

# 大学生 求职面试



## 英语教程

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*Job Interview English  
Course for College  
Graduates*



科学出版社

# 大学生 教程

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## 内 容 简 介

本书是帮助大学生用英语应对求职面试的一本教材,全书共 12 部分,分别是求职面试简介、求职信、简历、营销人员职位面试、教育培训人员职位面试、金融人员职位面试、会计人员职位面试、人力资源管理人员职位面试、公共关系人员职位面试、信息技术人员面试、电子商务人员面试、物流管理人员职位面试。

本书可以作为普通高等院校开设就业指导课程的教材,也可以作为广大大学毕业生求职面试的通关宝典。

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# 前 言

随着高校的扩招,近年来高校毕业生人数持续上升,以高校毕业生为主的青年就业群体数量持续增加,就业压力持续加大。就业难似乎成为一直热门的话题。除却其他种种因素,毕业生很好地向用人单位展示各项能力和素质,是促使就业成功的重要因素。在求职面试中知道如何突出自己的优势、特点,在面试过程中更清楚、更优秀地展现自己,是大学毕业生应该掌握的重要技能之一。在经济全球化的今天,越来越多的企业重视未来员工的英语能力,会组织语言进行英语面试、会用英语表现自己的过硬专业素质便成为敲门砖。虽然高校非常重视学生就业,但有关面试英语开设的课程不多,相应的大学英语教材更少。

教材的改革是大学英语教学改革的重要组成部分,在改革中,学生需求是原动力。大学英语教学既要满足社会需求,也要满足学生个性化发展需求。我们在对多届学生进行座谈和广泛问卷调研的基础上,成立了教研小组,针对大学生毕业经常面临的求职岗位,搜集素材,设计场景会话训练。本书的主要目的是提高大学生的职场竞争力,在毕业时能使用英语应对各种常见工作岗位的要求。

本册教材在设计上遵循两个主要原则:一是通过看图、阅读、会话、角色扮演等多种形式,使学生接触大量的语言素材和岗位面试案例,掌握不同岗位求职面试时常用的英语词汇和句型以及常用应对技巧,使学习者能够使用英语成功地应对多种职场要求,获得成功;二是培养学生的批判性思维能力,促使他们在总结面试成功经验和失败教训的基础上,同时提高语言能力、人文素养、求职能力、学习能力、团队合作能力及解决问题的能力等多种能力。

本书语言为英语,共设12个章节,可用于16~18周的教学。主要内容包括面试知识简介、求职信和简历的写法,以及营销、教育培训、金融、会计、计算机、行政管理、公关及物流管理等常见工作岗位的英语面试知识及技能。教学内容的组织形式分为看图说话、常用词句及表达式练习、阅读思考、面试场景演练、常用问答技巧五个模块,将英语听、说、读、写技能与求职面试知识和技能训练融合在一起,有利于学习者听、说、读、写全面发展,灵活适应各种场合的面试。

本书具有以下三个显著特色:

(1) 话题内容与工作岗位技能要求结合紧密。本书编写建立在充分调研往届毕业生的基础上,也考虑了不同工作岗位的典型特征及要求,使教学内容对实践具有很强的指导作用。

(2) 练习设计多元化,将语言技能训练与求职面试技能训练紧密结合。每个环节的练习都是听、说、读、写综合应用能力的训练,并提供了典型词句的诵读素材。面试情境重现真实职场,有利于学习者迅速适应未来的求职和就业。

(3) 强化学习者批判性思维和创新思维能力的培养。使用本教材, 教师可通过组织阅读思考、同伴互评、情景角色扮演等多种形式, 促进大学生进行发散思维, 提高批判性看待问题、创造性解决问题的能力。

本书可供大学英语开设素质拓展课使用, 也可作为全校选修课教材, 能满足高校开设对学生求职有帮助的课程, 提高就业率的需求。本书疏漏之处, 敬请广大读者批评指正。

编者

2017年3月

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# Chapter 1 Introduction to Employment Interview

## 求职面试简介

### 导 读

当今时代人才济济，职场竞争从面试开始。要想进入理想的企事业单位工作，光有学历和专业领域的实力还不够，用地道的英文打动面试官，展示你的素养和气质尤为重要！本章将引领你熟悉常见的面试类型，演练面试中的常见问题，学习常见的词汇和句型，帮助你突出核心竞争力，增强面试中的信心，增加你的就业实力。

### Part 1 Viewing and Sharing

#### Task 1: What do you see from the pictures?

1. State your understanding of the pictures.
2. What do you think is the most important thing for an interviewee to be successful in a job interview?







Source: yahoo.com

**Task 2: Work in pairs. Then discuss the following questions. The words and phrases in the box may help you in the discussion.**

1. Have you ever been interviewed for an employment? How was it? Talk to your partner about it.
2. What should you wear when you are interviewed?
3. What would you say if you were asked to comment on your college life by the interviewer?
4. What might be your answer if the interviewer asked you about the reason to join the company?

group interview	stress interview	stressful	valuable experience
formal	informal	suit	dress
rich	colorful	do well in	good at
be engaged in	prepare for	study for	enjoyable
fascinating	appealing	interesting	be passionate for
fulfill	achieve		

## Part 2 Words and Expressions for Communication

**Task 1: Make sentences of your own using the given words or phrases in the box below.**

competent	proficiency	persistent	punctual
sufficient	internship	run errands	positive
benefit	prominent	interpersonal	evaluate

**Task 2: Choose a better answer from the brackets to complete these sentences and read them to your partner.**

1. It's my honor to have the opportunity to (promote/introduce) myself.

2. I took courses on marketing which (enabled/drove) me to have a relatively deep understanding of the industry.

3. In my opinion, my strongest (asset/property) is my ability to stick to things to get them done.

4. I firmly believe that if I make the best of myself, I can bring tangible (financial/economical) benefits within one year.

5. My former boss spoke highly of me because of my (modest/modesty), diligence and interpersonal skills.

6. Last year I successfully (negotiated/convinced) with our sponsors and got 10,000 yuan for the graduation party.

7. I was also (heavily/hardly) involved in the department, volunteering my time to research under Dr. Li.

8. I believe that by being positive, I will promote (positiveness/positivity) in others.

9. Solving puzzles and finding logical fallacies have long been a (passion/passionate) of mine.

10. I am used to (work/working) until the job is done, so on my occasion I will come early or stay late when it is necessary to complete a project.

## Part 3 Reading and Engaging

### Passage 1

**Task 1: Summarize the main idea of the passage.**

**Task 2: Analyze**

1. Which type of interview mentioned in passage 1 is hard for you?
2. How to prepare for the types of interviews mentioned in the passage?

**Task 3: Create**

Suppose you were to interview some college graduates to recruit the suitable editors for a publishing house, decide the kind of interview you will use and list the interview questions you will ask.

### Types of Employment Interviews

An interview is a conversation where questions are asked and answers are given. In common parlance, the word “interview” refers to a one-to-one conversation with one person acting the role of the interviewer and the other the role of the interviewee. The interviewer asks questions, the interviewee responds, with participants taking turns talking. Interviews usually

involve a transfer of information from interviewee to interviewer, which is usually the primary purpose of the interview, although information transfers can happen in both directions simultaneously. Interviews in an employment context are typically called job interviews which describe a formal consultation for the purpose of evaluating the qualifications of the interviewee for a specific position. Interviews are seen as a useful tool in assessing qualifications.

When an employer calls and asks you to come in for a job interview, it's a very big deal. It means he or she looked at your résumé and, based on it, thinks you meet most of the qualifications for the job. So why bother with the interview? The employer needs to know more about you than whether you meet all the job requirements, although questions about that will certainly be part of it. He or she wants to know what kind of employees you will be. Will you fit in with the rest of the staff? Are you likable? Are you enthusiastic? Will the employer-employee relationship be successful? Not to mention the fact that you likely have some competition out there. You will have to prove yourself to be the best person for the job. The interview is obviously very important and because of that, it might make you a little bit—or maybe very—anxious. Sometimes that anxiety is fear of the unknown. Perhaps knowing what to expect will alleviate some of it. Let's start by going over the different types of interviews you might face. An employer will likely utilize a combination of them.

### **The Screening Interview**

Your first interview with a particular company or organization will often be the screening interview. Typically you will speak with someone from the human resources (HR) department in person, on the telephone or even via video chat. His or her goal is to make sure your résumé is accurate. With a copy of it in hand, the HR representative will verify all the pertinent information. If you pass, you will move on to the next step.

### **The Selection Interview**

The selection interview tends to make candidates nervous. The hiring manager typically conducts it, sometimes with members of his or her staff, in order to determine if you will be a good fit for the job. The employer knows you have the basic qualifications. Now he or she needs to know if you will be a good fit based on your personality. Someone who can't interact well with management and co-workers may disrupt the functioning of an entire department. This ultimately can affect the company's bottom line. Many experts feel that this can be determined within the first several minutes of the interview. However, more than one person being interviewed for a single opening may appear to fit in. Often, job candidates are invited back for several interviews with different people before a final decision is made.

### **The Group Interview**

In the group interview, several job candidates are questioned at once. Since any group naturally stratifies into leaders and followers, the interviewer can easily find out into which category each candidate falls. In addition to determining whether you are a leader or a follower,

the interviewer can also learn whether you are a “team player”. You should do nothing other than act naturally. Acting like a leader if you are not one may get you a job that is inappropriate for you.

### **The Panel Interview**

In a panel interview, the candidate is interviewed by several people at once. Although it can be quite intimidating, you should remain calm. Try to establish rapport with all members of the panel. Make eye contact with each one as you answer his or her questions.

### **The Stress Interview**

The stress interview is not a very nice way to be introduced to the company that may end up being your future employer. It is, however, a technique employers sometimes use to weed out candidates who cannot handle adversity. The interviewer may try to artificially introduce stress into the interview by asking questions so quickly that the candidate doesn't have time to answer each one. Another interviewer trying to introduce stress may respond to a candidate's answers with silence. The interviewer may also ask weird questions, not to determine what the job candidate answers, but how he or she answers. According to *Interviewing by The National Business Employment Weekly*, the job candidate should first “recognize that you're in the situation. Once you realize what's happening, it's much easier to stay calm because you can mentally reframe the situation. Then you have two choices: play along or refuse to be treated so poorly”. If you do play along, the book recommends later finding out if the reason for conducting a stress interview is legitimate. That will determine if this is a company for which you want to work.

### **The Case Interview**

A case interview is a specific interview in which the applicant is presented with a question or task or challenge, and asked to resolve the situation. The case is often a business situation or a business case that the interviewer has worked on in real life. Given information about the case, the applicant is expected to ask the interviewer logical questions that will help the applicant understand the situation, probe deeper into relevant areas, gather pertinent information and arrive at a solution or recommendation for the question or situation at hand. Case interviews are mostly used in hiring for management consulting jobs. Consulting firms use case interviews to evaluate candidates' analytical ability and problem-solving skills; they are looking not for a “correct” answer but for an understanding of how the applicant thinks and how the applicant approaches problems. During case interviews, interviewers are generally looking for numerical and verbal reasoning skills, communication and presentation skills, business skills, and commercial awareness.

Candidates are often asked to estimate a specific number, often a commercial figure (such as market size or profitability) or determine action plans to remedy a business problem (such as low profitability or decreasing market share). Questions are generally ambiguous and require

interviewees to ask questions or make assumptions to make a reasonable, supported argument to their solutions. Candidates are expected to demonstrate reasoning rather than to produce the exact answer. A case interview can also be conducted as a group exercise. Here several candidates are given some briefing materials on a business problem and asked to discuss and agree upon a solution. The interviewers normally sit around the exterior of the room as silent observers. They assess candidates' communication and interaction as well as analytical thinking and commercial awareness. Interviewers "red flag" candidates who try to dominate the conversation; consultants work in teams, so it's important to be a team player.

## Passage 2

### Task 1: Restate

Read the passage quickly and restate the important points of preparing for a group interview.

### Task 2: Reflection & Discussion

After reading the passage, discuss with your partner about the following questions.

1. What are the important interpersonal skills as well as table manners?
2. What's your opinion of dressing professionally?
3. What do you know about non-verbal communication?

### Task 3: Watch & Comment

Find a video about the group interview from the internet and comment on the performance of the interviewees.

## Preparing for Employment Interviews

It is important to know what type of interview you will have, so you can effectively prepare. For example, you will prepare slightly differently whether it is your first, second, or final interview. A first interview is typically the first step in the hiring process. Also known as a first-round interview, a first interview is a way for the employer to find only the most qualified applicants for the job. Many first interviews are far less thorough than second or third interviews. This is because they typically serve to simply screen initial applicants. These first interviews, known as screening interviews or first-cut job interviews, are often the first of multiple interviews. Unlike screening interviews, some companies only hold one round of interviews when hiring. In this case, the first interview might be longer and more intensive.

### First Interviews

First interviews take place in many different places, and in many forms. Some may be phone interviews. In a phone interview, a recruiter or hiring manager will ask the job candidate a series of questions over the phone. An employer may also conduct a first interview over video or



Skype. Because interviewing can be expensive, and the first round of interviews may include many people, phone and Skype interviews allow employers to save money. Other first interviews are conducted in person. These interviews typically take place at the work site or office, but they may also occur at an independent employment services office, a college career office, or a job fair.

Some first interviews also include a skill-based test to confirm that you have the required skills for the job. These are called talent assessments or per-employment tests. You may be asked to complete one of these tests online or in person. Here are the tips for first interviews.

**Take It Seriously:** Some people do not worry much about first interviews, especially if they are screening interviews. This is because they think the first interview will be quick and very easy. Sometimes people also think Skype or phone interviews are less important. However, it is always important to put your best foot forward. Prepare for every interview, and always be professional.

**Research the Company:** To prepare for the interview, review the job listing and the history of the company. This will help you answer questions about the job and the company, and will demonstrate that you are prepared.

**Practice Your Answers:** Along with studying the company, practice answering common interview questions. Whether it is a phone, in-person, or webcam interview, you always want to come off as polished and professional.

**Show Your Enthusiasm:** Even early in the interview process, you want to emphasize your enthusiasm for the company and the job. At this point, the employer is likely looking at a number of candidates, and you want to do what you can to make yourself stand out. Demonstrating passion and interest in the job is a great way to get noticed.

**Follow Up:** Even for a first interview, you should send a thank-you letter to the interviewer for taking the time to meet or speak with you. Mention something specific about your interview in the letter so that he or she remembers you.

## **Second Interviews**

Many companies interview candidates for employment twice, or even more often. When companies have a multiple interview process, the first round of interviews are screening interviews that are used to determine which applicants have the basic qualifications required for the job. You passed the first interview with flying colors and you just got a call to schedule a second interview. What happens next? How can you use a second interview as a means to get a job offer?

Second-round interviews typically involve more detailed interview questions about the applicants, their qualifications, and their abilities to perform for the company. Second-round interviews may include interviewing with multiple interviewers including management, staff, executives, and other company employees. Here are the tips for second interviews.

**Get the Agenda:** Sometimes, a second interview can be a day-long interview. You may meet with management, staff members, executives, and other company employees. Ask the person who scheduled the interview for an itinerary, so that you know up front what to expect. For example, at Microsoft the second interview process involves meeting with people from different product groups. Candidates usually meet with four or five people who are geared to provide an idea of what it's really like to work for Microsoft.

**Research, Research, Research:** Learn everything you can about the company. Review the "About Us" section of the company website. Use Google and Google News (search by company name) to get the latest information and news. Visit Message Boards to research what's being discussed. If you have a connection, use it to get some insider information about management and staff, as well as the company in general.

**Review Interview Questions and Answers:** You may be asked the same questions you were asked during the first interview. So, review the questions you will be asked and brush up your responses. Also review additional questions you may be asked during a second-round interview and have another set of interview questions ready to ask the employer. Like the first time around, it's good to take some time to practice interviewing, so that you are comfortable with your answers.

**Dress Professionally:** Even if the workplace is casual, until you get the job, you will want to dress in your best interview attire, unless you are told otherwise. If the person scheduling the interview mentions dressing down, business casual attire would typically be the most appropriate.

**Lunch/Dinner Interviews:** When you are scheduled for a full day of interviewing, lunch and/or dinner may be included on the agenda. Dining with a prospective employee allows the company to review your communication and interpersonal skills, as well as your table manners. It's important to dine carefully. The last thing you want to do is spill your drink (non-alcoholic, of course) or slop food all over the table. Order appropriately and brush up on your dining skills, and your manners.

**What You Didn't Say:** Was there something you thought you should have mentioned during your first interview? Or was there a question you had difficulty with? The second interview will provide you with the opportunity to expand upon your responses from the first interview. Review the notes you took during the first interview, to see what you might have missed talking about and what you can clarify or add.

**Ask Questions:** When you're invited to be interviewed for the second time, the chance is good that you are in contention for the position. It's appropriate to ask for a copy of the job description to review, as well as to ask about the organization structure and how you will fit in.

**If You Get a Job Offer:** In some cases, you may be offered a job on the spot. You don't have to say yes, or no, immediately. It actually makes sense not to say yes right away, unless you

are 100% sure that you want the job. Everything may seem perfect while you're there, but, once you have a chance to mull over the offer and the company, it may not seem as wonderful. Ask for some time to think it over and ask when the company needs a decision by.

### **Preparing for Group Interviews**

There are two types of group interviews. The first type is when multiple interviewers (sometimes called a group or panel) meet with and interview a candidate. The panel of interviewers typically includes an HR representative, the manager, and possibly co-workers from the department where you would be working, if hired. The second type is when multiple candidates are interviewed at the same time by one interviewer (typically the hiring manager). In this scenario, you and other candidates would be interviewed together, in a group. Sometimes, a group interview combines both types of interviews: you might be interviewed by a group, or by a panel of interviewers.

Employers hold group interviews for a number of reasons. Firstly, group interviews with multiple candidates are very efficient: they allow the interviewer to conduct multiple interviews at the same time. The interview might also include multiple interviewers as a way to efficiently introduce job seekers to all the people he or she would be working with. Companies may conduct group interviews because they show which candidates work well with others. A group interview will also show an employer which candidates will fit well with the company culture. Jobs involving high stress, fast-paced work, or customer interaction also commonly require group interviews.

There are a number of formats for group interviews. For an interview with multiple interviewers and one candidate, each interviewer will take turns asking the candidate questions. There is more variety in an interview with multiple candidates. Typically, the interview will involve the interviewer(s) asking each candidate group questions, as well as individual questions. The group interview might even end with everyone having brief individual interviews. The interview may also involve a work simulation or problem-solving exercise, in which the candidates have to work together as a team. This gives the employer a chance to see if you can work well on a team project, if you are a natural leader, and if you get along well with others. Sometimes, the group work will end with a team discussion or presentation.

Below are questions one might be asked during a group interview. The list includes general questions an interviewer (or panel of interviewers) might ask a candidate, as well as questions an interviewer would ask regarding a work-simulation exercise.

#### **Group Interview Questions, General Questions:**

- How would your colleagues describe you?
- How would you describe yourself?
- What interests you in our company?
- How do you work in a team?

- Describe your career history and future goals in 30 seconds.

#### Questions Asked After Work-Simulation Exercises:

- What made this team work successfully?
- Who would you hire from your group? Why?
- What was your personal contribution to the team's performance?
- Why did this team struggle to accomplish the objective?
- How did you deal with the stress created by meeting the challenges?

#### How to Stand Out

**Be Confident and Respectful:** You want to make sure your voice is heard during the interview, but you also do not want to dominate the interview. When you see an opportunity to speak, calmly do so, but do not cut other people off or appear too impatient and competitive.

**Be a Good Listener:** An important part of working with a team is being a good listener. Listen carefully to what both the interviewers and your fellow candidates are saying (use body language to signal your listening). When you answer a question, refer back to what the person before you said, which shows you were listening. Try to quickly learn (and say) the names of the candidates and the interviewers, which will further demonstrate your listening skills.

**Be a Leader:** If you are working on a team project, find an opportunity to lead. This does not mean you should steamroll your group. Leading can be as simple as including everyone, and making sure everyone has a task. If you reflect on the project with the interviewer, be sure to give credit to your teammates.

**Be Yourself:** While you should make your voice heard, do not feel like you have to be extremely vocal if you are shy. Answer questions thoughtfully—it is better to answer a couple of questions with purpose than to talk a lot without purpose. Being a good listener who answers questions carefully can still set you apart from the group without forcing you to be someone you are not.

**Follow Up:** Be sure to send a thank-you letter to every interviewer in the panel. Try to mention something specific about your interview to help the employers remember you.

### Passage 3

#### Task 1: Reflection

Do you think the passage enlightening and why?

#### Task 2: Making Connections

1. What sentence patterns would you use to tell the interviewer your strength and weakness?
2. What's your suggestion on the answer to "How do you deal with pressure or stressful situations"?