

# 7

# We had a great time!

1

## SNAPSHOT

### In Their Free Time The Top Eight Leisure-Time Activities in the United States



read



watch TV



spend time with family



fish



do gardening



play sports



go to the movies



spend time with friends

Source: The Harris Poll

Check (✓) the activities you do in your free time.

List three other activities you do in your free time.

Put the activities you do in order from your favorite to your least favorite.

2

## CONVERSATION Did you do anything special?

**A** Listen and practice.

Rick: So, what did you do last weekend, Meg?

Meg: Oh, I had a great time. I went to a karaoke bar and sang with some friends on Saturday.

Rick: That sounds like fun. Did you go to Lucky's?

Meg: No, we didn't. We went to that new place downtown. How about you? Did you go anywhere?

Rick: No, I didn't go anywhere all weekend. I just stayed home and studied for today's Spanish test.

Meg: Our Spanish test is today? I forgot all about that!

Rick: Don't worry. You always get an A.

**B** Listen to the rest of the conversation. What did Meg do on Sunday?



## 3

## GRAMMAR FOCUS

## Simple past

Did you **work** on Saturday?

Yes, I **did**. I **worked** all day.

No, I **didn't**. I **didn't work** at all.

What **did** Rick **do** on Saturday?

He **stayed** home and **studied** for a test.

Did you **go** anywhere last weekend?

Yes, I **did**. I **went** to the movies.

No, I **didn't**. I **didn't go** anywhere.

How **did** Meg **spend** her weekend?

She **went** to a karaoke bar and **sang** with some friends.

For a list of irregular past forms, see the appendix at the back of the book.

**A** Complete these conversations. Then practice with a partner.

- A: ..... you ..... (stay) home on Saturday?  
B: No, I ..... (call) my friend. We ..... (drive) to a café for lunch.
- A: How ..... you ..... (spend) your last birthday?  
B: I ..... (have) a party. Everyone ..... (enjoy) it, but the neighbors ..... (not, like) the noise.
- A: What ..... you ..... (do) last night?  
B: I ..... (go) to the new Jim Carrey film.  
I ..... (love) it!
- A: ..... you ..... (do) anything special over the weekend?  
B: Yes, I ..... . I ..... (go) shopping. Unfortunately, I ..... (spend) all my money. Now I'm broke!
- A: ..... you ..... (go) out on Friday night?  
B: No, I ..... . I ..... (invite) friends over, and I ..... (cook) dinner for them.

## regular verbs

work → worked  
invite → invited  
study → studied  
stop → stopped

## irregular verbs

do → did  
forget → forgot  
have → had  
go → went  
sing → sang  
spend → spent

**B Pair work** Take turns asking the questions in part A. Give your own information when answering.

A: Did you stay home on Saturday?

B: No, I didn't. I went out with some friends. We saw the new Brad Pitt movie.

## 4

## PRONUNCIATION Reduction of did you

**A** Listen and practice. Notice how **did you** is reduced in the following questions.

[dɪdʒə]

Did you have a good time?

[wədɪdʒə]

What did you do last night?

**B Pair work** Practice the questions in part A of Exercise 3 again. Pay attention to the pronunciation of **did you**.

## 5

**WORD POWER** *Chores and activities*

**A** Find two other words or phrases from the list that usually go with each verb.

the bed      a vacation      a good time      a trip      shopping  
a lot of fun      the dishes      dancing      the laundry      some photocopies

do	<i>my homework</i>	.....	.....	.....
go	<i>bowling</i>	.....	.....	.....
have	<i>a party</i>	.....	.....	.....
make	<i>a phone call</i>	.....	.....	.....
take	<i>a day off</i>	.....	.....	.....

**B** Circle the things you did last weekend. Then compare with a partner.

A: I went bowling with my friends and had a good time.

B: I didn't have a very good time. I did the laundry and . . .

## 6

**DISCUSSION** *Any questions?*

**Group work** Take turns. One student makes a statement about the weekend. Other students ask questions. Each student answers at least four questions.

A: I went dancing on Saturday night.

B: **Where** did you go?

A: To the Rock-it Club.

C: **Who** did you go with?

A: I went with my brother.

D: **What time** did you go?

A: We went around 10:00.

E: **How** did you like it?

A: I . . .



## 7

**LISTENING** *What did you do last night?*

**A** Listen to John and Laura describe what they did last night. Check (✓) the correct information about each person.

**B** Listen again. What did each person do? Take notes. Then take turns telling their stories to a partner.

	John	Laura
had a boring time	<input type="checkbox"/>	<input type="checkbox"/>
had a good time	<input type="checkbox"/>	<input type="checkbox"/>
met an old friend	<input type="checkbox"/>	<input type="checkbox"/>
got home late	<input type="checkbox"/>	<input type="checkbox"/>

## 8

**CONVERSATION** *How was your vacation?*

**A** Listen and practice.

- Celia: Hi, Don. How was your vacation?  
 Don: It was excellent! I went to Hawaii with my cousin. We had a great time.  
 Celia: Lucky you. How long were you there?  
 Don: About a week.  
 Celia: Fantastic! Was the weather OK?  
 Don: Not really. It was cloudy most of the time. But we went surfing every day. The waves were amazing.  
 Celia: So, what was the best thing about the trip?  
 Don: Well, something incredible happened. You won't believe it.



**B** Listen to the rest of the conversation. What happened?

## 9

**GRAMMAR FOCUS****Past of be**

**Were** you in Hawaii?

**Was** the weather OK?

**Were** you and your cousin on vacation?

**Were** your parents there?

How long **were** you away?

How **was** your vacation?

Yes, I **was**.

No, it **wasn't**.

Yes, we **were**.

No, they **weren't**.

I **was** away for a week.

It **was** excellent!

**Contractions**

**wasn't** = was not  
**weren't** = were not

Complete these conversations. Then practice with a partner.

- A: How long ..... your parents in Europe?  
 B: They ..... there for two weeks.  
 A: ..... they in London the whole time?  
 B: No, they ..... They also went to Paris.
- A: ..... you in Los Angeles last weekend?  
 B: No, I ..... I ..... in San Francisco.  
 A: How ..... it?  
 B: It ..... great! But it ..... foggy and cool as usual.
- A: ..... you away last week?  
 B: Yes, I ..... in Istanbul.  
 A: Really? How long ..... you there?  
 B: For almost a week. I ..... there on business.



**We had a great time!** • 47

## 10 DISCUSSION *On vacation*

**A Group work** Ask your classmates about their last vacations. Ask these questions or your own ideas.

Where did you spend your last vacation?	What did you do there?
How long were you away?	How was the weather? the food?
Who were you with?	Do you want to go there again?

**B Class activity** Who had an interesting vacation? Tell the class who and why.

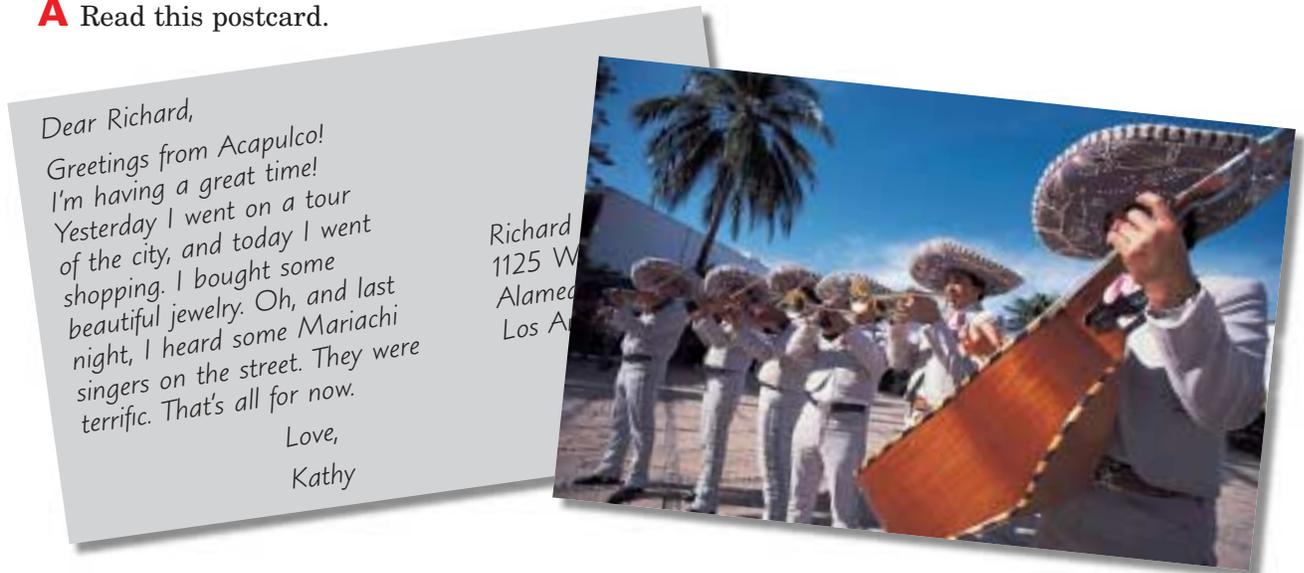
## 11 LISTENING *Welcome back.*

▶ Listen to Jason and Barbara talk about their vacations. Complete the chart.

Vacation place	Enjoyed it?		Reason(s)
	Yes	No	
Jason .....	<input type="checkbox"/>	<input type="checkbox"/>	.....
Barbara .....	<input type="checkbox"/>	<input type="checkbox"/>	.....

## 12 WRITING *A postcard*

**A** Read this postcard.



**B** Write a postcard to a partner about your last vacation. Then exchange postcards. Do you have any questions about the vacation?

## 13 INTERCHANGE 7 *Vacation disasters*

Imagine you took a vacation but everything went wrong. Go to Interchange 7.

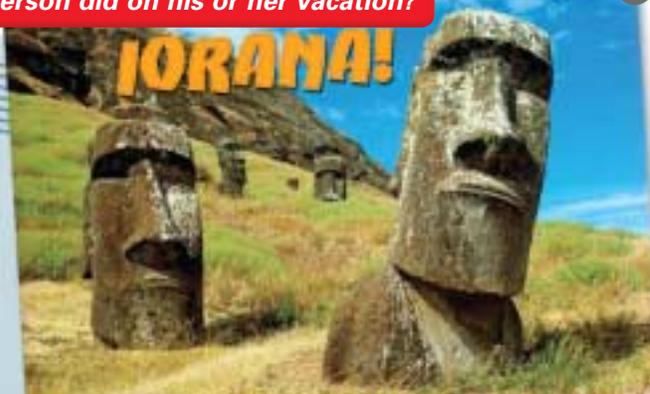
Look at the pictures. What do you think each person did on his or her vacation?

Anita,

I can't believe my trip is almost over. I came to Easter Island just two weeks ago. I was with a group from the university. We stayed with families that live on the island. We studied the stone statues, called moai, and the cave paintings. I really learned a lot. I'm tired, but I loved every minute of my trip.

Take care, Margaret

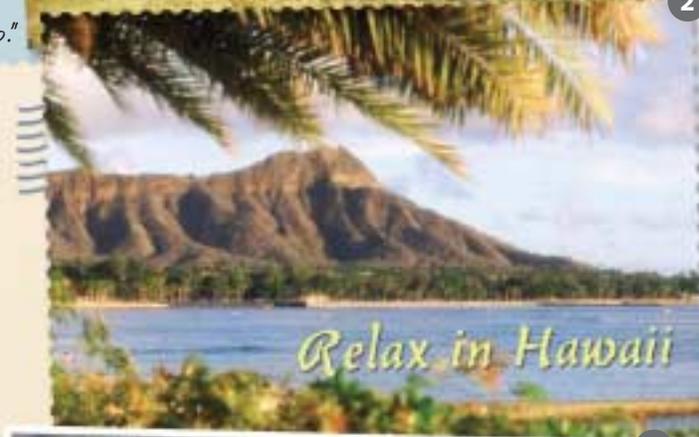
PS: On Easter Island, Iorana means "Hello."



Hi, Luis!

My Hawaiian vacation just ended, and I am very well rested! I spent my whole vacation at a spa. Every day for a week, I exercised, did yoga, meditated, and ate vegetarian food. I also went swimming and snorkeling. I feel fantastic! I'm looking forward to seeing you soon.

Love, Debbie



Dear Michelle,

Alaska is terrific! I just returned from a trip to the Arctic National Wildlife Refuge. There were six people on the trip. We camped outside for ten days. Then we took rafts to the Arctic Ocean. I saw a lot of wildlife, including some caribou. Now, I'm going to Anchorage. See you soon!

Kevin



**A** Read the postcards. Then write the number of the postcard where each sentence could go.

..... I lost five pounds and feel terrific!

..... This was kind of dangerous, but we got there safely!

..... It's a tiny island about 2,300 miles west of Santiago, Chile.

**B Pair work** Talk about these questions. Explain your answers.

1. Which person learned a lot on vacation?
2. Who had a vacation that was full of adventure?
3. Who had a very relaxing vacation?
4. Which vacation sounds the most interesting to you?

# Units 7–8 Progress check

## SELF-ASSESSMENT

How well can you do these things? Check (✓) the boxes.

I can . . . .	Very well	OK	A little
Listen to and understand the simple past and past of <i>be</i> (Ex. 1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describe events using the past tense (Ex. 1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask and answer questions using the simple past (Ex. 2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask and answer questions using the past of <i>be</i> (Ex. 2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describe the locations of places with <i>there is/are; one, any, some</i> (Ex. 3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk about neighborhoods with <i>how many/much</i> and quantifiers (Ex. 4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 1 LISTENING *Frankie's weekend*

**A**  A thief robbed a house on Saturday. A detective is questioning Frankie. The pictures show what Frankie really did on Saturday. Listen to their conversation. Are Frankie's answers true (T) or false (F)?



1:00 P.M. T F



3:00 P.M. T F



5:00 P.M. T F



6:00 P.M. T F



8:00 P.M. T F



10:30 P.M. T F

**B Pair work** What did Frankie really do? Use the pictures to retell the story.

## 2 DISCUSSION *What can you remember?*

**A** Can you remember what you did yesterday? Check (✓) the things you did. Then add two other things you did.

- |   |  |   |   |
|---|--|---|---|
| <input type="checkbox"/> got up early     | <input type="checkbox"/> went shopping       | <input type="checkbox"/> did the dishes | <input type="checkbox"/> went to bed late |
| <input type="checkbox"/> went to class    | <input type="checkbox"/> ate at a restaurant | <input type="checkbox"/> watched TV     | <input type="checkbox"/> .....            |
| <input type="checkbox"/> made phone calls | <input type="checkbox"/> did the laundry     | <input type="checkbox"/> exercised      | <input type="checkbox"/> .....            |

**B Group work** Ask questions about each thing in part A.

A: Did you get up early yesterday?

B: No, I didn't. I got up at 10:00. I was very tired.

# 7 COMPUTER THIEF!

**A** Listen to a police officer interview Mike Doe. Number the events of each day from 1 to 5 in the order they happened.

**Date:** March 3  
**Name:** Mike Doe

**Saturday**

- \_\_\_ He went shopping.
- \_\_\_ He watched TV.
- 1 He worked.
- \_\_\_ He walked home.
- \_\_\_ He cooked dinner at home.

**Sunday**

- \_\_\_ He stopped at the office.
- \_\_\_ He went to bed.
- \_\_\_ He did laundry.
- \_\_\_ He spent time at the park.
- \_\_\_ He walked home and watched DVDs.



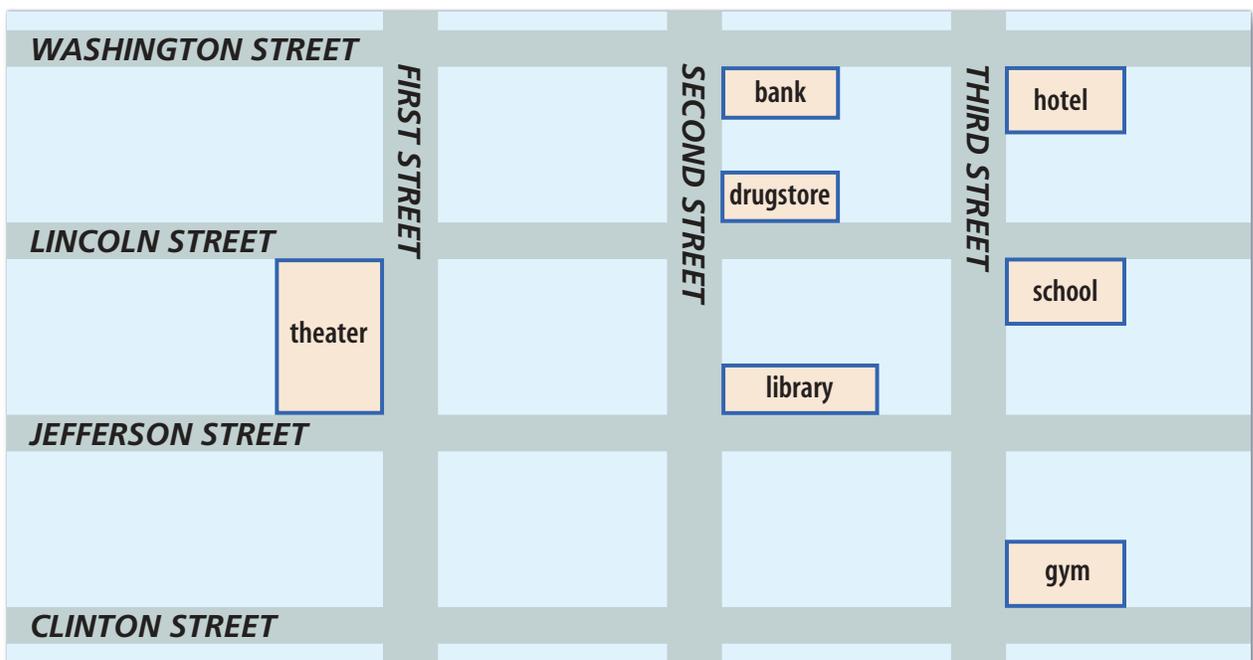
**B** Listen again. Do you think Mike took the computer? Why or why not?

# 8 I'M LOST.

**A** Listen to people ask for the location of the places below. Where do you think they are?  the city center  a small town  the suburbs

**B** Listen again. Draw the places on the map.

- |   |   |  |   |
|---|---|--|---|
|  post office   |  grocery store |  bookstore  |  café (2)      |
|  travel agency |  music store   |  laundromat |  pay phone (3) |



## OVERVIEW ▼

- Vocabulary**  
Career moves
- Reading**  
Ten ways to improve your career
- Listening**  
Discussing ways to improve your career
- Language review**  
Modals 1: ability, requests and offers
- Skills**  
Telephoning: making contact
- Case study**  
Fast-Track Inc.

*Nothing will work unless you do.*

Maya Angelou, US author.

## Starting up

**A** Discuss these questions.

- 1 How ambitious are you?
- 2 Do you have a career plan? Where do you want to be in 10 years' time?
- 3 Which of the following would you prefer to do?
  - a) Work for one company during your career
  - b) Work for several different companies
  - c) Work for yourself

**B** Which of the following areas do you work in (or would you like to work in)? Why?

- |                       |                                  |
|-----------------------|----------------------------------|
| 1 Sales and marketing | 4 Administration and personnel   |
| 2 Finance             | 5 Production                     |
| 3 Management          | 6 Research and development (R&D) |

**C** What should you do to get ahead in your career? Choose the four most important tips from the list below. Compare your ideas in a group and try to agree on a final choice.

- 1 Change companies often
- 2 Use charm with your superiors
- 3 Attend all meetings
- 4 Go to your company's social functions
- 5 Be energetic and enthusiastic at all times
- 6 Be the last to leave work every day
- 7 Find an experienced person to give you help and advice
- 8 Study for extra qualifications in your free time

## Vocabulary

### Career moves

**A** The phrases below all include the word *career*. Match them to their correct meanings. Use a good dictionary to help you.

- |                        |  |
|------------------------|--|
| 1 career move          | a) chances to start/improve your career  |
| 2 career break         | b) ideas you have for your future career                                       |
| 3 career plan          | c) something you do in order to progress in your job                           |
| 4 career opportunities | d) period of time away from your job to, for example, look after your children |

**B** Complete these sentences with the verbs from the box. Use a good dictionary to help you.

make	take	have	decide	offer
------	------	------	--------	-------

- Employees in large multinationals ..... *have* ..... excellent career opportunities if they are willing to travel.
- Some people ..... a career break to do something adventurous like sailing round the world or going trekking in India.
- One way to ..... a career move is to join a small but rapidly growing company.
- Certain companies ..... career opportunities to the long-term unemployed or to people without formal qualifications.
- Ambitious people often ..... on a career plan while they are still at school or university.

**C** Look at the groups of words below. Cross out the noun or noun phrase which doesn't go with the verb in each group.

- |               |                              |               |                   |
|---------------|------------------------------|---------------|-------------------|
| 1 <i>make</i> | a fortune                    | 4 <i>do</i>   | research          |
|               | progress                     |               | a mistake         |
|               | a living                     |               | a job             |
|               | <del>a training course</del> |               | your best         |
| 2 <i>get</i>  | progress                     | 5 <i>take</i> | a pension         |
|               | a promotion                  |               | time off          |
|               | the sack                     |               | early retirement  |
|               | a nine-to-five job           |               | a break           |
| 3 <i>earn</i> | a bonus                      | 6 <i>work</i> | flexitime         |
|               | a part-time job              |               | anti-social hours |
|               | money                        |               | overtime          |
|               | 40 thousand                  |               | an office job     |

**D** Complete each sentence with the appropriate form of a word partnership from Exercise C.

- Goran is 59, but he does not want to ..... In fact, he is taking on more work!
- When you ....., you can arrange your own schedule, so this is very convenient when you have children.
- Luke is quite ambitious and does not want to be a sales assistant all his life. In fact, he hopes to ..... very soon.
- Most university lecturers have to ..... in their specialist area.
- In addition to your salary, you will ..... for achieving monthly targets.

**Reading**  
**Ten ways to improve your career**

**A Discuss these questions in pairs.**

- 1 What helps when trying to move ahead in your career? Think about personal factors (e.g. ambition, motivation, etc.) and workplace factors (e.g. promotion opportunities, etc.).
- 2 What practical advice could you give to someone who wants to get ahead in their career? Make a list of three to five points.

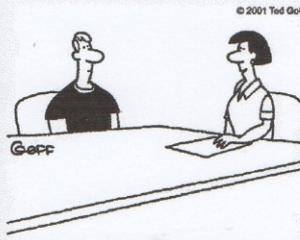
 Vocabulary file page 157

**B Scan the article quickly to find out if any of the points you have listed in Exercise A are mentioned.**

## Ten ways to improve your career

**Ajilon Finance, a leading staffing and recruiting services firm, offers the following tips for getting ahead in your career.**

- 1 Make a list of your priorities and outline your tasks for the day. Write down your short- and long-term goals, evaluate your progress frequently and stay focused.
- 2 Are you really present? You may physically be at work, but are you there mentally?
- 3 Learn how to work through others. Delegating tasks is an important skill to master at any level.
- 4 Always look for opportunities to broaden your skills. For example, you can attend professional development seminars.
- 5 Socialise with colleagues. This will help you learn about what's happening in other departments.
- 6 Create your own goals. Determine where you want to be professionally and what skills you need to reach that goal.
- 7 Be comfortable with being uncomfortable. Accept challenges that force you to try something new.
- 8 Be clear about what you want. If you believe you deserve a promotion, ask for one.
- 9 Take time off and relax. Attending to your personal life and doing things that make you happy will help your performance at work.
- 10 Seek satisfaction. If you're disappointed by your current career, look for ways to transform your job into more of what you want. If this does not solve the problem, maybe it's time to look for a new position.



"You're in line for a promotion. Unfortunately, the line is six miles long."

'If you follow this advice, you will significantly increase your opportunities to earn more money, get promoted sooner and move ahead faster,' says Mr Lebovits, President and Chief Operating Officer of Ajilon Finance.

From *Business Wire*

**Listening**  
**Improving**  
**your career**

**C** Decide which tip each of the following sentences could be added to.

	Tip
a) These are also a great way to network with influential people.	2 3 ④
b) Each day, take a small step that brings you closer to that target.	5 6 7
c) If your boss refuses, ask him or her what you need to achieve in order to qualify for one.	6 7 8
d) It will also establish you as a team player within the company.	5 9 10
e) Pay attention to every single task that you do.	1 2 3
f) You may discover a secret talent or a hidden passion.	2 7 8

**D** Match the verbs (1–5) with the noun phrases (a–e) to form expressions from the article.

1 to reach	a) a promotion
2 to get ahead	b) a skill
3 to evaluate	c) a goal
4 to deserve	d) in one's career
5 to master	e) one's progress

**E** In pairs, discuss which three of the ten tips in the article are the most important.

**A** 1.1 Listen to two people, Debbie and Nikola, discussing *Ten Ways to Improve Your Career*. Complete the table below with the number of the three tips they consider the most helpful.

	Debbie	Nikola
1	Tip no .....	Tip no .....
2	Tip no .....	Tip no .....
3	Tip no .....	Tip no .....

**B** Discuss these questions.

- 1 What do you think is the relationship between Debbie and Nikola? Why?
- 2 In your opinion, where are they from, and how old are they?

**C** 1.2 Listen to these extracts from the discussion and complete them.

Debbie If you want to move ahead in your career, you also need to evaluate your progress regularly. If you do that, you get a better idea of .....<sup>1</sup>, and also of the areas that you need to .....<sup>2</sup>.

Debbie When a challenge presents itself, you have to .....<sup>3</sup>. If you play it safe all the time, if you just settle .....<sup>4</sup>, you'll never move ahead in your career.

Nikola If you always do what you've always done, you'll only get .....<sup>5</sup>.

**D** Look at Nikola's comment in Exercise C. Do you agree with it? Why (not)?

**Language review**

**Modals 1: ability, requests and offers**

Modal verbs are very common in English. Match these functions to the examples: making an offer, describing ability, making a request.

- |                                       |   |
|---------------------------------------|---|
| • .....                               | • .....   |
| <i>Can you help me?</i>               | <i>I can speak French and Spanish.</i>                  |
| <i>Could you repeat that, please?</i> | <i>He could speak four languages before he was ten.</i> |
| • .....                               |   |
| <i>Can I help you?</i>                |   |
| <i>Would you like a drink?</i>        |   |

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**A Rearrange the words in 1 to 9 to make questions from a job interview. Then decide whether each question is a) making a request, b) making an offer or c) asking about ability.**

- 1 get you can I anything?  
*Can I get you anything? (making an offer)*
- 2 details contact your confirm I could?
- 3 can you software package use this?
- 4 speak languages any other you can?
- 5 about tell you job us your present more could?
- 6 tell your current salary me you could?
- 7 would you as soon as possible your decision let us know?
- 8 start you when can?
- 9 like coffee some more you would?

**B Match the questions in Exercise A with the interviewee's answers below.**

- a) It's 43 thousand. *6*
- b) Yes, I use it a lot in my current job.
- c) I can let you know next week.
- d) Thank you. A coffee, please.
- e) Yes, the address is the same, but my e-mail has changed.
- f) I'd love some. Thank you.
- g) Well, I'm currently responsible for European sales.
- h) Yes, I can speak French and Spanish.
- i) My notice period is two months.

**C Complete these sentences with the appropriate form (positive or negative) of *can*, *could* or *would*.**

- 1 I ..... like to work overtime, even if the pay was very good.
- 2 I ..... speak any foreign languages when I was ten years old.
- 3 I ..... use a computer of course, but unfortunately I ..... use spreadsheets. It's something I really want to learn.
- 4 If possible, I ..... like to work regular hours.
- 5 Five years ago, I ..... speak English at all.

**D Tick the sentences in Exercise C that are true for you. Rewrite the other ones so as to make them true. Then discuss your answers in pairs.**

## Skills

### Telephoning: making contact



**A** What kinds of telephone calls do you make in English? What useful telephone expressions do you know?

**B** 1.3, 1.4, 1.5 Listen to three phone calls and answer these questions.

- 1 What is the purpose of each call? 2 Do the callers know each other?

**C** 1.3 Listen to the first call again. Complete the expressions on the right so they have the same meaning as the ones on the left.

- |                                     |  |
|-------------------------------------|--|
| 1 Can I talk to ...?                | I'd ... <i>like</i> ... to ... <i> speak </i> ... to ... |
| 2 Just a moment ...                 | Thank you. ....  |
| 3 I'll connect you.                 | I'll ....  |
| 4 Am I speaking to Carmen Diaz?     | Hello. .... Carmen Diaz?                                 |
| 5 Yes, it's me.                     | .....  |
| 6 The reason I'm calling is ...     | Yes, I'm ..... your advert ...                           |
| 7 Can I have your name and address? | ..... your name and address?                             |

**D** 1.4 Listen to the second call again and complete these phrases.

A Hello. ...  *could*  ...  *speak*  ...<sup>1</sup> to Andrea, please?

B .....<sup>2</sup> she's not here at the moment. Can I .....<sup>3</sup> a .....<sup>4</sup>?

A Yes, please. ....<sup>5</sup> Jacques from Intec. ....<sup>6</sup> you .....<sup>7</sup> her I won't be able to .....<sup>8</sup> the training course on Saturday. She can .....<sup>9</sup> me .....<sup>10</sup> if there's a problem. I'm .....<sup>11</sup> 0191 498 0001.

B OK. Thank you. Bye.

**E** 1.5 Listen to the third call again. Underline each phrase the speaker uses.

Dave Hi, John. Dave here.

John Oh, hello, Dave. *How are things?* / *How are you?*<sup>1</sup>

Dave Fine, thanks. Listen, just a *quick word* / *quick question*.<sup>2</sup>

John Yeah, go ahead.

Dave Do you think you could *give me* / *let me have*<sup>3</sup> the fax number for Workplace Solutions? I can't get through to them. Their phone's always *busy* / *engaged*.<sup>4</sup>

John I've got it *here* / *right in front of me*.<sup>5</sup> It's 020 7756 4237.

Dave Sorry, I didn't *hear* / *catch*<sup>6</sup> the last part. Did you say 4227?

John No, it's 4237.

Dave OK. Thanks. Bye.

John *No problem.* / *Don't mention it.*<sup>7</sup> Bye.

**F** Study the Useful language box below. Then role-play the telephone calls.

Student A: Turn to page 136.

Student B: Turn to page 139.

### Useful language

#### Making calls

Could I speak to Laurie Thompson, please?

Yes, this is Ernesto Badia from KMV.

I'm calling about ...

Could you tell him/her that I rang?

Could you ask him/her to call me back?

#### Receiving calls

Who's calling, please?

Could you tell me what it's about?

I'll put you through.

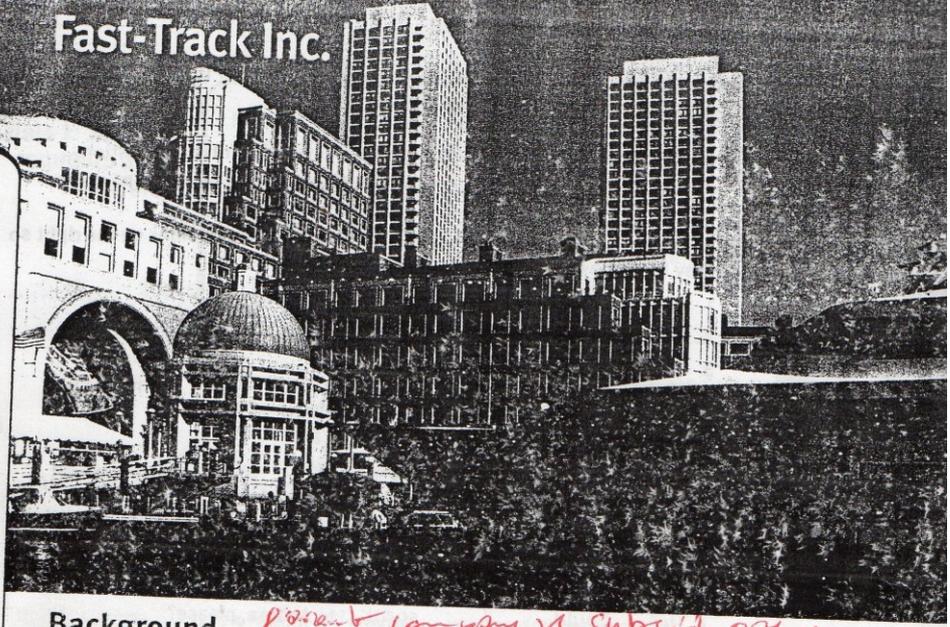
Can you hold?

I'm afraid there's no answer. Can I take a message?

# CASE STUDY

1

## Fast-Track Inc.



### Background

*parent company vs. subsidiary*

Fast-Track Inc., based in Boston, US, sells corporate training videos and management training courses. Fast-Track is looking for a new Sales Manager for its subsidiary in Warsaw, Poland. Fast-Track advertised the vacancy only inside the company as it believes in offering career opportunities to its staff.

The subsidiary's recent sales results were poor. Sales revenue was 30% below target. The reasons are:

- Sales representatives are not motivated and staff turnover is high.
- The previous manager had no clear strategy for developing sales in the area.
- Very few sales contracts were made.

*rate of staff replacement*

### A new appointment

There are three candidates for the position. They all already work for Fast-Track either in Boston or in Poland. Here is an extract from the job description for the position.

### The successful candidate will be responsible for:

- developing sales, achieving results and increasing customer numbers
- managing the sales team so that it is more motivated, dynamic and effective

### He/She will be:

- a natural leader
- energetic, confident and outgoing

### He/She will have:

- strong sales ability
- organisational and interpersonal skills
- a good academic background and suitable experience
- numeracy skills and the ability to handle administration
- linguistic ability

The position will involve frequent travel throughout the region.

### Profiles of the candidates

1.6, 1.7, 1.8 Read the essential information about each candidate on page 13. Then listen to the interview extracts.



### Barbara Szarmach

Polish, aged 30

**Education** Finished secondary school. Diploma in Marketing.

**Experience** Has worked for Fast-Track as a sales representative since leaving school. Has a good knowledge of computing.

**Achievements** Has had the best sales results of the team during the last five years.

**Languages** Excellent Polish and Russian. English – good vocabulary but not very fluent.

**Interviewer's comments** Very strong personality. Energetic and confident. Sometimes appeared aggressive during the interview. Will she be a good team player?



### Tadeusz Vajda

Polish, aged 52

**Education** University degree (Engineering)

**Experience** Wide experience in a variety of industries. Joined Fast-Track five years ago as Regional Manager for the south of Poland.

**Achievements** Has been fairly successful increasing sales by 12% over the five-year period.

**Languages** Fluent Polish and English.

**Interviewer's comments** Very calm and relaxed; he moves and talks slowly. A hard worker. Not creative but happy to get ideas from the creative members of a team. Current staff think he is practical and reliable.



### Task

- 1 Work in groups. You are members of the interviewing team. Discuss the strengths and weaknesses of each candidate. Decide who to select for the vacant position. Note down the reasons for your choice.
- 2 Meet as one group. Discuss your choices. Decide who should fill the vacant position.

### Writing

Complete this e-mail from the head of the interviewing team to Liz Steiner, Sales Director of Fast-Track. Write about at least three strengths of the candidate you have chosen. Then explain how these strengths relate to the job description.

Writing file page 133

From: Head, Interviewing team

To: Sales Director

Subject: Appointment: Sales Manager, Central and Eastern Europe

Dear Liz,

We recently interviewed three candidates for this position.

We have decided to appoint ...

I will briefly describe the candidate's strengths and explain the reasons for our decision. ...

### Eva Rheinberger

German, aged 42

**Education** University degree (History)

**Experience** Over 15 years as a sales representative in Germany, the US and Poland. Joined Fast-Track a year ago.

**Achievements** A good sales record in all her previous jobs. In her first year with Fast-Track her sales results have been satisfactory.

**Languages** Fluent German, English and Polish.

**Interviewer's comments** Quiet but knows her own mind. Rather nervous at the interview. Might be good at team building but would probably depend too much on other people. Likes administration. Didn't seem to have many ideas about the future of the company.

