

## 1 - Reading text: “MILLENNIALS IN THE WORKPLACE”

Millennials (those born between the early 1980s and the early 1990s) make up a huge part of our workforce but they seem to lack loyalty to the companies they work for.

### Research

In a global survey conducted by Pricewaterhouse Coopers, more than 40,000 millennial and non-millennial responses were collected on the topics of workplace culture, communication, pay structure, career development, work–life balance, etc.

### Key findings

- Millennials want to feel supported and appreciated by their company.
- Millennials want more opportunities to develop their skills: technological, teamwork and interpersonal skills.
- Millennials are more likely to be loyal to a company with strong ethics.

Discussion: “What’s most important for you to be happy at work?”

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## 2. Reading text: “HOW TO FIND A JOB IN THE USA”

Before you start your job search, gather all of your information. This will help you know what type of job you can apply for in the United States. This can include your:

- **Work history** – the name, dates, and location of where you worked along with your responsibilities
- **Work skills** – general skills you can use at any job and work-specific skills
- **Education or training** – name and location of the school you attended.
- **Languages** – often immigrants know more than one language and this can be valuable to an employer
- **Professional references** – these are people who you have worked with in the past and that can speak positively about your experience

- **Proof you can work in the USA** – certain documents show you can work in the U.S. such as a passport, green card, or social security card.

Discussion: “What would you suggest to a person who is looking for a job in Italy?”

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### **3. Reading text: “HOW TO FIND A JOB IN THE USA”**

There are many different job opportunities in the USA. Your life experiences and your ability to adapt to change are valuable and can be an asset to many employers.

Here are some tips to help you find a job.

#### **1. Sign up at an employment center**

Employment centers offer free help to find a job. They also offer services such as job counseling, resume assistance, and access to computers.

#### **2. Contact companies directly**

If you want to work for a specific company, but don't find any openings online, you can email or call them. You won't always get a response but you may get helpful information on upcoming opportunities. Some might even offer a meeting.

Discussion: “What would you tell to a friend who is looking for a job?”

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### **4. Reading text: “THE JOB INTERVIEW STRUCTURE”**

Interviewing is an important step in the employee selection process. If done effectively, the interview enables the employer to determine if an applicant's skills, experience and personality meet the job's requirements. Interviewing techniques can be either structured or unstructured.

The main purpose of structured interviewing is to pinpoint job skills that are essential to the position. The interviewer asks a specific set of questions to all applicants, often in a predetermined order. In an unstructured interview, questions

tend to be open-ended, and tailored according to an applicant's skills and experience levels.

Discussion: “Tell me how you would conduct a job interview”

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### **5. Reading text: “HOW TO FIND A JOB IN THE USA”**

There are many different job opportunities in the USA. Looking for a job can still be very hard, especially if you are new to the U.S.

Here are some tips to help you find a job.

#### **10. Apply to more than one job at a time**

It is important to apply to as many different jobs as you can to increase your chance of being hired. Applying for a job does not mean getting an interview or getting hired. Apply to jobs you know you can and are willing to do.

#### **2. Don't get discouraged**

It can take time to find the right job. Keep looking even if you haven't had success. You can ask an employer why you did not get hired. Sometimes you will get honest feedback that can help you make improvements.

Discussion: “Have you ever applied to a job you did not like?”

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### **6. Reading text: “A SIMPLE RESUME”**

Check out the following advice for writing a simple job resume in order to offer your best possible application:

- the standard main areas to consider are education and training, work experience, skills and a resume objective section that gives a short but to-the-point introduction of the candidate and how they can benefit the position or company they are applying to.

- Each area should describe the most relevant and recent experience, whether in work or academia with a description of the principal achievements and responsibilities undertaken.
- It is crucial to use relevant keywords in the different resume sections, that should refer to the qualifications and technical or personal abilities required to the ideal applicant.

Discussion: “Make a list of relevant information for a resume”

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### **7. Reading text: “THE RESUME FORMAT”**

The following are some tips on how to maintain a clear and constant format for simple resumes:

- they should not exceed two A4 pages. You are 17% more likely to be rejected by adding a 3rd page.
- Make sure to use easy-to-read fonts and do not use more than 2 different fonts.
- You can use bold, italics, underlining and different sizing to show variations in text, such as the name of an employer, the job title, dates.
- Do not use fonts over size 12 font or below size 10 for the main text. For titles, use a size that is appropriate and suits the formatting well, such as 24.

Discussion: “Make a list of relevant information for a resume”

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### **8. Reading text: “EMPLOYMENT CENTERS IN EUROPE”**

Employment centers are organizations meant to help workers find employment and employers find workers. They may be either private or public. Their services are available to the unemployed, to those who seek different or better jobs, and to employers. Employment centers also offer services such as job counseling, resume assistance, and access to computers.

In EU countries, the public employment services (PES) are the authorities that connect jobseekers with employers. Although different in each country, all PES help match supply and demand on the labour market through information, placement and active support services.

Discussion: “In your opinion, are employment centers really helpful to jobseekers?”

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### **9. Reading text: “AN EMAIL FROM A FRIEND”**

Hi! I hope this finds you well. Since we last saw each other I've unpacked my bags in four different cities. This job is like a whirlwind, but it's all good!

I was on a three-month mission to oversee the set-up of the office in New York. Loved, loved, loved New York!

It's like being in one big TV show, as everywhere looks just a little bit familiar. It was really hard to leave for the next job, especially as I kind of met someone (!)

Time flew by and then I was off again, to Frankfurt, which is where I am now. And ... so is Michael! We're getting married!!

Discussion: “What form of communication would you use to tell old friends important news? Why?”

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### **10. Reading text: “JOB APPLICATION”**

I am interested in this job because I am currently looking for an opportunity to use the skills I learnt in my college.

I am particularly looking for a job in a small company such as yours, as I believe I will be able to interact with a wider range of people, and as a result, learn more skills.

I would like to progress within a company and gain more responsibilities over the years. I have experience in working in an office environment; I worked for 6 months in a recruitment office as a receptionist.

Discussion: “Can you tell me about any previous work experience you had?”

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## 11. Reading text: “MILLENNIALS IN THE WORKPLACE”

Millennials (those born between the early 1980s and the early 1990s) make up a huge part of our workforce but they seem to lack loyalty to the companies they work for.

### Research

In a global survey conducted by Deloitte, more than 10,000 millennials participated in a study about their perceptions of the threats and opportunities in the complex world of work.

### Key findings

- Millennials are as committed to their work as their more senior colleagues.
- Millennials value interesting work and a good work–life balance. They do not believe that excessive work demands are worth sacrifices in their personal lives.
- Millennials want flexibility in their working hours. They believe that success should be measured by productivity and not by the number of hours they are seen in an office.

Discussion: “What’s most important for you to be happy at work?”

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## 12. Reading text: “INFO ABOUT A TOUR OF ICELAND”

### Highlights of Iceland

In this exciting tour, you will discover glaciers, waterfalls and geysers and relax in the warm waters of the Blue Lagoon. You will also have the opportunity to ride snowmobiles across the ice, or take a tour in a jeep across the lava fields. In summer you will have the chance to search for whales, and in the winter, you may see the northern lights.

### Useful Information

The local currency is the Icelandic Krona (ISK). The optional tours on day 3 cost extra, and a minimum of 4 people is required for both the jeep and snowmobiling tours. Tipping is expected for bus driver, tour guide and restaurant staff. You can either book a flight with us or arrange your own flights and transfer to the hotel.

Discussion: “Would you rather travel with an organized trip or on your own? Why?”

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### **13, Reading text: “HOW WOULD YOU DESCRIBE YOUR JOB”**

Whether during an interview or on your resume, describing your current job responsibilities can be challenging for candidates during the job search. Understanding the right approach for illustrating your career accomplishments and professional experience helps you make a positive impression on the hiring manager.

You may prepare some statements in advance. For example think about your daily responsibilities and add specifics and results so that the hiring manager will have a clear understanding of your daily workflows and credits.

Discussion: “Tell me about your day-to-day job responsibilities”

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### **14. Reading text: “EXPLORE THE VILLAGES AROUND HARTBRIDGE”**

Many visitors come to Hartbridge to see the wonderful art galleries and museums, the beautiful buildings and the fantastic parks. Few people go outside the city, and so they miss out on experiencing the scenery and the fascinating history of this beautiful area. This brochure will tell you what you can see if you take a short bus ride out of the city.

#### **Camberwell**

The historic village of Camberwell was once the home of the wealthy Hugo family. They lived in a huge country house, Camberwell Court, and owned all the land in the area. Their house, sold in the 1940s, is now open to the public. There is a small exhibition about the family, a children’s play area, a gift shop and a restaurant.

Discussion: “How would you describe your city to a tourist?”

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## 15. Reading text: “EXPLORE HIDCOT”

Many visitors come to Hartbridge but only few people go outside the city. This brochure will tell you what you can see if you take a short bus ride out of the city.

### **Hidcot**

Hidcot is an attractive village situated on the River Orwell.

Wildlife lovers should visit the Nature Park to the south of the village, where there are large numbers of rare birds and flowers.

In Hidcot, you can take a two-hour river cruise - a great way to see the countryside and learn about the local wildlife from a guide. If you prefer it, you can hire small boats and explore the river at your leisure.

Discussion: “What places of your territory would you advice to wildlife lovers?”

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## 16. Reading text: “A RESUME EXTRACT”

I am interested in this job because I am currently looking for an opportunity to use the skills I learnt in my college.

I have recently completed a 16-week part-time accounting course (AAT Level 2 Certificate). The course covered book-keeping, recording income and receipts and basic costing. We used a wide range of computer packages, and I picked up the accounting skills easily. I was able to work alone with very little extra help.

I passed the course with merit. I believe my success was due to my thorough work, my numeracy skills and my attention to detail. During the course, I had experience of working to deadlines and working under pressure. Although this was sometimes stressful, I always completed my work on time.

Discussion: “Describe your resume”

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## **17. Reading text: “JOB APPLICATION”**

I am interested in this job because I am currently looking for an opportunity to use the skills I learnt in my college.

Although I do not have work experience in finance, I have experience in working in an office environment. Before starting the accounting summer course at University, I worked for 6 months in a recruitment office as a receptionist.

My duties involved meeting and greeting clients and visitors, taking phone calls, audio and copy typing and checking stock. I also had to keep the petty cash and mail records.

Through this work, I developed my verbal and written communication skills. I had to speak confidently to strangers and deliver clear messages. I enjoyed working in a team environment. I believe the office appreciated my friendly manner and efficient work.

Discussion: “What skills are requested for your current/last job?”

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## **18. Reading text: “A JOB INTERVIEW”**

The best way to get ready for an interview is to take the time to review the most common interview questions you will most likely be asked, along with examples of the best answers. Knowing what you are going to say can eliminate a lot of interview stress.

You don't need to memorize any answer, but do take the time to consider how you will respond. The more you prepare, the more confident you will feel during a job interview. Common job interview questions include your personal details and interest, your work history and experience, the new job, salary, what you have to offer the employer, and your goals for the future.

Discussion: “Can you list some of the most common questions of a job interview?”

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## **19. Reading text: “DESCRIBING YOUR JOB”**

Whether during an interview or on your resume, describing your current job responsibilities can be challenging for candidates during the job search. Understanding the right approach for illustrating your career accomplishments and professional experience helps you make a positive impression on the hiring manager.

You may prepare some statements in advance. For example think about your daily responsibilities and add specifics and results so that the hiring manager will have a clear understanding of your daily workflows and credits.

Discussion: “Tell me about your day-to-day job responsibilities”

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## **20. Reading text: “HOW TO WRITE A RESUME”**

A simple resume needs to be clean and professional in terms of the design, the formatting, and the content. Usually, simple resumes are used to get straight to the point, displaying the basic information a hiring manager needs to know about the candidate.

Due to its simplicity, this type of resume suits someone with limited experience, such as students, entry-level positions or those searching for part-time jobs. Simple resumes are often elegant but minimalist: there is no need for graphics or fancy colours, while the applicant needs to portray his profile in the most plain and concise manner.

Discussion: “Make a list of relevant information for a resume”

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## **21. Reading text: “HOW TO WRITE A SIMPLE RESUME”**

Check the following advice for writing a simple job resume in order to offer your best possible application:

to begin a simple resume, candidates should research and list their main work experience, education and qualifications as well as any outstanding achievements and relevant skills that could be beneficial to a job application.

- After the initial stage of investigation it is essential to decide on how to structure a simple resume: simple resumes should not exceed two A4 page. You are 17% more likely to get rejected by adding a 3rd page.

Discussion: “Make a list of relevant information for a resume”

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## **22. Reading text: “HOW TO WRITE A SIMPLE RESUME”**

Check out the following advice for writing a simple job resume in order to offer your best possible application:

- the standard main areas to consider are education and training, work experience, skills and a resume objective section that gives a short but to-the-point introduction of the candidate and how they can benefit the position or company they are applying to.
- Each area should describe the most relevant and recent experience, whether in work or academia with a description of the principal achievements and responsibilities undertaken.
- It is crucial to use relevant keywords in the different resume sections, that should refer to the qualifications and technical or personal abilities required to the ideal applicant.

Discussion: “Make a list of relevant information for a resume”

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## **23. Reading text: “HOW TO WRITE A SIMPLE RESUME”**

Check out the following advice for writing a simple job resume in order to offer your best possible application:

- Simple resumes should adapt to each position individually. This means candidates must tailor each resume to the position, company or sector they are applying to.

- The standard main areas to consider are education and training, work experience, and skills, as well as a short but to-the-point introduction of the candidate and how they can benefit the position or company they are applying to.

Discussion: “Make a list of relevant information for a resume”

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## **24. Reading text: “HOW TO FIND A JOB IN THE UNITED STATES”**

There are many different job opportunities in the USA. Looking for a job can still be very hard, especially if you are new to the U.S. Your life experiences and your ability to adapt to change are valuable and can be an asset to many employers.

Before you start your job search, gather all of your information. This will help you know what type of job you can apply for in the United States.

This can include your:

- Work history
- Work skills
- Education or training
- Languages
- Professional references
- Proof you can work in the USA

Discussion: “What are the steps to follow to find a job in Italy?”

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## **25. Reading text: “THE RESUME FORMAT”**

The following are some tips on how to maintain a clear and constant format for simple resumes:

- they should not exceed two A4 pages. You are 17% more likely to be rejected by adding a 3rd page.

- Make sure to use easy-to-read fonts and do not use more than 2 different fonts.
- You can use bold, italics, underlining and different sizing to show variations in text, such as the name of an employer, the job title, dates.
- Do not use fonts over size 12 font or below size 10 for the main text. For titles, use a size that is appropriate and suits the formatting well, such as 24.

Discussion: “Make a list of relevant information for a resume”

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## 26. Reading text: “RECRUITER JOB DESCRIPTION”

A Recruiter is a professional responsible for finding potential employees for the company they are working for. In addition, they can help potential employees negotiate and even follow up after being hired to ensure things are going well.

A successful recruiter will collaborate with department managers on a regular basis. They should also be able to attract candidates using various sources, like social media networks and websites. Our ideal recruiter has an academic HR background combined with work experience in screening, interviewing and assessing candidates.

Discussion: “What information would you ask to a potential employee?”

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## 27. Reading text: “HOW TO FIND A JOB IN THE USA”

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- **Work history** – the name, dates, and location of where you worked along with your responsibilities
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- **Education or training** – name and location of the school you attended.
- **Languages** – often immigrants know more than one language and this can be valuable to an employer

- **Professional references** – these are people who you have worked with in the past and that can speak positively about your experience
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Discussion: “What would you suggest to a person who is looking for a job in Italy?”

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## 28. Reading text: “EMPLOYMENT CENTERS IN ITALY”

Employment Centres depend on the Regions and promote the meeting between the demand and the supply of work. Registering with an employment centre involves two steps.

First: signing the so-called DID “Declaration of Immediate Availability”.

Second: an appointment for the signing of the Personalized Service Agreement. The unemployed person undertakes to accept the job offers proposed by the CPI and to participate in the training initiatives.

The following documents are required at the time of subscription:

- identity document
- for non-EU foreign citizens, a valid residence permit
- the curriculum vitae
- for those who have lost their jobs, the last employment relationship concluded.

Discussion: “Tell me what you would say to a university student looking for a part-time job”

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## 29. Reading text: “HOW TO FIND A JOB IN THE USA”

Looking for a job in the USA can be very hard, especially if you are new to the country.

Here are some tips:

### **1. Share you are looking for a job with your community**

Your family and friends can connect you with employers. Share with them that you are looking for a job, and ask for recommendations. Employers trust the recommendations of their employees. And, it can give you an advantage over other candidates.

### **2. Look for opportunities in your neighborhood**

Look for “Help Wanted” signs. Introduce yourself and ask about the jobs available. Local newspapers and websites could be a good starting point. Check companies near you and see who is hiring.

Discussion: “What would you suggest to a friend who is looking for a new job?”

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## **30. Reading text: “HOW TO FIND A JOB IN THE USA”**

There are many different job opportunities in the USA. Looking for a job can still be very hard, especially if you are new to the U.S.

An option might be that of contacting a company directly. If you want to work for a specific company, but don’t find any openings online, you can email or call them. You may receive helpful information on upcoming opportunities. Some might even offer a meeting.

When you contact a company, make sure to:

- Ask for the Human Resources department or the person in charge of hiring.
- Introduce yourself and explain why you are calling.
- Be ready to answer questions and provide information.
- If you can’t talk to a hiring manager, ask for an email address to send your resume.

Discussion: “How would you start your search for a new job?”

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### **31. Reading text: “HOW TO FIND A JOB IN THE USA”**

There are many different job opportunities in the USA. Looking for a job can still be very hard: here are some tips to help you.

#### **1. Consider what jobs are a good fit for you**

Take time to understand different job descriptions. What work experience and education do you need for them? Look for words like “needed,” “required,” and “must-have” to make sure you have the experience or education for the job.

#### **2. Search for job opportunities online**

You can visit a company website and look for openings. Job search engines can also help you search for a job by location, experience, and even salary. Most of these websites will require you to build an online resume. Some of them have the option to sign up for job alerts.

Discussion: “How would you start your search for a better job?”

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### **32. Reading text: “HOW TO FIND A JOB IN THE USA”**

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Here are some tips to help you find a job.

#### **1. Sign up at an employment center**

Employment centers offer free help to find a job. They also offer services such as job counseling, resume assistance, and access to computers.

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Discussion: “What would you tell to a friend who is looking for a job?”

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### **33. Reading text: “HOW TO FIND A JOB IN THE USA”**

There are many different job opportunities in the USA. A helpful hint to find a job may be that of attending job fairs and networking events.

Job fairs are events where different companies provide information about job opportunities. You can usually talk directly to people who help with hiring for the company.

Networking events bring different people together who work in related jobs to talk and learn from each other.

Ways you can prepare for these events include:

- Make copies of your resume.
- Dress nicely.
- Have questions prepared.
- Don't be shy. Introduce yourself and explain why you are there and the position you are looking for.

Discussion: “Have you ever attended a job fair?”

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### **34. Reading text: “HOW TO FIND A JOB IN THE USA”**

Looking for a job can still be very hard, especially if you are new to the U.S. Here are some tips to help you.

#### **1. Get more experience with training programs or volunteering**

Sometimes you need more experience for the job you want. Some employers also want to see that you have experience in the USA.

#### **2. Volunteer or intern**

Becoming a volunteer or intern can help you gain experience. You may not get paid, but you can get training, new skills, and build professional references. Sometimes, a volunteer position or an internship can lead to a paid job.

Discussion: “In your opinion is intern experience important for a new job?”

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### **35. Reading text: “HOW TO FIND A JOB IN THE USA”**

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#### **2. Don't get discouraged**

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match supply and demand on the labour market through information, placement and active support services.

Discussion: “In your opinion, are employment centers really helpful to jobseekers?”

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### **37. Reading text: “TRAVEL FOR THE ELDERLY”**

Emma O’Boyle from TripAdvisor suggested these simple tips to elderly people willing to leave for a relaxing and thoughtless holiday, either abroad or in the UK.

- **Guidebooks**

Buying a guide book on where you’re going will give you loads of helpful information on what sights to see, the best and cheapest places to eat, local transport and much more.

- **C. Research**

Using the internet to check what the weather’s like before you leave means you can avoid over-packing.

- **D. Copy documents**

Photocopy your passport and other important documents in case the original gets lost or.

Discussion: “What destination would you suggest to an elderly friend? Why?”

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### **38. Reading text: “THE CANDIDATE INTERVIEW”**

The candidate interview is a vital component of the hiring process. To hire the most qualified candidates, human resource professionals and hiring managers must be well informed on how to conduct interviews effectively.

The most widely used types of interviewing are:

- The telephone prescreen interview.
- The direct one-on-one interview

With careful preparation, HR professionals and hiring managers can make the most of employment interviews and obtain the information they need. Preparatory steps

include selecting a method of interviewing, drafting useful questions, phrasing questions properly and sharpening one's listening skills.

Discussion: "Tell me how you would conduct a job interview"

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### **39. Reading text: "EXPLORE HIDCOT"**

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#### **Hidcot**

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Discussion: "What places of your territory would you advice to wildlife lovers?"

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Discussion: “Make a list of relevant information for a resume”

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#### **40. Reading text: “HOW TO BE INNOVATIVE IN BUSINESS”**

Innovation is one of the key processes to increase profits.

Today we will look at 2 ways to be innovative in business:

1. Using the latest technology to improve your product/service.
2. Responding to customer demands by changing what is on offer.

By listening to customer feedback, we can get their opinions and be aware of changes in customer demands, so to keep up with the times. When fast-food restaurant McDonald’s realised that the market wanted healthier choices, they introduced fruit and salads, while removing the ‘super-size’ option from their menus.

Discussion: “Do you think that business should value customer opinions? Why or why not?”

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#### **41. Reading text: “HOW TO WRITE A SIMPLE RESUME”**

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