: 30% CLO 1

❖ INSTRUCTIONS

1. Form a group of 4/5. In your group, brainstorm and discuss the topic for your mini project. You can use the method of asking yourselves 5W1H questions.
2. Present your findings in class by using Power Point.
3. Each of the group members should present in order to get marks. The presentation must be in 20-30 minutes.
4. Don't forget to bring your rubric on the presentation day.

❖ GUIDELINES

1. Your mini project should contain 4 main chapters:

a) CHAPTER 1: INTRODUCTION

State the objective(s) of this mini project. You should be able to answer why you conducted this mini project (purposes).

b) CHAPTER 2: METHODOLOGY

Method(s) used to gather data; conducting interviews or distributing questionnaires.

c) CHAPTER 3: DATA ANALYSIS

Analysis of your findings; feedback from your respondents. In this chapter, you should be able to describe your findings by using charts and graphs.

d) CHAPTER 4: CONCLUSION AND RECOMMENDATIONS

Provide your conclusion and recommendations based on the findings.

***(Since there is no mark rewarded for your mini project report, all you have to do is to submit the hardcopy of your PowerPoint presentation ONLY)**

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