Hello and good morning/afternoon
Good morning/afternoon, XXX. …
How are you today?
Etc....... 

Let’s do our warming up activity and check on what you remember from your grammar lesson! (click for block A and masks) Which tag are you going to use to complete the following statements?
(please click for solution after each good answer. Thank you)

A/ Ask for confirmation:
1. A good manager shouldn’t shout at people, should he? click
2. Let's have a break and a cup of coffee, shall we? click
3. CC attendants …courteous to customers, mustn't they? click
4. Male employees have to wear a suit and tie, don’t they? click
5. Melissa never complains about her workload, does she? click

Well done. (click for block B) Now I want you to read these sentences and react as in a conversation: you can express agreement, surprise, etc…

B/ What about you? React!
1. I don’t like spending hours on the phone. – Neither do I / Oh, you don’t? I do ..................
2. You were late again this morning! – Was I? / So were you!/…
3. I always deal calmly with angry customers. – So do I
4. I never smoked a cigarette in my whole life! – Neither have I / …
5. I have been working overtime for weeks. – So have I / Have you?
6. I won’t leave later than 4:30 this afternoon. – Neither will I / ….

Thank you!
Now we will be discussing HR that is Human Resources and staff management. There will be role plays, of course, and today, we’ll concentrate on recruitment so you will either be the employee or the employer, the applicant or the recruiter, etc. OK?

Who are these people, remember the job? They are customer care/service attendants. Right! This was the team you managed last year. But what does chart 2 tell you? That the number of customer calls has been steadily increasing. Well done. So what did you have to do? I had to hire new operators. Exactly. As your team is growing larger, you have to reorganize procedures within the customer service department and need help to do so. Who are you going to recruit first? Someone to supervise the operators team? Quite, you need an assistant who will be responsible for the call center operators as well as for the secretaries who process the mail from and to customers! Is anyone in the company available for this position? No, the desk is vacant/ There’s nobody who could take the job/ … OK. So, what are you going to do? I’m going to recruit/hire a CC assistant manager. Fine, what you need now is a job description!

Here is the job description. There are tasks and notions in it which are not quite clear to me. Can you please explain in your own words what the main purpose of the job is? Find ways to help operators and secretaries be more efficient. Contribute to making the reorganisation plan a success by explaining it, reassuring staff, implementing new procedures, etc…
OK, and how would you explain what a customer service assistant manager’s key duties are?

Teaching staff how to be more efficient in the new organization
Find out which skills need strengthening and who should benefit from a training programme
Work with HR to improve CCO’s working conditions (noise/heat/.....) and status (salary/benefits/...) in order to develop staff-loyalty
Keep track of all phone or mail contacts with customer and prepare charts on number of calls/letters/mails; satisfaction-complaint rates per month

Well done! Now, if you had to write a job description, you should also define the profile or the style of person you think fit for the job
(click for person specification) Please read the person specification part quickly
(allow one minute for the student to read the text silently........)

Ok? Let’s have a little True or False game. Listen: they’re looking for an assistant manager with an academic record of some kind. True or false?
True; They mention either a degree or a certificate

Very good. Next question: someone managing the team of clerks at a hotel reception desk can apply. True or False?
True, such a job means management as well as customer care

Super. Next question: the applicant must by all means beware of innovative procedures. True or false?
False, on the contrary he or she must devise and implement innovative procedures

Right. Last question: the applicant should be IT literate. True or false?
True. He or she should be able to use various IT applications

Well done!

(slide 6) (all pictures and captions) Now it’s time to advertise the job!

What does it mean, by the way?
It means letting people know we are recruiting / that a job is vacant/ available/ ...

That’s right. Here are five different means of communication we can use. You already know some of them from our “Seattle” module. Remember? Can you please briefly remind me of what each of them consists in?
(They will probably comment on 1. agency, 2: in-house; 3. recruitment sites; 4. friends and relations; 5: want ads)
Quite. Now, which 2 of these 5 media would you favour and why?
I would advertise through................./ favour ........ etc.
So would I (/All right. Personally, ) I would favour in-house recruitment and advertise in the classifieds. But I’m not sure about the king of newspaper we should favour: a local newspaper, a national one or a trade magazine? What do you think?

OK, so let’s ....... (depending on two suggestions from student )
And by the way, can you tell me how you came to know about your job and applied for it ?

OK, thank you.

(slide 7) (5 min)
It’s checking time! I want you to make a job description for your own job.
Remember the document we’ve just discussed?
(click for all elements) Here are a check list and some verbs you might find useful! Ready?
(It is difficult to write a script in this case because of the great variety of students= positions you may be dealing with. So, please insist on getting correct sentences, rephrase using verbs from the list and help whenever extra vocabulary is needed , . Thank you)
Job title (give the English equivalent if necessary and ask to repeat)
I report to...(no names, only titles!)
I am responsible for ...=(staff they manage)
Main purpose of my job ( =what they’ve been recruited for)
Key responsibilities (= means to achieve success)
Essential experience
Workplace location
That was a very good description of an interesting job, XXX, congratulations!
Well, your advertising strategy worked wonders! We’ve already received several interesting proposals. Here is the model letter we are sending the applicants. I think it is important for you to know how to present this type of formal letter. So, I would like you to read it and then... (click for list of 10 items on the left) label each different part in it with items 1 to 10. For instance, “Dear Miss Anderson” is number 10 (please write it in the 1st circle on the left. Thank you). Ready? Go on...

(You wrote number 10 and here are the numbers they must write or type:)

Ms Kate Anderson
Flat 6, 180A Camden Rd,
London, NW1 9AB

Dear Ms Anderson,

Application for Customer Service Assistant Manager

Thank you for your letter of 21 July and CV applying for a Customer Service Assistant Manager position in our London branch.

We would like to invite you for an initial interview in the next fortnight and would be grateful if you could call Cynthia Mulder, Personnel Assistant (020 845 8765 ext 4111) to arrange a convenient date and time.

Please find enclosed an application form which we would like you to complete and bring along to the interview.

If successful, we will then ask you to attend a full day assessment test with other applicants before the end of the month. Details of the assessment procedure would then be sent to you in due time.

We wish you success at the interview and look forward to welcoming you to our office.

Yours sincerely

Sarah McMillan
Sarah McMillan
Human Resources Manager

Enc Application form

So, selected applicants will get a first interview. What will be the next step in the recruitment process if the interview has proven successful?

Applicants must pass a big assessment test.
That’s right. It consists in face to face interviews, group interviews and a set of written tests.
OK, so let’s see who’s there for their first interview

(slide 9) (7 min)
(click for 5 pictures- no text) Here are five people whose letters and CVs held the HR manager’s attention! Meet Laura, Eve, Kate, Mark and Sean! But letters and CVs won’t tell you everything about a person real self. I’m interested to hear what your first impressions on each of these candidates are!
I think the girl in picture 1 is xxxxxxxx, etc..... (correct grammar and pronunciation if necessary, thank you)
OK! And what would you advise the people in pictures 1, 2 and 4 to do.... or not to do?
I would tell the girl in picture 1 to smile, the girl in picture 2 to switch her cellphone off during the interview, she’s being very inconsiderate, and I would advise the boy in picture 4 to show more respect for the interviewer and wear a tie or to at least button up his shirt!
I agree with you on all points. Anyway.... (click for captions) these are short notes taken by Cynthia Mulder as she was over the phone with the 5 of them, arranging date and time for their interviews. They can help you play your part better, as it is role-playing time again! Imagine you are one of the candidates, so, please, tell me whom I’m talking to!
I am XXXXXXX. Hello,
Hello XXXXX.I am Sarah Mc Millan, HR manager.
Hello MS Mc Millan
It’s nice to welcome you here, XXXX. I have your CV with me, but I am going to ask you a few questions in order to get to know you better and clarify some points. OK? (click for questions in box). Can you be more specific about your education and training record? (We only list a few hints, answers depending on student’s chosen avatar and personality, so please, correct, reformulate, etc... if necessary.. They should use the vocabulary and notions you have presented when commenting job description) )
● degree, certificate, intensive training course in........
● Experience?xxxxxxxxxxxxxxxx
(If you’re interviewing LAURA= enquire about the current “gap” in professional life)
● Level of responsibility?xxxxxxxxxxxxxxxx
If you’re interviewing MARK = how many people was he directly responsible for? Could he outline one or two staff problems he has had and how he dealt with them?

● Specific abilities?

(if interviewing EVE: how well does she work under pressure? Could she give you some examples?)

● Reason for leaving your current position?

(If you’re interviewing SEAN = could he give some details about/account for his rather nomadic professional way of life?)

● Suitability for the job?

= from applicant’s point of view = enjoy customer contact / solving problems/ implement new practices/

Very good, XXXX and quite convincing.!

(slide 10) (6 min)

(click for picture 1) What happened after the interview?
The candidates were tested/sat for a full-day assessment testing/ ....

Well done! Actually only Kate and Mark went successfully through the first interview and were able to take the tests. Mark was really bright but the tests demonstrated he was no team worker and had poor management skills.

So (click for pic. 2 and starry bubble) this is Kate’s final interview!

I am playing Kate’s part and I will ask the HR manager, that’s you, four questions (click for orange text bubbles) You answer them by selecting and using the information from these boxes!

(click for all texts) Ready?

Ms MacMillan, please, what are the working hours, exactly?

Working hours are from 9 a.m. to 6 p.m., Monday to Friday

Thank you. And can you confirm the £30,000 salary?

Yes, your commencing salary is £30,000 per annum

OK, and what about paid holidays?

You get 20 days per annum rising to 25 days after 2 years’ service.

Thank you. Are there any other conditions to be fulfilled before I can be employed on a permanent basis?

Well, our offer is conditional first to our getting satisfactory references from the referees you mentioned on your CV of course, and second to the satisfactory completion of a 3-month probationary period.

That’s very clear, thank you, Ms Mac Millan.

But I have other questions, if you don’t mind...........
(slide 11) (5 min)
(click for 4 questions). You’ve been so good at playing the HR manager’s part that I, that is Kate, will now ask you another set of questions regarding possible benefits packages and perks. You should be able to get all the information you need from these documents (click for all pictures and captions). Ready?

As a KidsKlothes employee, would I be entitled to a performance package?
You sure would. But of course payment is reviewed on a merit basis and is dependent upon your contribution to the business results of the company.

Does the company operate a non-contributory retirement scheme?
Yes, we do. It is fully paid by KK.

What about sick leave?
We pay for the first 12 weeks of sickness, then our Health & Care Insurance scheme takes over.

Apart from money, would I be entitled to any fringe benefits?
Well, you’ll be able to have hot meals or snacks for lunch at the company’s canteen/cafeteria at a very attractive price, and of course, all KidsKlothes staff members get a 50% discount on children’s garments.

Well, I feel very positive about your offer and I am looking forward to joining your company! Thank you.

(11)

Let’s recap and do a very easy activity! (click for grid and sentences) Look at these sentences. They summarize ten steps in a successful job hunt. But they are all mixed up. Put them back in their logical, chronological order. For instance, C is number 10 (click for number 10). Now, which is step 1?

Step 1 is sentence D: the person was fired / dismissed when the company he was working for had to reduce staff.

Good answer! Can you write the number, please? (student writes number)

Thank you. Go on.... Step 2?

Etc....

7. A. Went through the final interview
5. B. Recommended by HR for shortlist to assessment
10. C. Signed contract and returned one copy!
1 D. Redundant because of former company’s downsizing
6. E. Went through assessment tests
2 F. Looked at job ads every day
4. G. Got an appointment with KK’s HR manager
8. H. Received contract and company handbook
3. I. Sent résumé
9. J. KK got satisfactory reference

Very good, indeed.

IF ENOUGH TIME
(slide 13) (8 min)
OK. Now, let’s recap! What are the best definitions you can think of for the words in the grid? (click for grid)
You can also use the word in a sentence that will make its meaning clear.
Let’s start with 1 Across: asset? What’s an asset? (Please rephrase and ask to repeat if necessary and pay special attention to the relative pronouns they use (which they should remember from the lesson <module 8). Thank you)

List of words to be defined:
1 Down: assessment
2 Down: purpose
3 Down: perks
4 Down: appointment
5 Down: description
6 Across: responsibilities
7 Across: share (as in verb or noun)
8 Down: report
9 Across: job
10 Across: skills
11 Across: experience
12 Across: flexitime
13 Across: training

Excellent work! See you, XXXX! Bye....