

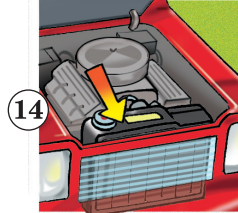
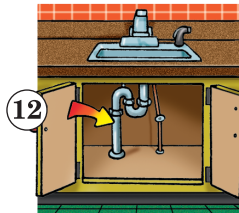
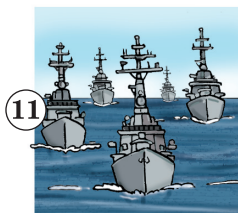
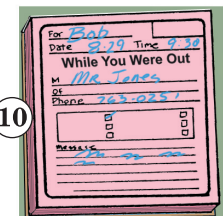
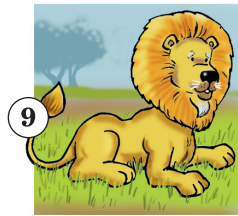
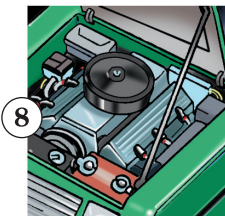
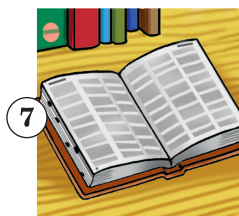
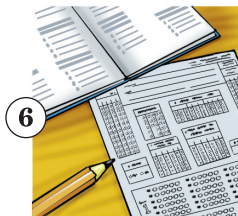
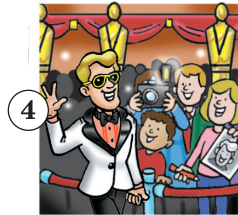


# 8

## Reported Speech Sequence of Tenses

- Reporting What People Have Said
- Reporting Information
- Expressing Surprise
- Leaving, Taking, and Conveying Messages
- Advice
- Job Interviews: Talking About Personal Qualities  
Asking Appropriate Questions  
Answering Difficult Questions
- Help Wanted Ads
- Resumes

### VOCABULARY PREVIEW



1. bride
2. groom
3. interviewer
4. movie star
5. school-bus driver

6. college entrance exam
7. dictionary
8. engine
9. lion
10. message

11. navy
12. pipe
13. puppy
14. radiator
15. robbery



## What Did She Say?

"I'm busy."  
 "I'm **working** hard."  
 "I **like** jazz."  
 "I'm **going to** buy a new car."  
 "I **went** to Paris last year."  
 "I **was** in London last week."  
 "I've **seen** the movie."  
 "I'll **call** the doctor."  
 "I **can** help you."

He said (that)\*

he **was** busy.  
 he **was working** hard.  
 he **liked** jazz.  
 he **was going to** buy a new car.  
 he **had gone** to Paris last year.  
 he **had been** in London last week.  
 he **had seen** the movie.  
 he **would** call the doctor.  
 he **could** help me.



- A. I forgot to tell you. Grandma called yesterday.  
 B. Really? What did she say?  
 A. She said (that)\* **she was sick.**

- A. I forgot to tell you. \_\_\_\_\_ called yesterday.  
 B. Really? What did \_\_\_\_\_ say?  
 A. \_\_\_\_\_ said (that)\* \_\_\_\_\_.



1. Miguel and Maria



2. Robert

\* Or: "He/She/They told me (that)"





3. Aunt Margaret



4. our upstairs neighbors



5. our niece Terry



6. Uncle Ted



7. your brother in Detroit



8. your sister in Seattle



9. the woman from the furniture store



10. the TV repairman



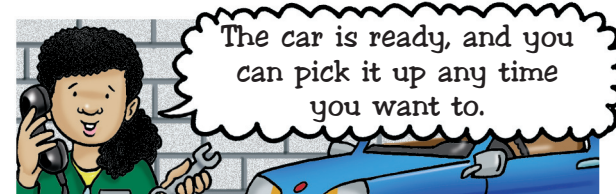
11. my boss



12. our nephew Paul



13. the little girl down the street



14. the auto mechanic



15. my boyfriend



16. Uncle Frank



## Haven't You Heard?

John **is** sick.      I knew  
I didn't know      } (that) John **was** sick.



- A. What's everybody talking about?  
 B. Haven't you heard? Our English teacher is in the hospital!  
 A. You're kidding! I didn't know (that) our English teacher was in the hospital.  
 B. You didn't?! I thought EVERYBODY knew (that) our English teacher was in the hospital!

- A. What's everybody \_\_\_\_\_ about?  
 B. Haven't you heard? \_\_\_\_\_!  
 A. You're kidding! I didn't know (that) \_\_\_\_\_.  
 B. You didn't?! I thought EVERYBODY knew (that) \_\_\_\_\_!



1. What's everybody talking about?

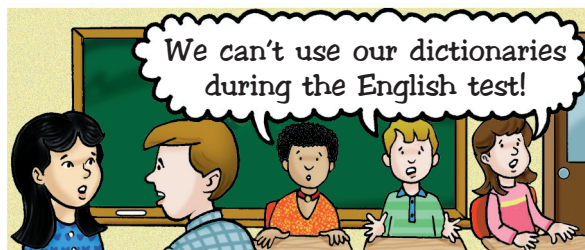


2. What's everybody so upset about?





3. What's everybody so happy about?



4. What's everybody so nervous about?



5. What's everybody so angry about?



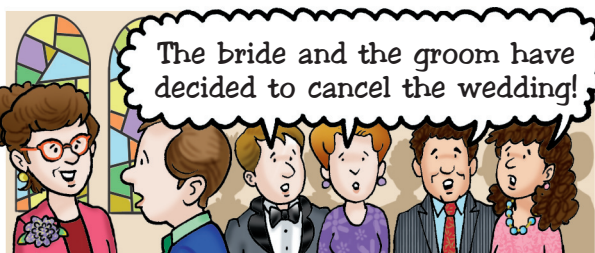
6. What's everybody so happy about?



7. What's everybody so anxious about?



8. What's everybody so excited about?



9. What's everybody talking about?



10.

## How to Say It!

### Expressing Surprise

You're kidding!



No kidding!



You've got to be kidding!



I can't believe it!



Practice the conversations in this lesson again. Express surprise in different ways.

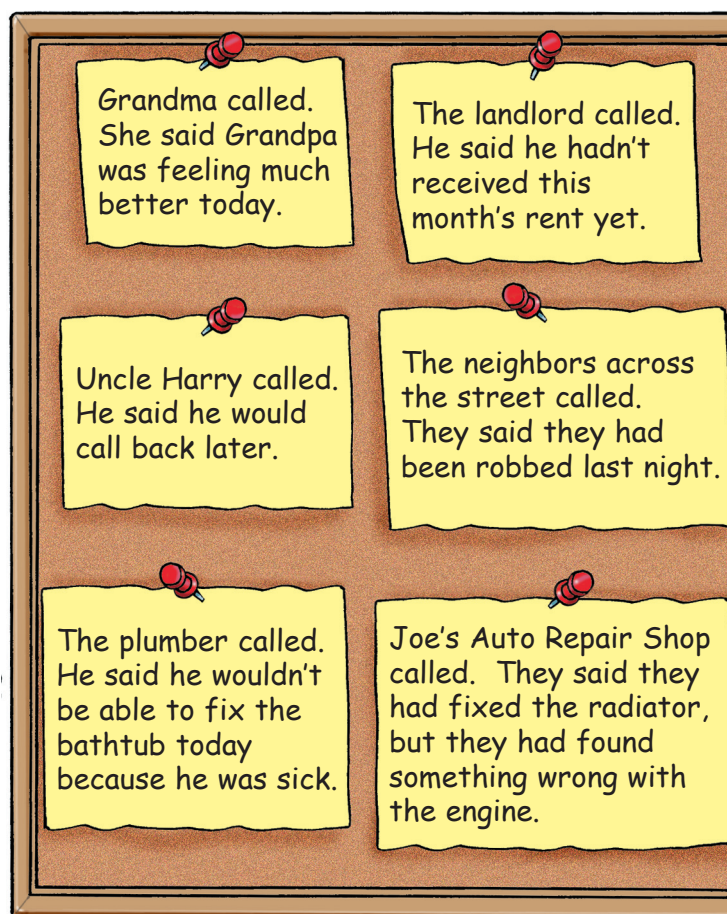
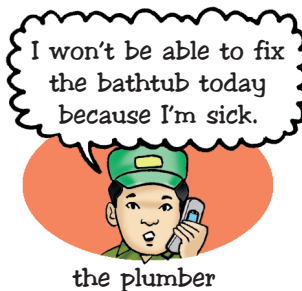
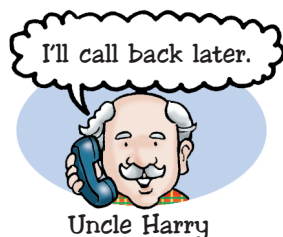


## READING



### A LOT OF MESSAGES

Sally was home alone this afternoon while her parents were at work. There were a lot of phone calls, and Sally wrote down a lot of messages.



### ✓ READING CHECK-UP

#### Q & A

The next day, Sally was home alone again. Her mother called from the office. Create dialogs based on the following model and information.

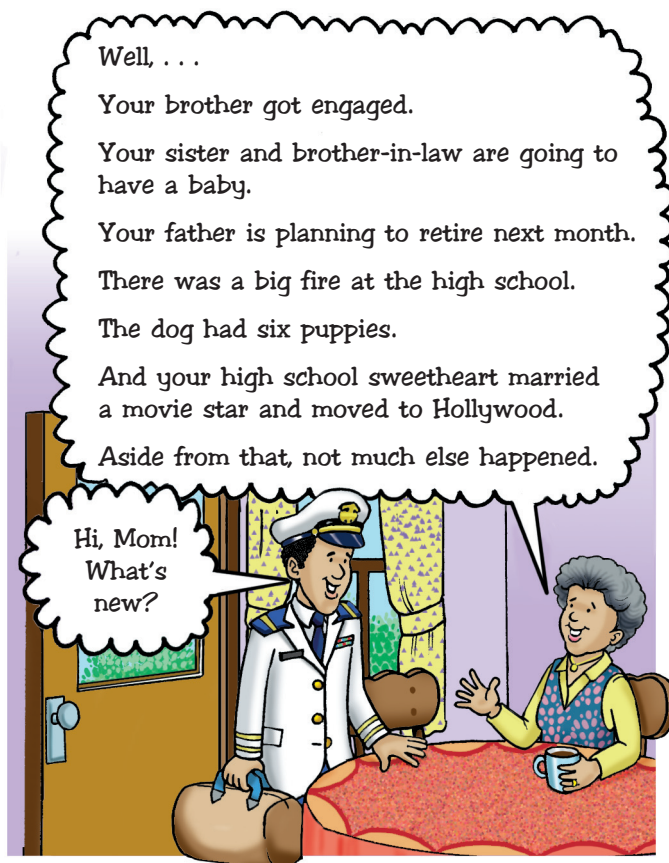
1. Grandma • "Grandpa isn't feeling very well and wants me to call the doctor."
2. The landlord • "I received your check this morning."
3. Uncle Harry • "I'm getting married next month, and I want all of you to come to my wedding."

- A. Tell me, have there been any calls?
- B. Yes. \_\_\_\_\_ called.
- A. Oh? What did \_\_\_\_\_ say?
- B. \_\_\_\_\_ said \_\_\_\_\_.

4. The neighbors across the street • "The police caught the man who robbed our house."
5. The plumber • "I'm still sick, and I can't get there today."
6. Joe's Auto Repair Shop • "We've finished working on the engine, and the car is ready to be picked up."



## COMPLETE THE STORY



### HOME FROM THE NAVY

Bill serves as a lieutenant in the navy. He returned home last weekend after being at sea for several months. Since he hadn't been in touch with his family for a long time, he was very surprised at all the things that had happened while he was away.

He didn't know his brother had gotten <sup>1</sup> engaged. He also didn't know his sister and brother-in-law            <sup>2</sup> have a baby. And he was unaware that his father            <sup>3</sup> retire next month.

In addition, he didn't know there            <sup>4</sup> a big fire at the high school. He hadn't heard that the dog            <sup>5</sup> six puppies. And he had no idea that his high school sweetheart            <sup>6</sup> a movie star and            <sup>7</sup> to Hollywood.

A lot of things certainly had changed while Bill was away.

### TRUE, FALSE, OR MAYBE?

Answer True, False, or Maybe (if the answer isn't in the story).

1. Bill has been on a ship for the past several months.
2. His sister had a baby while he was away.
3. His father has retired.
4. Bill's high school was very large.
5. Bill's former girlfriend lives in Hollywood now.

## LISTENING

Listen and choose the statement that is true based on what you hear.

1. a. It snowed.  
b. It's still snowing.
2. a. He didn't know that his supervisor had been in the hospital.  
b. He didn't know that his supervisor was in the hospital.
3. a. She wasn't aware that jackets were on sale.  
b. She wasn't aware that jackets had been on sale.
4. a. He didn't know she had to work on Saturday.  
b. He didn't know she had worked on Saturday.
5. a. She was aware that Sherman had been thinking of leaving.  
b. She was unaware that Sherman had been thinking of leaving.
6. a. Her friends hadn't told her they were going to move.  
b. Her friends had told her they were going to move.

## What Did They Ask?

"Where is the bank?"  
 "When are you going to visit me?"  
 "Do you speak English?"  
 "Have you seen Mary?"

He asked me { where the bank was.  
 when I was going to visit him.  
 { if  
 whether } I spoke English.  
 { if  
 whether } I had seen Mary.



- A. You won't believe what a three-year-old boy asked me today!
- B. What did he ask you?
- A. He asked me why there was a Santa Claus in every department store in town.
- B. I can't believe he asked you that!
- A. I can't either.



- A. You won't believe what my boss asked me today!
- B. What did she ask you?
- A. She asked me { if  
 whether } I wanted to receive a raise this year.
- B. I can't believe she asked you that!
- A. I can't either.



A. You won't believe what \_\_\_\_\_ asked me today!

B. What did \_\_\_\_\_ ask you?

A. \_\_\_\_\_ asked me \_\_\_\_\_.

B. I can't believe \_\_\_\_\_ asked you that!

A. I can't either.



1. *my history teacher*



2. *my boyfriend*



3. *my nine-year-old nephew*



4. *the woman at my job interview*



5. *my students*



6. *my parents*

(continued)



7. *my philosophy professor*



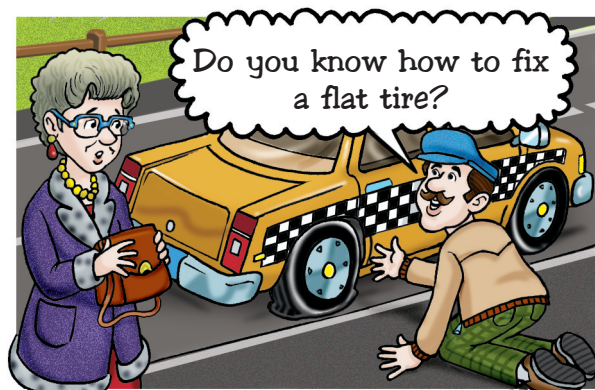
8. *my daughter*



9. *my basketball coach*



10. *my son*



11. *a taxi driver*



12. *the patient in Room 12*



13. *Grandma*



14.



## READING



### THE JOB INTERVIEW

Charles had a job interview a few days ago at the United Insurance Company. The interview lasted almost an hour, and Charles had to answer a lot of questions.

First, the interviewer asked Charles where he had gone to school. Then she asked if he had had any special training. She asked where he had worked. She also asked whether he was willing to move to another city. She wanted to know if he could work overtime and weekends. She asked him how his health was. She asked him whether he had ever been fired. She wanted to know why he had had four different jobs last year.

And finally, the interviewer asked the most difficult question. She wanted to know why Charles thought he was more qualified for the position than the other sixty-two people who had applied.

Charles had never been asked so many questions at a job interview before. He doesn't know how well he did, but he tried his best.

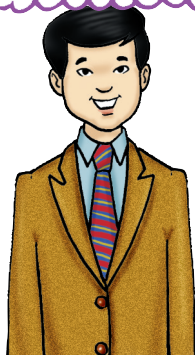


### READING CHECK-UP

#### ROLE PLAY

You're applying for a job at the United Insurance Company. Role-play a job interview with another student, using the questions in the illustration as a guide.

#### How About You?



Tell about a job interview you had.

Where was the interview?

How long did it last?

What questions did the interviewer ask?

What were your answers?

What was the most difficult question, and how did you answer it?

Did you get the job?

Job interviewers sometimes like to ask difficult questions. Why do you think they do this? What are some difficult questions interviewers might ask? Make a list, and think of answers to those questions.

## What Did They Tell You?

"Call me after five o'clock."  
"Stop complaining!"

"Don't worry!"  
"Don't call me before nine o'clock."

He told me

to call him after five o'clock.  
to stop complaining.

not to worry.  
not to call him before nine o'clock.



- A. I'm a little annoyed at the mailman.
- B. How come?
- A. He told me to keep my dog in the house.
- B. Why did he tell you that?
- A. He said (that) he was afraid to deliver my mail.



- A. I'm a little annoyed at my neighbors.
- B. How come?
- A. They told me not to play my music so loud.
- B. Why did they tell you that?
- A. They said (that) I was bothering them.



A. I'm a little annoyed at \_\_\_\_\_.

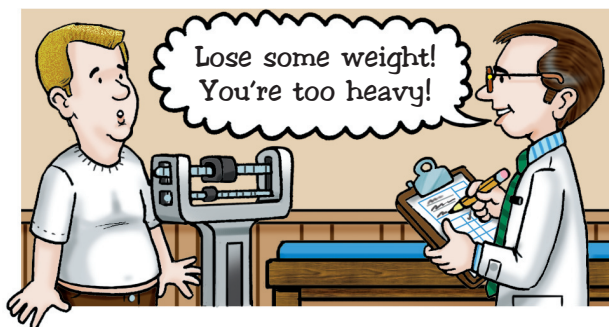
B. How come?

A. \_\_\_\_\_ told me \_\_\_\_\_.

B. Why did \_\_\_\_\_ tell you that?

A. \_\_\_\_\_ said (that) \_\_\_\_\_.

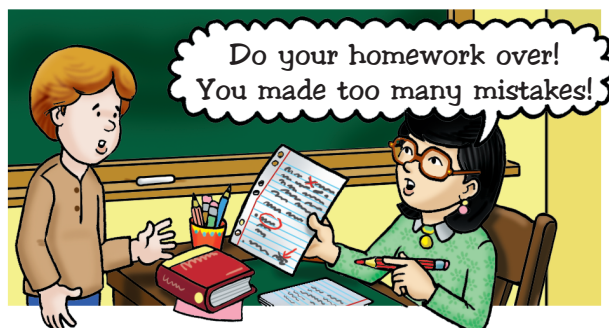




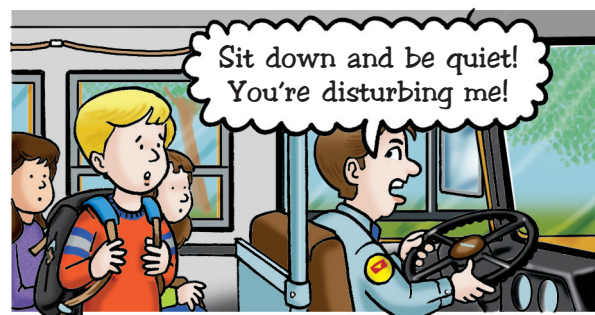
1. *my doctor*



2. *my dentist*



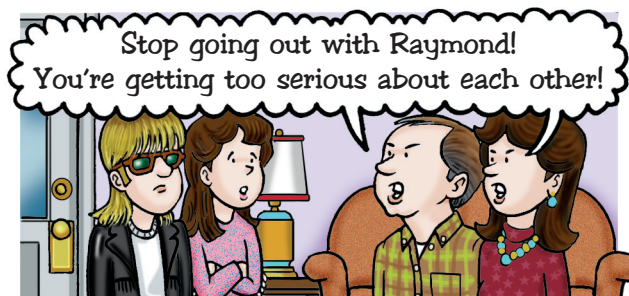
3. *my math teacher*



4. *the school-bus driver*



5. *my girlfriend*



6. *my parents*



7. *my boss*



8. *my landlord*



9. *my seven-year-old son*

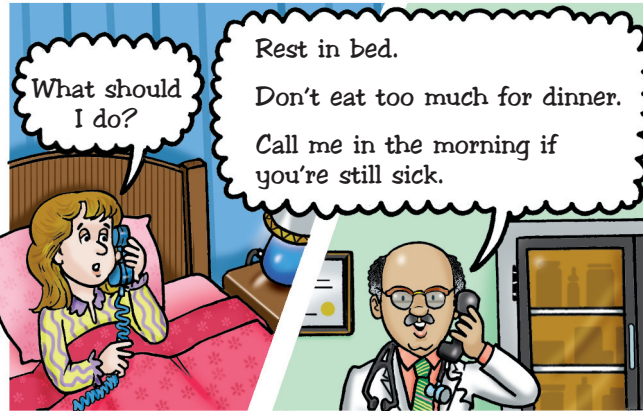
## How About You?



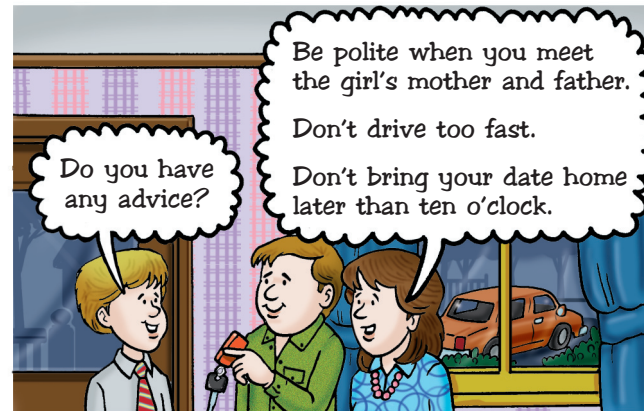
Do you remember the last time someone said something that really annoyed you?  
 What did the person say? (He/She told me...)  
 Why do you think he/she said that?  
 Did you say anything back?

## READING

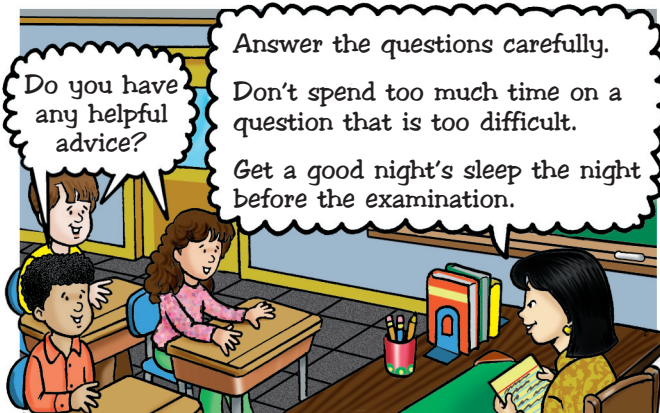
### GOOD ADVICE



Margaret had a bad stomachache yesterday afternoon. She called her doctor and asked him what she should do. Her doctor told her to rest in bed. He also told her not to eat too much for dinner. And he told her to call him in the morning if she was still sick. Margaret felt better after speaking with her doctor. She's glad she can always depend on him for good advice.



Eric went out on his first date yesterday evening. Before he left the house, he asked his parents if they had any advice. They told him to be polite when he met the girl's mother and father. They also told him not to drive too fast. And they told him not to bring his date home later than ten o'clock. Eric felt more prepared for his date after speaking to his parents. He's glad he can always depend on them for good advice.



Mrs. Tanaka's students are going to take the college entrance examination this Saturday, and they're very nervous. They asked Mrs. Tanaka if she had any helpful advice. She told them to answer the questions carefully. She also told them not to spend too much time on a question that was too difficult. And she told them to get a good night's sleep the night before the examination. Mrs. Tanaka's students felt more confident after speaking with her. They're glad they can always depend on her for good advice.



Mr. and Mrs. Pratt are going away on vacation soon, and they're concerned because there have been several robberies in their neighborhood recently. They called the police and asked them what they could do to prevent their house from being broken into while they were away. The police told them to lock all the windows and leave on a few lights. They also advised them to ask the neighbors to pick up the mail. And they warned them not to tell too many people that they would be away. Mr. and Mrs. Pratt felt reassured after speaking with the police. They're glad they can always depend on them for good advice.





## READING CHECK-UP

### TRUE, FALSE, OR MAYBE?

Answer True, False, or Maybe (if the answer isn't in the story).

1. Margaret told her doctor to rest in bed.
2. Margaret didn't eat very much for dinner yesterday.
3. Eric hadn't gone out on a date before yesterday.
4. Eric brought his date home by ten o'clock.
5. Mrs. Tanaka teaches at a college.
6. Mrs. Tanaka got a good night's sleep the night before the examination.
7. Locking windows and leaving on lights are two ways to prevent robberies.
8. The Pratts' house was broken into while they were away.

### CHOOSE

1. Eric's parents told him \_\_\_\_\_.  
a. not to drive too fast  
b. don't drive too fast
2. Mrs. Tanaka told her students \_\_\_\_\_.  
a. answer the questions carefully  
b. to answer the questions carefully
3. She told him \_\_\_\_\_.  
a. don't worry  
b. not to worry
4. She asked \_\_\_\_\_ a vegetarian.  
a. if I was  
b. whether are you
5. My friends said that \_\_\_\_\_.  
a. they will be here  
b. they would be here
6. We \_\_\_\_\_ them to call us.  
a. said  
b. told

## PRONUNCIATION Reduced to

Listen. Then say it.

He told me **to** sit down.

She told me not **to** call her.

She asked me where I went **to** school.

They said they wouldn't be able **to** come **to** the party.

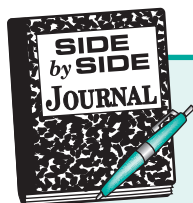
Say it. Then listen.

She told me **to** lose some weight.

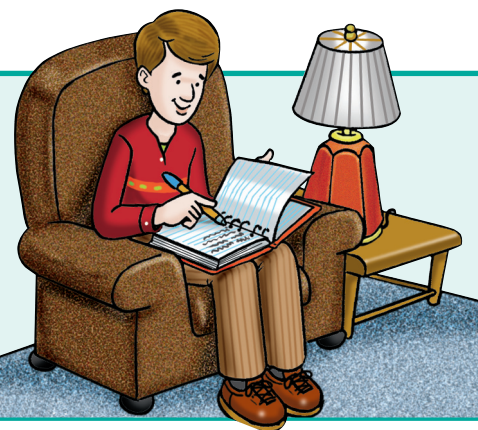
He told me not **to** eat candy.

He asked me if I wanted **to** get married.

She said I didn't have **to** work overtime.



Write in your journal about a time when you needed advice. Why did you need advice? (What was the situation?) Who did you ask for advice? What did you ask? What did the person tell you? Did you follow the person's advice? Was it good advice or bad advice? Why?



## GRAMMAR FOCUS

### REPORTED SPEECH SEQUENCE OF TENSES

"I'm busy."	He said (that)	he <b>was</b> busy.
"I like jazz."		he <b>liked</b> jazz.
"I'm going to buy a new car."		he <b>was going to</b> buy a new car.
"I went to Paris last year."		he <b>had gone</b> to Paris last year.
"I was in London last week."		he <b>had been</b> in London last week.
"I've seen the movie."		he <b>had seen</b> the movie.
"I'll call the doctor."		he <b>would call</b> the doctor.
"I can help you."		he <b>could</b> help me.

John <b>is</b> sick.	I knew (that) I didn't know (that)	John <b>was</b> sick.
Jack <b>is</b> going to be a father.		Jack <b>was</b> going to be a father.
Our landlord <b>wants</b> to sell the building.		our landlord <b>wanted</b> to sell the building.
We <b>can't</b> use our dictionaries.		we <b>couldn't</b> use our dictionaries.

"Where is the bank?"	He asked me	where the bank was.
"When are you going to visit me?"		when I was going to visit him.
"Do you speak English?"		{ if whether } I spoke English.
"Have you seen Mary?"		{ if whether } I had seen Mary.

"Call me after five o'clock."	He told me	to call him after five o'clock.
"Stop complaining!"		to stop complaining.
"Don't worry!"		not to worry.
"Don't call me before nine o'clock."		not to call him before nine o'clock.

### Choose the correct word.

- Jessica called. She told me ( if she likes she liked ) her new job very much.
- Richard said ( he was if he's ) sorry he ( wouldn't won't ) be able to help us move.
- Did Uncle Walter ( tell ask ) you ( did he get he had gotten ) fired from his job?
- Ms. Chen called. She told me ( she couldn't if she can ) come to the meeting tomorrow.
- I didn't know ( we didn't don't we ) have to come to work early tomorrow morning.
- I just spoke to Marta. She told me ( has she been she had been ) promoted again.
- My secretary said he ( was is ) sorry he ( hasn't hadn't ) finished the report on time.
- My parents asked me ( when are my exams when my exams were ).
- The interviewer asked me where ( I had gone did I go ) to school.
- My doctor is concerned. She told me ( to lose must I lose ) fifteen pounds.
- Our landlord told us ( to don't play not to play ) loud music after midnight.
- The waiter ( asked told ) me ( do I want if I wanted ) to order dessert.
- The nurse ( told asked ) me ( if I had ever have I ever ) had a flu shot.



## 1 CONVERSATION JOB INTERVIEW QUESTIONS



Practice conversations between an interviewer and a job applicant.

A. What do you consider your greatest strengths?

B. \_\_\_\_\_, and \_\_\_\_\_

A. Do you know about what we do here?

B. Yes. \_\_\_\_\_

A. Do you have any questions for me?

B. Yes. \_\_\_\_\_

I'm hardworking.  
I'm dependable.  
I'm a good communicator.  
I get along well with people.  
I have a very positive attitude.  
I'm always enthusiastic about my work.  
I learn quickly.  
I always try to improve my skills.

(other) \_\_\_\_\_

I've read a lot about the company in the newspaper.  
I've looked closely at the information on your website.  
I'm familiar with your work because my friend/relative \_\_\_\_\_ (name) is employed here.

(other) \_\_\_\_\_

Can you tell me more about the specific job responsibilities?  
I'd be interested to know more about the company's history and its work.  
When do you plan to fill the position?  
Are there opportunities for promotion and advancement?

(other) \_\_\_\_\_

### THINK & SHARE

Work with a classmate. Answer these questions. Then practice more conversations.

What other personal qualities can a job applicant talk about during an interview?

What other ways can an applicant learn about a company before a job interview?

What additional questions are appropriate to ask during an interview?

## 2 TEAMWORK ANSWERING DIFFICULT JOB INTERVIEW QUESTIONS

Work with a classmate. How would each of you answer the following questions at a job interview? Compare your answers. Then share with the class. Discuss the best ways to answer these questions.

1. Why do you want to work here?
2. We have many applicants for this position. Why should we hire you?
3. What do you consider your greatest weakness?
4. What are your long-term goals for the future?

<p><b>ADMINISTRATIVE ASSISTANT</b></p> <p>FT opening for qualified person in large insurance agency. General ofc. duties. Must have gd. computer skills w/ exper. in Word, Excel, &amp; PowerPoint. H.S. dipl. req. 2 yrs. ofc. exper. min. Excel. bnfts. incl. health and dental ins. Fax cover letter, resume, &amp; refs. to 323-578-2769.</p>	<p><b>HOME HEALTH AIDES</b></p> <p>Looking for cert. home health aides to work in L.A. area. Must have car. Bilingual skills (Span., Viet.) a plus. Refs. req. Call Los Angeles Home Healthcare Services at 323-764-5092.</p>
<p><b>BILINGUAL SECY (Spanish)</b></p> <p>FT position in law office. Exc. keyboarding skills nec. 60 wpm or more. Must be able to work well in a fast-paced environment. 2 yrs. exp. pref. Oppty. for advancement. Call Carol at 323-479-1462.</p>	<p><b>MAINTENANCE SUPERVISOR</b></p> <p>The Holiday Hotel is looking for a FT maintenance supervisor. All candidates should have plumbing, carpentry, and elec. exper. Computer skills helpful. Must be avail. wknds. Email resume to holidayhotel.com.</p>
<p><b>BOOKKEEPER</b></p> <p>Growing co. seeks FT bookkeeper for our accounting dept. Exp. w/ Word, Excel, and QuickBooks programs a must. Assoc. degree or equiv. and 3 yrs. exp. in bkkpg./acctg. field req. Send resume to Lee Associates, 2519 Pacific Drive, Los Angeles, CA 90074.</p>	<p><b>MEDICAL ASSISTANT</b></p> <p>Dr's office has an opening for cert. medical asst. w/ at least 1 yr. exper. Duties incl. taking blood pressure &amp; other vitals and giving injections. Some recep. duties also req'd. Must have excel. interpersonal skills. Fax resume to 323-764-0984.</p>
<p><b>DENTAL ASSISTANT</b></p> <p>Busy dental practice in need of PT dental asst. Grad. of approved dental assisting program w/ 2 yrs. exp. X-ray &amp; CPR cert. req. Computer skills a plus. Must work some Sats. Fax resume to 323-764-9871.</p>	<p><b>PAINTERS NEEDED</b></p> <p>FT temp. position ( 6 mo.). Start immed. Must have own transp. Will train. Call Ronald at 323-578-2874.</p>
<p><b>DRIVER</b></p> <p>Assemble and deliver furniture. Co. vehicle provided. Must have valid CA driv. lic., clean DMV record, and be able to lift &amp; carry 75 lbs. No prev. exp. req. Drug testing employer. Call George at 323-764-1900.</p>	<p><b>SOFTWARE ENGINEER</b></p> <p>Lead team of 5 software developers in design &amp; development of web-based applications. The right person will have a B.S in Comp. Sci. or a related field &amp; 5 yrs. exp. in software dvlpmnt. incl. project mgmt. Fax resume to 323-684-0047.</p>

- You must have your own car if you want to work as a home health aide or a \_\_\_\_\_.  
A. driver  
B. school bus driver  
C. bilingual secretary  
D. painter
- The home health aide and the medical assistant both must have \_\_\_\_\_.  
A. high school diplomas  
B. associate degrees  
C. certificates  
D. bilingual skills
- Maria has been a secretary for 3 years and is familiar with office software. She types 40 words per minute. She should apply for the job as \_\_\_\_\_.  
A. a bilingual secretary  
B. an administrative assistant  
C. a bookkeeper  
D. a medical assistant
- Victor is looking for an entry-level position. He should answer the ad for \_\_\_\_\_.  
A. a bookkeeper  
B. a medical assistant  
C. a dental assistant  
D. a driver
- The \_\_\_\_\_ position requires a person to work during the weekend.  
A. bookkeeper  
B. home health aide  
C. software engineer  
D. dental assistant
- We can infer that the medical assistant sometimes has to \_\_\_\_\_.  
A. answer telephones  
B. lift heavy objects  
C. use PowerPoint  
D. make repairs

**TEAMWORK** Work with a classmate. Make a list of all the abbreviations in the help wanted ads above. Then write the full word for each abbreviation.  
(Some words have more than one abbreviation.)



**Donna Santos**

155 Milton Road

Houston, TX 77043

713-504-6239 (home) 713-504-7732 (cell) dsantos@usa.com

<b>OBJECTIVE:</b>	A position in office management or human resources.
<b>EDUCATION:</b>	University of Houston—Downtown, Houston, TX Bachelor of Arts, Business Administration 2012 Houston Community College, Houston, TX Associate of Arts, Business Administration 2010
<b>EXPERIENCE:</b>	
Sept. 2016–present	<b>Office Manager</b> , Green Energy Consultants, Houston, TX Oversee day-to-day administration of office. Supervise a staff of fifteen employees. Responsible for hiring, training, and evaluating office staff. Oversee maintenance of equipment. Plan on-site and off-site meetings.
Sept. 2014–Aug. 2016	<b>Administrative Assistant</b> , Green Energy Consultants, Houston, TX Handled company correspondence. Managed and maintained office filing system. Responsible for company's newsletter. Made travel arrangements for staff. Assisted with payroll.
Sept. 2012–Jun. 2014	<b>Administrative Assistant</b> , Office of Community Development, Houston, TX Entered and updated information in database. Ordered supplies. Maintained records. Scheduled meetings. Assisted in creating newsletter. Translated documents.
Jan. 2011–Jun. 2012	<b>Office Assistant</b> , English Department, University of Houston, Houston, TX Assisted in general clerical duties such as filing, photocopying, proofreading, data entry, and word processing.
Sept. 2006–Aug. 2008	<b>Sales Associate</b> , Texas Outdoor Shop, Houston, TX Provided customer service. Operated cash register. Set up window displays.
<b>SKILLS:</b>	Proficient in Microsoft Word, Microsoft Excel, Microsoft PowerPoint, QuickBooks. Fluent in Spanish.
<b>OTHER ACTIVITIES:</b>	Monument Musical Theater Company: Assistant director. Houston Community Chorus: I sing in the chorus and serve as business manager.
References Available Upon Request	

**Read the resume and answer the questions.**

1. What kind of job does Donna want?
2. What colleges did she attend?
3. What degrees did she receive?
4. What is her current job?
5. What job did she have while she was in college?
6. What sales experience does she have?
7. When did she start working at Green Energy Consultants?
8. What did she do at the Office of Community Development?
9. How long did she work there?
10. What computer skills does she have?
11. What experience in human resources has she had as an office manager?
12. What musical activities does she enjoy? Why do you think she included them on her resume?

# ASSESSMENT

## • Check-up test

## • Self-evaluation checklists

Choose the correct answer.

- I believe I'm very \_\_\_\_ for the job.
  - successful
  - positive
  - hardworking
  - qualified
- I'm looking for a full-time \_\_\_\_ in office management.
  - position
  - objective
  - employer
  - responsibility
- For this job, drivers must have a \_\_\_\_ Florida driver's license.
  - general
  - vital
  - valid
  - fluent
- I know I need previous experience to apply for this job. The help wanted ad says \_\_\_\_\_.
  - exc. bnfts.
  - 3 yrs. exp. req.
  - no prev. exper. req.
  - assoc. degree or equiv.
- The administrative assistant position requires good computer skills and experience with \_\_\_\_\_.
  - CPR
  - DMV
  - X-rays
  - Excel and PowerPoint
- \_\_\_\_\_ I consider that my greatest strength.
  - I've read a lot about your company.
  - I've looked closely at your website.
  - I'm very dependable.
  - I'm familiar with your company's history.
- I'm an office assistant. I help with general clerical duties, such as \_\_\_\_\_.
  - filing and photocopying
  - hiring and training
  - evaluating office staff
  - planning on-site and off-site meetings
- Our company needs a software engineer with experience in the development of \_\_\_\_\_.
  - plumbing and carpentry
  - web-based applications
  - company correspondence
  - human resources
- I have a Bachelor of Arts degree from \_\_\_\_\_.
  - Green Energy Consultants
  - Plainville High School
  - Microsoft Word
  - the University of Houston
- The Paxton Company offers its employees excellent benefits. These benefits include \_\_\_\_\_.
  - a cover letter, a resume, and references
  - Word and QuickBooks
  - health and dental insurance
  - keyboarding skills

## SKILLS CHECK

### Words:

- |                                    |   |  |
|------------------------------------|---|--|
| <input type="checkbox"/> assist    | <input type="checkbox"/> administration | <input type="checkbox"/> appropriate   |
| <input type="checkbox"/> evaluate  | <input type="checkbox"/> advancement    | <input type="checkbox"/> approved      |
| <input type="checkbox"/> handle    | <input type="checkbox"/> application    | <input type="checkbox"/> certified     |
| <input type="checkbox"/> maintain  | <input type="checkbox"/> attitude       | <input type="checkbox"/> clerical      |
| <input type="checkbox"/> manage    | <input type="checkbox"/> development    | <input type="checkbox"/> dependable    |
| <input type="checkbox"/> operate   | <input type="checkbox"/> duties         | <input type="checkbox"/> enthusiastic  |
| <input type="checkbox"/> order     | <input type="checkbox"/> goal           | <input type="checkbox"/> fast-paced    |
| <input type="checkbox"/> oversee   | <input type="checkbox"/> management     | <input type="checkbox"/> fluent        |
| <input type="checkbox"/> photocopy | <input type="checkbox"/> objective      | <input type="checkbox"/> hardworking   |
| <input type="checkbox"/> proofread | <input type="checkbox"/> opportunity    | <input type="checkbox"/> interpersonal |
| <input type="checkbox"/> schedule  | <input type="checkbox"/> promotion      | <input type="checkbox"/> long-term     |
| <input type="checkbox"/> set up    | <input type="checkbox"/> quality        | <input type="checkbox"/> positive      |
| <input type="checkbox"/> supervise | <input type="checkbox"/> responsibility | <input type="checkbox"/> proficient    |
| <input type="checkbox"/> translate | <input type="checkbox"/> strength       | <input type="checkbox"/> temporary     |
| <input type="checkbox"/> update    | <input type="checkbox"/> weakness       | <input type="checkbox"/> valid         |

### I can say:

- ☐ "I'm *sick*."
- ☐ I said (that) I was *sick*.
- ☐ "I like *my new job*."
- ☐ I said (that) I liked *my new job*.
- ☐ "I got a *raise*."
- ☐ I said (that) I had gotten a *raise*.
- ☐ "I've done *that*."
- ☐ I said (that) I had done *that*.
- ☐ "I can do *that*."
- ☐ I said (that) I could do *that*.
- ☐ "I'll *call you*."
- ☐ I said (that) I would *call you*.
- ☐ "Where is *the bank*?"
- ☐ I asked you where *the bank* was.

- ☐ "Do you *live here*?"
- ☐ I asked you if/whether you *lived here*.

### I can speak well during a job interview:

- ☐ talk about personal qualities
- ☐ ask appropriate questions
- ☐ answer difficult questions

### I can:

- ☐ interpret help wanted ads
- ☐ interpret a resume

### I can express surprise:

- ☐ You're kidding!/No kidding!/You've got to be kidding!/I can't believe it!

### I can write about:

- ☐ a time I needed advice

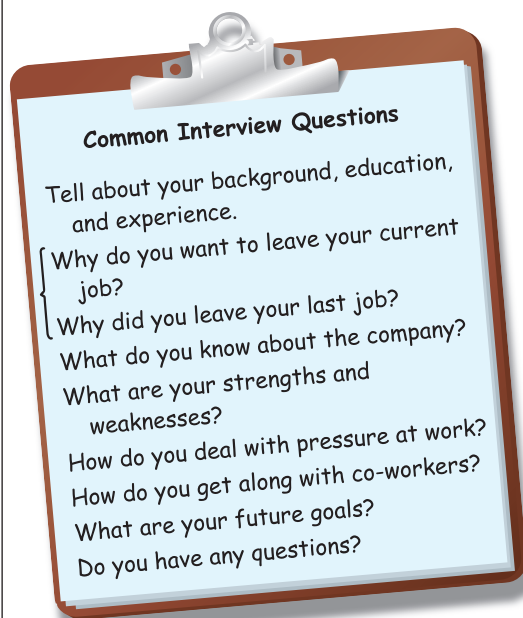


## Polish Up Your Interview Skills!

### Tips from the experts

**G**oing to a job interview can be a very challenging experience. A lot of people are probably applying for the same job. What can you do to make a good impression and stand out from the crowd?

The experts say, "Be prepared!" Learn about the company before your interview. Find out about the company's products or services. Read about the company in the newspaper, or try to find information on the Internet. (Many companies have their own websites with lots of information.) Also, dress appropriately for the interview. Don't wear casual clothes. Dress neatly and conservatively.



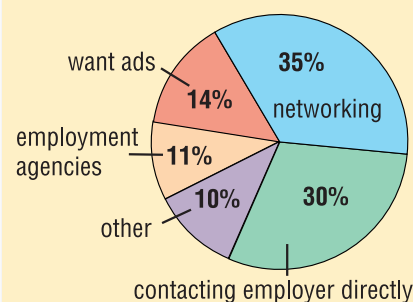
Prepare in advance for the types of questions you will probably be asked. The interviewer will most likely ask you to tell about your background, education, and experience. If you are employed, the interviewer may ask you why you want to leave your current job. Or, if you aren't employed at the time of the interview, the interviewer might ask why you left your last job. You should be prepared to talk about what you know about the company. Don't be surprised if you are asked what your strengths and weaknesses are. Be ready to answer questions about how you deal with pressure at work. An interviewer will most likely ask you how you get along with co-workers. You may also be asked what your future goals are. And don't forget that the interviewer will probably ask if you have any questions.

Be sure to answer the interviewer's questions honestly. Try to show that you are motivated, responsible, and very interested in the job. Be confident, but don't brag about yourself. (Don't say how great you are. Instead, give examples of things you've done that show your strengths.)

Be prepared for when the interviewer asks if you have any questions. You can ask about the job responsibilities, the company in general, when the position will be filled, and other things. Some experts say that it isn't a good idea to ask too many questions about salary, vacations, or benefits during the first interview. If the company has follow-up interviews for the position, that might be a better time for such questions. Before you leave the interview, make sure you know the names and titles of all the people you met. Write a thank-you letter to the interviewer as soon as possible. Say thank you for the interviewer's time, describe why you think you're the right person for the job, and offer to go back for another interview if they want you to.

### FACT FILE

#### How People Find Jobs



## Who Got the Job?

Sarah Jones went to a job interview yesterday at a computer software company. First, the interviewer asked her about her background and experience. She told about where she had gone to school, what she had studied, and what kinds of jobs she had had. When the interviewer asked her why she wanted to leave her current job, she said that she was looking for a more challenging position. Then the interviewer asked Sarah what she knew about the company. She answered that she used some of the company's software and she had read articles about the company in the newspaper. Then the interviewer asked what her strengths and weaknesses were. She replied that she worked very hard and got along well with people, but she had some problems writing business letters. She explained that she was now taking a business writing class at a local college. Finally, the interviewer asked Sarah if she had any questions. Sarah asked if the job required a lot of travel, and she asked what the company's plans for the future were. As soon as she got home, Sarah wrote a thank-you note to the interviewer.



Bob Mills went to a job interview yesterday at the same company. First, the interviewer asked him about his background and experience. Bob said he had listed all that information on his resume and the interviewer could find it there. When the interviewer asked him why he wanted to change employers, Bob replied that he was looking for a job with shorter hours and fewer responsibilities. Then the interviewer asked what he knew about the company. Bob said he wasn't really familiar with the company's products, and he asked what they were. When the interviewer asked what his strengths and weaknesses were, Bob said he hadn't really thought about that before, but it was a good question. Finally, the interviewer asked Bob if he had any questions. Bob asked if he could have 25 vacation days during his first year, and he wanted to know whether he would be able to bring his dog to the office every day. Bob went home feeling good about the interview. He thought it had gone well, and he waited for the company to call.



*Who do you think got the job? For fun, act out the two interviews!*

## AROUND THE WORLD

### Job Interviews

Job interviews can be very different around the world. An interviewer's questions, the "body language" that should be used, and the formality of an interview vary from country to country.

If you're at a job interview in Japan, don't look directly into the eyes of the interviewer. It is considered rude. But if you're at an interview in the United States, you should definitely make eye contact with the interviewer. If you don't, the interviewer may think you aren't trustworthy or confident.



In the United States and some other countries, interviewers aren't supposed to ask questions about family, marital status, and other personal information. In most countries, however, personal questions are very common during job interviews.



In France, shake hands with the interviewer lightly, not firmly. In many other countries, you should shake hands firmly, because a firm handshake is a sign of confidence. In Germany, your interview might begin with a very short informal conversation followed by a formal interview. In Mexico and many other countries, the informal small talk might take longer, and in some cases the entire interview might be informal.

**What are job interviews like in countries you know?**



# Interview

A Side by Side Gazette reporter recently interviewed Monica Salinas, a Human Resources manager for a large insurance company. As a job interviewer, Ms. Salinas reads thousands of resumes and interviews hundreds of people each year.



community college. She said she was the first person from her family to go to college. She impressed me so much. I asked her how she could contribute to our company. She said she would be the hardest worker here. Well, she is! I hired her, and last month she was chosen "Employee of the Year" and received a big bonus check. I asked her what she was going to do with the extra money. She said that she had already sent it to her family in Brazil so they could start building a new home.

**Q:** Tell us about your job.

**A:** I'm responsible for interviewing applicants for all the available positions in our company. Our firm is very large, so we receive more than 50 resumes and interview up to ten people each day. It's a lot of work!

**Q:** What are your favorite interview questions?

**A:** I like to ask applicants how they think other people would describe them. I also like to ask about weekend activities, hobbies, and other things that help me get to know the applicant as a person.

**Q:** What was your most memorable interview?

**A:** It was with a young woman from Brazil. She had only been in this country for four years. When she arrived, she didn't speak a word of English. But at her interview, her English was excellent! She said she had taken English courses and then studied business at a

**Q:** Have you had any unusual interviews?

**A:** One applicant said he was hungry. He opened a paper bag, took out a sandwich, and ate during the entire interview! Another time, an applicant was so nervous that she fainted. I got her some water, and I offered to reschedule the interview. She was lying on the floor, but she said that she was okay and wanted to continue. So I sat with her on the floor, and we had a very nice conversation.

**Q:** What is your best piece of advice for someone going to a job interview?

**A:** Be yourself! Smile, relax, and be honest. Let the interviewer see who you really are.

## FUN with IDIOMS



### Do You Know These Expressions?

- |   |  |
|---|--|
| ___ 1. Don't put your foot in your mouth!     | a. Answer questions briefly!                   |
| ___ 2. Don't talk the interviewer's head off! | b. Answer questions directly!                  |
| ___ 3. Don't inflate your resume!             | c. Don't say the wrong thing!                  |
| ___ 4. Don't beat around the bush!            | d. Don't exaggerate your skills or experience! |

## We've Got Mail!

Dear Side by Side,

I have a question about tenses and reported speech. I understand that this is the correct way to say each of these sentences:

He said (that) he **was** hungry.

She told me (that) she **was** sick.

They said (that) they **were** engaged.

However, I often hear English speakers say:

He said (that) he **is** hungry.

She told me (that) she **is** sick.

They said (that) they **are** engaged.

Are both ways correct? I'm very confused.

Sincerely,

"Tense About Reported Speech"

Dear "Tense About Reported Speech,"

The first way to say these sentences is grammatically correct. However, in informal speech, the second way is also correct, especially when the person is reporting about something that someone has just said. We also "break the rule" when we talk about facts that are always true. For example:

We knew (that) Paris **is** the capital of France.

The teacher said (that) the Amazon **is** the longest river.

We hope this answers your question. Thanks for writing.



Sincerely,  
*Side by Side*

## Global Exchange

**BillG:** You won't believe what my neighbor in the apartment across the hall told me today! She said I was the noisiest person in our building! She told me that I played the drums too loud at night. She said that I had too many parties on weekends. And she asked me if I knew that dogs weren't allowed in the building. I told her that she had made a mistake, and that she had mixed me up with our neighbor down the hall. After all, I don't play the drums, I never have parties, and I don't have a dog! She apologized, and we had a nice conversation after that. I told her that if she wanted, I would go with her to talk to our noisy neighbor. That should be an interesting conversation!

Send a message to a keypal. Tell about an interesting conversation you have had.

## What Are They Saying?



## LISTENING

### You Have Six Messages!

You have six messages!



- 1 a. Jim Gavin wanted to know why money had been taken out of his paycheck.  
b. Jim Gavin wanted to know why money hadn't been taken out of his paycheck.
- 2 a. Denise said she hadn't been able to go to the meeting.  
b. Denise said she wouldn't be able to go to the meeting.
- 3 a. Patty told Joe that she had ordered more pens.  
b. Patty told Joe that she had canceled the order for pens.
- 4 a. Jane Adams called to say that the painters hadn't arrived yet.  
b. Jane Adams called to tell Joe when the painters would arrive.
- 5 a. George asked Joe if he could go to a doctor's appointment tomorrow morning.  
b. George told Joe that he would be at a doctor's appointment tomorrow morning.
- 6 a. Michelle told Joe she had taken a job with another company.  
b. Michelle told Joe that another company had offered her a job.



A **direct quotation** shows a person's exact words. You use **quotation marks** to write a quotation.

A quotation begins with a capital letter. It can be at the beginning or at the end of a sentence. Periods go inside quotations. Question marks and exclamation points go inside quotations if they are part of the quotation.

A **divided quotation** is in two parts. If the second part continues a sentence, it doesn't begin with a capital letter. If the second part is a new sentence, the first word is capitalized.

quotation marks  
"I'm glad to meet you," said the job applicant.  
capital letter comma

quotation marks  
The interviewer asked, "What is your greatest strength?"  
comma capital letter question mark

quotation marks  
The applicant answered, "People say I'm hardworking."  
comma capital letter period

quotation marks  
"That's good," she replied, "because everybody here works hard!"  
comma comma exclamation point  
divided quotation

Practice these conversations with a classmate.

The boss said please come to work early tomorrow.

- A. What's wrong with this sentence?
- B. The quotation isn't punctuated correctly.
- A. How should the punctuation be fixed?
- B. Put a comma after the word *said*. Put an opening quotation mark before the word *Please*. Capitalize the *P* in *Please*. And put a closing quotation mark after the period at the end of the quotation.

Candy is bad for your teeth warned my dentist.

- A. What's wrong with this sentence?
- B. The quotation isn't punctuated correctly.
- A. How should the punctuation be fixed?
- B. Put an opening quotation mark before the word *Candy*. Put a comma after the word *teeth*. And put a closing quotation mark after the comma.

Rewrite each sentence. Fix the punctuation and any capitalization errors. Then practice new conversations about these sentences.

1. The interviewer asked what are your future goals?
2. I want to be a manager I replied.
3. When will you fill the position I asked.
4. His parents said don't drive too fast.
5. The plumber called and asked can I fix your tub tomorrow instead of today?
6. Study hard our teacher warned because I know the test will be difficult.



# Explore and Plan Your Career!

**Career Pathways—A new way to explore, plan, and learn for your future!**

As a student at Lake Community College, you can use Career Pathways to explore a variety of careers, understand the skills that are needed, and take the courses that will prepare you for the job that's right for you.

Educators and business and industry experts have joined together to identify a total of sixteen Career Clusters. A Career Cluster is an industry sector—a large group of occupations that have common skills and knowledge. Within each of the sixteen clusters, there are many Career Pathways. A Career Pathway is a direction that you can take toward specific jobs.

Career Clusters	Description
Agriculture, Food, and Natural Resources	Growing, processing, and selling food, wood, animals, and natural resources
Architecture and Construction	Designing, planning, managing, building and maintaining buildings
Arts, Audio/Visual Technology, and Communications	Designing, performing, writing, and publishing multimedia content including visual and performing arts and design, journalism, and entertainment
Business Management and Administration	Organizing and managing businesses
Education and Training	Teaching and managing courses and training
Finance	Financial planning, banking, and insurance
Government and Public Administration	Planning and managing government services and taxes
Health Science	Providing and managing health services and research
Hospitality and Tourism	Providing services in restaurants, hotels, travel, tourism, and recreation
Human Services	Providing community and mental health services
Information Technology	Designing and managing technology and software
Law, Public Safety, Corrections, and Security	Providing legal, safety, and security services
Manufacturing	Planning and manufacturing
Marketing	Marketing of products and services
Science, Technology, Engineering, and Mathematics	Planning and research in science and technology
Transportation, Distribution, and Logistics	Moving and managing people and products



Our college has identified six Career Clusters that are important in our local economy. Each cluster has many Career Pathways. These six clusters have the most job opportunities in our area. We have worked together with local businesses and companies to develop special programs of study for our students.



Agriculture, Food, and Natural Resources



Architecture and Construction



Health Science



Hospitality and Tourism



Marketing



Science, Technology, Engineering, and Mathematics

The Marketing Career Cluster is one of the most popular industry sectors with students. Many jobs in our local economy are part of this Career Cluster. If you like to shop for yourself and others, or if you would be good at selling a product or idea, this is a Career Cluster you should explore. Within the Marketing Career Cluster, there are four different Career Pathways, each preparing students for a variety of jobs, as shown below. These are jobs that are important in our community.



### Your Career Pathway

Our counselors at the Career Center can help you explore your interests and your skills. First, you will take a survey to help you decide which Career Cluster interests you. You will also take a skills assessment. Then you will meet with a counselor to discuss your future. Your counselor will explain the variety of Career Pathways that fit your interests and skills.

After you have selected a Career Pathway, your counselor will help you plan your studies at Lake Community College. Your counselor will identify the courses you need to take each semester. Step by step, we will help you learn the skills needed for your Career Pathway.

We work closely with local businesses and services so our students can get valuable work experience while they are in college. We also have many opportunities for special training courses, company visits, job shadowing, and internships. Our career center frequently posts job openings as well, and we help prepare students for the interview process. By building strong connections between our college and the business community, we can offer you the best possible preparation for your career.

### DID YOU UNDERSTAND?

1. What is a Career Cluster?
2. How many Career Clusters have been identified?
3. Which Career Cluster includes banking?
4. Which Career Cluster includes recreation?
5. How many Career Clusters are there at Lake Community College?
6. Why did the college select these clusters?
7. How many Career Pathways are there for Marketing?
8. What occupations are in the Sales and Marketing Pathway?
9. What should students do before they meet with a counselor?
10. How does the career center help students get work experience?

### Think & Share

1. What are two Career Clusters that are interesting to you?
2. What are three Career Clusters that are important in your local economy?
3. What occupation are you interested in preparing for? How can your courses prepare you? How can you get work experience?

155 Milton Road  
Houston, TX 77043

June 1, 2016

Ms. Victoria Delgado  
Human Resources Director  
Infotech Systems  
3100 South Loop West  
Houston, TX 77054

Dear Ms. Delgado:

I am writing to apply for the position of office manager at Infotech Systems. I saw the job posting in today's issue of the Houston Chronicle.

As you can see from the resume I have included with this letter, I believe that my skills and experience are a good match for the office manager position at your company. I have worked for several years as an office manager and administrative assistant at a major energy company, and I have previous experience in information systems technology.

I have learned about the work of Infotech Systems through the company's web site, and I would look forward to talking with you about how I can be part of this important and interesting work in the future. If I can provide you with any further information on my background and qualifications, please let me know. Thank you for your consideration.

Respectfully yours,

*Donna Santos*

Donna Santos



**Business letters are formal. You should always type a business letter. A business letter has six parts:**

The **heading** shows the address of the writer and the date. Leave a blank line between the address and the date. Use a comma between the day and the year.

The **inside address** shows the full name (with title), the company, and the address of the person the writer is writing to.

The **salutation** is the greeting. Capitalize the first word of the salutation and use the person's title and the person's last name. (Only use a person's first name if you know the person very well.) Use a colon (:) after the person's name.

The **body** contains the content of the letter. Don't indent the paragraphs of the body. Leave a blank line between each paragraph.

The **closing** comes at the end of the letter. Capitalize only the first word in the closing. Use a comma after the closing.

The **signature** shows the name of the writer. After the closing, leave four blank lines for your signature, and then type your name on the next line. After you print out the letter, sign your name in the space for your signature.

### Write a cover letter.

Write a cover letter to apply for a job at a company. In the first paragraph, describe the job you are applying for and how you learned about the position. In the second paragraph, explain why you believe you are qualified for the job – why your skills and experience are a good match. (Don't give too much information or repeat everything in your resume. Just describe your key strengths in two or three sentences.) In the third paragraph, describe how you have learned something about the company's work (through its web site, newspaper articles, or other ways), offer to send more information, say that you look forward to talking to the person about the position, and say thank you. Type your letter, and follow the form of a business letter carefully.