

At work 2 (B1)

Teacher's notes

This resource features vocabulary from our other resources: “Looking for a job” (A2) and “Looking for a job 2” (A2), as well as “At work” (B1). Please refer to these resources at <https://research.kent.ac.uk/theenglishhubforrefugees/resources>.

Task 5

MARCEL

My name is Marcel and I am a Customer Service Assistant for an online fashion store. Our company sells clothes via a website and delivers orders to customers. My job is to help people if they have questions about their orders. Customers write emails if they want to contact us. We don't have a phone line. People often think that customer service is easy, but you need a lot of skills to communicate with people and have to deal with customers' complaints. Everybody on the team is trained and knows a lot about the company. I'm lucky because I got hired even though I didn't have any customer service experience. My manager trained me. Now, if I wanted to, I could apply for a higher position. Something that I like about my job is that I can work from home. I have to report my work to my manager after every shift. Because I don't meet customers or attend meetings, I don't have to wear a uniform to work. I usually wear blue jeans and a T-shirt.

CLARA

I'm Clara. I am an Events Coordinator at a museum. My job is really interesting and I enjoy doing it. It all started three years ago, when I found the advert online and applied via email. I had two interviews. The first one was a general conversation about my experience with my future manager. The second one tested my organisational skills. I also had to show that I'm good at teamwork and communication. Now, both of these things are very important for my work. I am very busy organising events every day. Communication is a big part of my job because I have to attend meetings. I also get many emails - I usually ask my assistant to respond to them, and to answer phone calls. Because I enjoy my job so much, I am not planning to resign. I am learning new things all the time, which is really important to me.



Task 8

Students work in pairs or small groups. The teacher reads out job titles. Each pair / group needs to come up with and write down as many duties and skills connected to the job as possible in the time given. Students are awarded points for each correct answer.

Example job titles:

- Customer service assistant
- Social worker
- Office assistant
- Cleaner
- Nurse
- Hairdresser
- Plumber
- Car park attendant
- Host / hostess
- Stockroom assistant
- Cab driver
- Teaching assistant

