

A background image showing a group of people's hands stacked on top of each other on a wooden table, symbolizing teamwork. The image is partially covered by a yellow and blue geometric overlay.

# **NEW BUSINESS ENGLISH 5**

## **Lesson 4**

### **Talking About Work Experience**



# LEARNING GOALS

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- ◆ Talking About Work Experience





# What would you say?

**Scenario:** You are in the middle of a job interview.

The HR manager is asking the following interview question.




Could you walk me through  
your work experience?

## Situational Dialogue

- ▶ Robert Phillips shares his past work experiences.





I noticed in your résumé that you've taken on different jobs in the media industry.

Yes, that's right. I started my first job as a media planner, then I was transferred to being a media buyer.








Great! Could you walk me through your work experience as a media buyer?





Last year, I was appointed as a media buyer and focused on developing effective media buying strategies. I encountered some difficulties at first, so I explored avenues of communication, both traditional and digital. Eventually, I was able to find the right approach, and I gained more confidence from that experience.





# Key Vocabulary

Learn the new words and answer the questions.



## résumé

*(n.) a written statement of your educational and work experience*

e.g. Her **résumé** was very detailed and impressive.



## appoint

*(v.) assign a job or role to someone*

e.g. She is the **appointed** teacher for a week.



## strategy

*(n.) a way of doing something or dealing with something*

e.g. Their marketing **strategy** was effective and reliable.



## Dialogue Review

Have a role play and answer the questions.



*Robert Phillips shares his past work experiences.*

**Dawn:** I noticed in your **résumé** that you've taken on different jobs in the media industry.

**Robert:** Yes, that's right. I started my first job as a media planner, then I was transferred to being a media buyer.

**Dawn:** Great! Could you walk me through your work experience as a media buyer?

**Robert:** Last year, I was **appointed** as a media buyer and focused on developing effective media buying **strategies**. I encountered some difficulties at first, so I explored avenues of communication, both traditional and digital. Eventually, I was able to find the right approach, and I gained more confidence from that experience.



*Robert Phillips shares his past work experiences.*

**Dawn:** I noticed in your résumé that you've taken on different jobs in the media industry.

**Robert:** Yes, that's right. I started my first job as a media planner, then I was transferred to being a media buyer.

**Dawn:** Great! Could you walk me through your work experience as a media buyer?



## **1. Talking About Work Experience**

**Robert:** **Last year, I was appointed as a media buyer and focused on developing effective media buying strategies. I encountered some difficulties at first, so I explored avenues of communication, both traditional and digital. Eventually, I was able to find the right approach, and I gained more confidence from that experience.**

## ∴ Talking About Work Experience



This strategy will help you prepare **clear** and **concise responses** using real-life examples.

### 1. Situation

- I was appointed as...
- I worked in...
- There was a time when + issue...

### 2. Task

- My duties included...
- I was responsible for + gerund...
- My tasks were to...

### 3. Action

- ... with the help of...
- Before + gerund, I + verb...
- It was + adjective for me...

### 4. Result

- I was able to...
- As a result, ...
- Sb. was so + adjective...



*Can you think of other expressions we can use for each part?*



## ∴ Talking About Work Experience



Could you walk me through your work experience?

1. Situation

<sup>(1)</sup> I was appointed as a media buyer<sup>(2)</sup> and focused on developing effective media buying strategies.

2. Task

<sup>(3)</sup> I encountered some difficulties at first, so I explored avenues of communication, both traditional and digital.

3. Action

<sup>(4)</sup> Eventually, I was able to find the right approach, and I gained more confidence from that experience.

4. Result



*Describe a time when you were under a lot of pressure at work.*

## Learning Goals

Write **S** for Situation, **T** for task, **A** for action, and **R** for result.

Before calling the customer to let her know about the mistake, I located the same costume at another store location nearby. I ordered it to be delivered to her home the next morning, along with a gift card to thank her for her understanding.

I knew I needed to make this right for the customer to meet my own service level standards and to uphold the reputation of the company.

The customer was so thankful, she wrote us a five-star review on several review sites.

I was working as a retail manager at a department store during the Halloween season. A customer purchased a costume online and had it delivered to the store. One of my associates accidentally put the costume out on the floor, where another customer immediately purchased it.



*Can you identify each part of the STAR strategy?*

# Semi-open Dialogue

Have a role play.

**Scenario:** *The interviewer is now asking you about your previous work experience.*

*Talk about your experience in detail.*



∴ You can refer to the following key expressions:

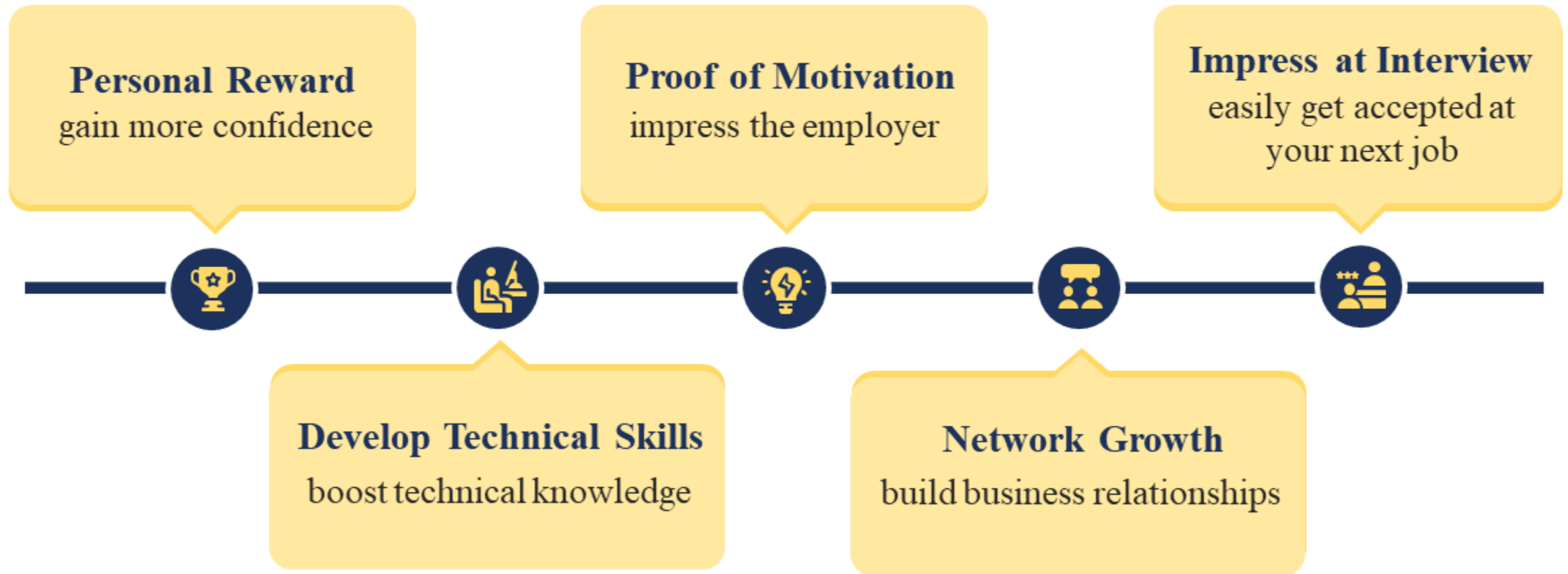
- **Situation:** I worked in...
- **Task:** It was down to (sb.) to + verb ...
- **Action:** It was + adjective for me ...
- **Result:** I was able to + verb ...



## Coffee Break

Learn the importance of growing your work experience.

### ∴ 5 Reasons to Grow Your Work Experience



*What are other reasons why we must increase work experience?*

# Overview

## Keywords and expressions:

resume/ appoint/ strategy

I was appointed as ...

My duties included...

I was responsible for + gerund...

Before + gerund, I + verb...

It was + adjective for me...

I was able to...

As a result, ...

