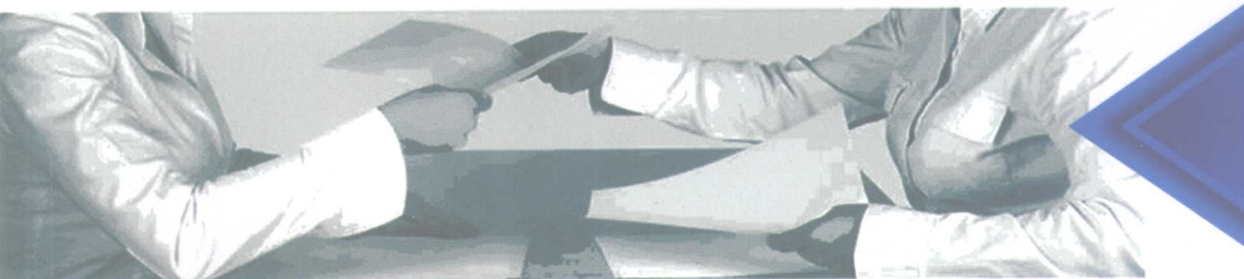


【外语求职一本通系列】

完美面试英语

一本通



英汉对照 范例参考

主编 康成翠 编者 曹波



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完美面试英语一本通

图书在版编目(CIP)数据

完美面试英语一本通/曹波编者. —西安:西安交通大学出版社,2008.4.
ISBN 978-7-5605-2720-8

I. 完… II. 曹… III. 英语-口语 IV. H319.9

中国版本图书馆 CIP 数据核字(2008)第 016967 号

曹 波 著 曹 波 著 曹 波 著 曹 波 著

书 名 完美面试英语一本通
编 者 曹波
责任编辑 王晓芬 黄科丰

出版发行 西安交通大学出版社
(西安市兴庆南路 10 号 邮政编码 710049)

网 址 <http://www.xjtupress.com>
电 话 (029)82668357 82667874(发行中心)
(029)82668315 82669096(总编办)

传 真 (029)82668280
印 刷 西安市新城区兴庆印刷厂

开 本 727mm×960mm 1/16 印张 10.25 字数 186 千字
版次印次 2008 年 4 月第 1 版 2008 年 4 月第 1 次印刷
书 号 ISBN 978-7-5605-2720-8/H·742
定 价 18.00 元

读者购书、书店添货、如发现印装质量问题,请与本社发行中心联系、调换。

订购热线:(029)82665248 (029)82665249

投稿热线:(029)82664953 (029)82664981

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前言

随着我国国民经济和社会发展国际化进程的加剧,越来越多的跨国企业已经选择把中国作为其拓展海外业务的桥头堡。中国已经成为名副其实的“世界工厂”。这些企业巨头在华业务迅猛发展,不仅为我国国民经济的蓬勃发展注入了新鲜动力,同时也为中国的有志之士带来了更多的就业机会。越来越多的跨国企业认识到,良好的工作环境和企业文化已成为吸引和保留人才的关键所在。因此,越来越多的人,特别是年轻人,开始青睐于加盟外资跨国企业以拓展自身的技术特长并积累工作经验。

若想在跨国企业中谋得一薪半职,通过面试考核则是不可回避的一道门槛。有鉴于此,要想在面试过程中给面试官留下良好印象从而获得工作机会,对于许多初次参加求职面试或者变换工作的求职者来说都将是一个全新考验。外资跨国企业在聘用职员方面往往具有成熟和丰富的经验,一般会遵循在公司注册地国普遍流行的行业惯例和通用做法。因此,事先了解相关面试流程并做好充分准备尤为重要。

从内容上来讲,本书论述的是求职过程中重要的面试流程环节,以及针对如何准备求职面试而提出了一些有益读者参考的信息和策略。本书撰写的目的就是,在浩若烟海的面试指导理论和实用对策信息中为读者梳理出一条清晰脉络,以期各位求职者能够在准备和参加面试环节中做到有的放矢、游刃有余。本书从面试前的准备工作开始,讲到面试当天,再到结束面试,直到最后的面试后流程。通过简洁明了的内容架构和通俗易懂的语言文字,本书向读者呈现出了一个轮廓清晰和全面周到的面试流程,以助求职者运筹帷幄、决胜千里。

本书共包括六章。第一章:“面试前”讲述的是,在参加工作面试前求职者应该做的准备工作。第二章:“面试当天”讲述的是,在工作面试当天求职者应该特别注意的事项。第三章:“面试问题”是本书的重点,力求帮助求职者就面试中极有可能出现的任何可以预见的问题做好准备工作。第四章:“应对面试中的难题”讲述的是,求职者如何在面试过程中应对可能出现的困难局面和

Foreword.....

棘手问题。第五章：“结束面试”则告知求职者如何结束一次面试流程。第六章：“面试后”告诉各位求职者在面试结束后还应该做哪些后续工作，因为，面试流程在时间上的结束后并不代表求职工作面试在程序上的终结。

在求职面试过程中，尤为值得求职者格外注意的是，如何应对一些来自面试官棘手的难题。为此，作者独列一个章节，即第四章“应对面试中的难题”，旨在特别提醒求职者在求职过程中重点关注的一些技巧或策略，以免求职者在面试流程中锋芒尽挫、陷入困境。在面试过程中，一旦遇到面试官问及有关个人弱势或者有待改进之处时，求职者因为缺乏足够的心理准备而会感觉紧张异常、手足无措。为避免遇此情形，充分通读并消化第四章内容，才能在面试流程中有助于求职者变被动为主动，在面试流程中立于不败之地。本章最突出之处，就是为各位求职者提供了一些行之有效的应对策略，并辅之充足完备的参考作答方式以供参阅。

综上所述，本书的受众应该是刚毕业的初次求职者、拥有丰富工作经验的跳槽者、对面试理论和实务感兴趣的学者以及对面试英语感兴趣者。作者深信，开卷有益。只要有时间翻一翻本书，定会为各位求职者的求职之路提供所需的精神食粮。作者希望，本书能成为照亮求职之路的启明星和指引求职航向的北斗星。

尽管有上述特色优势，不可否认的是，本书在付梓问世过程中，定有不当之处，恳请各位读者不吝赐教，与作者共享进步之喜悦。此外，本书并非严格意义上的中英对照读物，中文参考带有作者自己的总结和理解。所以不宜将本书视为严格意义上的中英对照读物。不便之处，还请大家谅解。

是为前言。谨祝好运！

曹波 撰林新

二〇〇七年岁尾

于中国人民大学明德楼

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Introduction

Considering the importance of our career to our life, we can never pay too much attention to the job interview.

事业对我们的生活如此重要，所以我们再怎么重视工作面试也不为过。

Jobs that are interesting, challenging, and stimulating can add much to the quality of our lives. Since most of us spend more of our waking hours engaging in work than participating in any other activities, enjoying what we are doing for a living is vital to our sense of happiness and self-fulfillment. Our work has a lot to do with our self-image. Much of how we feel about ourselves is connected with our work. If we enjoy our work and are good at what we are doing, we feel a sense of pride, achievement, and energy. But on the other hand, if we find our work uninteresting, difficult, or unrewarding, these positive feelings will give way to feelings of doubt, insecurity, lack of self-confidence and loss of pride.

有意思和富于挑战性的工作可以大大地提高我们的生活质量。每个人花在工作上的时间要比任何其他的活动都要多，所以能否享受我们赖以生存的工作对于每个人的幸福感和自我成就感来说至关重要。工作可以影响我们对自己的看法，如果我们喜欢并擅长自己的工作，我们就会感觉自豪、有成就并精力充沛。相反如果工作枯燥乏味，我们就会疑虑重重，缺乏安全感和自信心。

In addition, how we feel about our work not only affects ourselves, but also those around us. If our negative feelings from the unhappy job continue for a

long time, we will feel the stress, depression and even hostility. Sooner or later, this will affect our relationship with those for whom we care the most.

另外，工作不仅影响我们自己，还会波及到我们周围的人。如果由于工作引起的负面情绪持续很长时间，我们会感到压力、抑郁甚至是敌意。这样早晚就会影响到周围那些我们最在乎的人。

Then, what should we do if we find we can not enjoy our work and that it is unrewarding and even causes a lot of unhappiness? We should not worry a lot, nor should we just give up. Here, a more positive attitude is better. In fact, we can change all of that if we really want to. We are living in a dynamic and diversified world which affords us unprecedented number of opportunities to pursue change and happiness. And job change can often be the means to pursue happiness, and good interviewing skills are the tools for helping us making it come true.

那么，如果我们不喜欢自己的工作怎么办？担心或简单放弃都是不可取的。实际上只要我们愿意，就可以改变这一切。目前我们所生活的时代充满活力，为我们提供了前所未有的机遇。换份工作就可以帮助我们去追求更多的幸福，而良好的面试技巧就是使梦想变为现实的工具。

In this book, you are going to learn a lot about job interview skills which are widely believed to be able to help you get a stimulating and rewarding job in a company or other kind of organization where you will be enjoying working.

这本书，详细地阐述了面试的技巧。这些技巧将帮助你找到一份你喜欢并能给你带来丰厚回报的工作。

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第

一

章

Before the Interview

面试前



Chapter 1 Before the Interview

To go for a job interview with the hope of winning a job offer, the least thing you should do is to go off to it with an empty mind, with little or no advance knowledge about either the company or the job for which you will be interviewed. You can not afford to leave such an important occasion to chance. Just as an old saying goes, "Chance favors the prepared mind", nothing could be more true than this in the case of the employment interview. Winning a good job is no matter of luck, it is a matter of good planning and advance preparation. Before the job interview you need to devote some time and make serious effort to research and get prepared for the job interview.

参加面试时,你最不应该的就是头脑空空:既不了解你想要加入的公司,又对你申请的职位知之甚少。俗话说“机会更青睐于有准备者”,工作面试更是如此。获得一份工作不能靠碰运气,它靠的是良好的计划和周密的准备。所以参加面试前,你应该花些时间并认真努力地去做调查,为面试做好充分的准备。

Next are the things that you need to know or to do before you go to any job interview.

下面就是参加面试前你应该了解或应该去做的一些事情。

Section A

Types of Interviews

面试类型

Job interviews are all about making the best matches. Both the company and the job-seeker want to determine whether there is a correct match between them. Normally the hiring or selection interviews are conducted by operation managers, department heads or executives. They know what qualifications are



needed for the position and what other factors are required to keep the department working smoothly.

工作面试实际就是个匹配的过程。用人单位和求职者都想知道他们之间是否合适。通常面试官都是一些业务经理、部门领导或总经理。他们知道什么样的资格才满足工作的需求。

To know what type of interview you will be encountering helps a lot for you to better handle it. It can reduce the nervousness and help to ease your mind. So before the job interview, do some advance work and get to know what type of interview you are going to have.

事先了解你要参加的是何种类型的面试可以帮你更加应付自如。它可以帮你消除紧张，放松心态。因此，面试前你应该对此做些调查。

Generally speaking, there are three types of interviews. They include:

通常来讲，面试共分以下三种类型：

Telephone interviews 电话面试

Telephone interviews are often used for the purpose of screening candidates initially. Sometimes if a candidate lives a great distance from the offices of the company, it may not be practical to attend preliminary interviews in person. In this case, an interview can be conducted over the telephone. Also some companies use telephone interviews as a selecting process to eliminate the weaker candidates early on.

电话面试的目的是对求职者进行初期筛选。有时，如果求职者离招聘单位太远，去参加初期面试不切实际，那么电话面试就可以派上用场了。一些用人单位也通过电话面试刷下那些实力较弱的求职者。

Treat this kind of interview like any other. It is nothing special except that you can not see the interviewers face to face. But you need to remember to have a copy of the job description, your resume and covering letter at hand in case an

employer calls and wants to conduct a phone interview without advance notice. Since the interviewer can not see you in person, the way you can impress them is through your speaking manner on the phone. You should speak in a clear voice, answer the interviewer's questions precisely and try to be brief without talking too much. Your manner should be professional and self-confident, yet friendly. Feel free to ask questions in the interview, but never bring up salary or benefits issues on the phone. An on-site interview is the appropriate time to discuss money issues. But you should also keep in mind and be prepared that some employers may discuss salary over the phone just to weigh your level of interest in the position. (For tips on answering salary related questions, please refer to Section A of Chapter Three.)

对待这类面试要如同对待其他面试一样。电话面试除了看不见面试官之外并无特别之处。只是你有必要把工作要求、你的简历和求职信放在手边，以备应急之需，因为面试官可能没有事先通知就打电话进行面试。因为你见不到面试官本人，所以你要格外注意打电话的方式。你要做到声音清晰，回答问题简要明确，态度友好、自信并有专业水平。你可以问问题，但不要涉及薪水或福利方面的内容。这些你可以在与面试官面对面时再问及。但你要记住面试官可能会用薪水的问题来测试你对所申请工作是否真的感兴趣。（参考第三章 A 部分以准备如何回答薪水问题。）

One-on-one interview 一对一面试

This is a traditional interview where a candidate speaks face-to-face with one interviewer. It is about two people sitting down to have a conversation with a particular purpose: to determine whether there is a natural fit between the interviewer, the applicant and the job available.

这是一种传统的面试方式。在这种方式中，面试官和求职者面对面地交谈为了一个目的：看看面试官、求职者和招聘岗位三方是否有默契。



This type of interview focuses on skills and abilities relating to the position. In the conversations, the interviewer tries to get a picture of your abilities to judge whether you are capable enough to perform in the position, and he/she is also looking to see how you would fit in with the corporate culture. So you must be well prepared to talk about yourself in detail. The interviewer usually will not be satisfied if you only say “I am very detail-oriented” or “I am an analytical problem-solver”. If you don't immediately offer more information about the above claims, the interviewer will probe further. So before this kind of interview you must be prepared to present good examples to back up your past successes in every field you have mentioned.

此类型面试关注的焦点是求职者的技术和能力能否胜任工作。面试官尽可能地了解求职者的能力，以判断其能否胜任工作，他还要判断求职者是否能适应企业文化。面试官通常不会满足你所给的如“我很注意细节”或“我具有很强的分析和解决问题的能力”等非常笼统的答案。如果你没有马上给出更多的信息来支持你的说法，面试官往往会进一步地深究。所以参加这类面试前，你必须准备充分，用具体的例子来阐述你在各个领域取得的成就。

Actually, this type of interview begins well before any questions are asked. It begins the moment you and the interviewer initially meet—this is the crucial nonverbal judgment. At this moment, the interviewer is sizing you up: Are you dressing appropriately? Are you clean and tidy? Is the handshake firm and comfortable? Through all these details the interviewer formed his/her first impression of you. And the next interview will be based a lot on this impression.

实际上，此类的面试在提问开始之前，也就是你见到面试官的那一刻就开始了。这一阶段虽然无语，却很关键。面试官会考量你衣着是否恰当，是否干净整洁，握手是否有力、令人舒服。所有这些细节都会帮助面试官形成对你的第一印象，而以后的面试在很大程度上都会基于这一印象。

Sometimes, in one-on-one conversation, there will be a succession of interviews within the same company. The process may begin with the human resources department, then move on to an interview with a prospective boss, or hiring manager. It may then continue to include CEO if the position you apply for is a high level one.

有时，一对一的面试可以是一系列的。首先可能是人力资源部门对你进行面试，然后是未来的老板或部门经理，如果你申请的职位较高的话还可能是首席执行官。

Group interview 集体面试

In a group interview, a job-seeker gathers together with other job candidates to meet with the interviewers. It allows many people to be assessed at the same time.

在集体面试中，求职者们一起与面试官见面，所以他们可以同时被评估。

Group interviews do not follow the traditional question and answer format. The form can be as simple as a presentation about the company and a description of the job available conducted by the company. Then usually there will be an open group discussion and question and answer session. This will be the company's good chance to initially screen candidates, by observing how individuals behave and stand out among their peers. Interviewers will likely observe your attire, manners and body language, communication skills and group interaction and participation.

集体面试采取的不是传统的问与答的方式。它的形式可以很简单：首先由公司方出面对公司及招聘岗位做个介绍，然后进入面试者集体讨论和问答阶段。面试官通过观察求职者的表现来进行初步筛选。他们观察的重点是求职者的装束、行为举止、沟通能力及集体互动和参与。



Other matters aside, the interviewers will especially favor candidates who have meaningful questions, because it shows that the candidates are truly interested in the job and maybe worth one-on-one interviews later. This is a great chance to stand out among the group, as some candidates will arrive unprepared. So in order to formulate meaningful questions to ask, you need to study the job description and research the company beforehand. This can be of great help.

其他因素之外，面试官往往格外青睐于那些能够问出有意义问题的求职者，因为他们认为这样的求职者才真正对该工作感兴趣，才值得以后进行一对一面试。由于有些求职者事先毫无准备，所以对你来说这是一个很好的胜出机会。而要想使自己的问题有分量，你需要事先研究招聘岗位介绍并对公司进行调查了解。

Some companies take group interview to another level, by conducting some activities. They involve a group of candidates working together to solve a problem or agree on a decision through simulating a working environment. Or they will involve candidates to discuss or express ideas/opinions on a specific topic. During all these activities, candidates will be observed by a number of observers. Many skills like interpersonal, persuasion, communication, teamwork, leadership, organizational and stress management will be measured.

有些公司通过举办一些活动来把集体面试引向另一个阶段。他们通过模拟实际工作场景来让求职者一起解决一个问题或做出某个决定，或者他们会让求职者就某个话题来进行讨论或表达观点。在所有这些活动中，求职者的人际沟通能力、说服能力、协作能力、领导和组织能力及应付压力的能力都得到了比较和衡量。

During group interview activities, it's better to be among the leaders than the followers, or at minimum, an active participant instead of a casual observer. Yet you should also avoid talking too much without active listening to others. Your nonverbal communication like volume of voice, facial expression, eye

contact, posture, etc deserves very close attention. Besides, too much consciousness of the presence of observers should be avoided. So maybe a beforehand rehearsal with friends or family members is a very good way to prepare for this.

在集体面试活动中,你最好发挥领导作用而不只是个追随者,或者至少你也该是个积极的参与者而不能只是个旁观者。但是你也要避免说话太多而忘了仔细倾听。你要密切注意自己的声调、面部表情、眼神交流及你的姿态等等。另外,不要过多地去注意在场的面试官。要做到这些,事先跟朋友或家人演练一下是个很好的办法。

Panel Interview 小组面试

In a panel interview (also called committee interview), you will meet with several interviewers at one time. Many of them will be your supervisors and colleagues. The interview panel can also consist of top level CEOs if the position you apply for is a high-level one. You will be asked questions from all the panel members.

在小组面试(也叫委员会面试)中,你会同时见到几位面试官。他们中许多就是你将来的上司和同事。如果你谋求的职位级别较高时,高层的行政总裁也可能参加面试。他们都会向你进行提问。

The panel interview is stressful and this is why organizations use it: to see the candidate's reaction to stress. Another purpose of the panel interview is to measure how you interact with different people, especially your future bosses, work peers, or both.

小组面试比较容易让人紧张,这也是许多用人单位采取这一方式的原因:看看你如何应对压力。这一方式的另一个目的是看你如何与不同的人进行交流,尤其是你未来的老板及同事。

So besides all the common preparations you need to do before the interview like, dressing properly, researching the company, rehearse presenting your suc-