

見工英語情境對話



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Better English Speaking : Job Interview

這裡提供的英語會話是從多本外國英語會話書籍撮寫而來。為了使會話更切合香港的實際情況，我將會話重新整理，並以情景對話方式來重新編寫。我一共寫了八個情景會話。我希望這個方式，能夠幫助大家操練，增加求職成功機會。

1. 會談開始時的閒聊
2. 談學歷及學校生活
3. 談工作經驗
4. 為何申請這個職位,及為何離開舊公司?
5. 談工作理想及人生目標
6. 請說說你有什麼強項及弱點?
7. 談要求工作待遇
8. 會談結束前的對話



會談開始時的閒聊

Employer :

Come in, Mr. Chan. Please sit down. How are you doing today?

Applicant :

Good morning, Mr. Wong. I am doing fine. Thank you.

Employer :

It's nice to meet you.

Applicant :

It's nice to meet you too.

Employer :

Oh, did you have any trouble finding us?

Applicant :

No, no problem at all. You have given very good directions in your letter. Thank you.

Employer :

I think you must be quite familiar with this area.

Applicant :

Yes, I live only 20 minutes from here.

Employer :

Ah, that's quite convenient.

Applicant :

Yes, it is.

Employer :

It's quite hot on the street, isn't it?

Applicant :

Yes, it's awful.

Employer :

They say it is going to rain around this weekend.

Applicant :

Really? I hope the temperature will go down a bit.

Employer :

Yes, I hope so, too. Ah, let me see your resume. You've just left XYZ Company. So, tell me something about your work there...

談學歷及學校生活

Employer :

Tell me something about your educational background.

Applicant :

I graduated from Hong Kong Polytechnic University.

Employer :

What was your major study?

Applicant :

Accountancy.

Employer :

What else did you study?

Applicant :

I took business law as my minor study.

Employer :

Oh, I see. Which subject did you like most?

Applicant :

I liked Hong Kong taxation.

Employer :

Why?

Applicant :

I liked it because I was good at law and mathematics. I liked accounting too. I think taxation has all the important features of these subjects. Basically, it was a law subject. It involved a lot computation like mathematics. It also required examination of financial accounts.

Employer :

I like taxation too.

Applicant :

Really?

Employer :

Eh, but I did not score high marks in taxation. So, I dropped it at last.

Applicant :

That was a pity.

Employer :

Oh, that was nothing. Well, what was your least favourite subject in school?

Applicant :

I didn't like Chinese literature.

Employer :

Tell me why?

Applicant :

I hated memorizing and reciting difficult ancient Chinese essays. I could not understand them although I studied hard. Perhaps my teacher did not teach the subject well when I was very young. When I grow up, I can't catch up. So, at last, I give the subject up.

Employer :

Can you write and read Chinese?

Applicant :

Yes, of course. I can read and write modern Chinese just like an average educated Chinese person.

Employer :

That's O.K. In fact, we don't need an excellent Chinese writer. Rather, we need a capable accountant.

Applicant :

Yes, I think I am a satisfactory writer but a very capable accountant.

Employer :

What's your G.P.A.?

Applicant :

I got 2.5.

Employer :

That was not quite excellent.

Applicant :

It wasn't as high as I could achieve. That was because I took part in a wide range of extra-curricular activities.

Employer :

I see. What extra-curricular activities did you take part?

Applicant :

I was the Chairman of the Chess Society and also, I was a member of the football team.

Employer :

So, you are good at football, aren't you?

Applicant :

Yes, I think so.

Employer :

You like playing with chess. What kind of chess you like best?

Applicant :

I like Chinese chess.

Employer :

I like it too.

Applicant :

I hope I will play with you some day.

Employer :

Now, tell me something about your work experience, please.



談工作經驗

Employer :

What do you feel your greatest accomplishment on the last job?

Applicant :

I think it was the building of the team spirit in my team. I was the leader of a sales team comprising five members. Being the leader, I made every member contribute his best to achieve the goal of our team.

Employer :

What was the goal of the team?

Applicant :

To achieve an annual increase of 20% in term of turnover.

Employer :

How did you do that?

Applicant :

It was a gradual process, involving a lot of leadership and management skill. Most of all, I cared about every member, not only on business matters, but also on their personal well being.

Employer :

You are proud of your achievement, aren't you?

Applicant :

Yes, I am proud of the achievement of the whole team. Last year, my team won the best sales team in the Sales Campaign organized by the Hong Kong Management Association. That news was covered by a number of newspapers, including Ming Pao.

Employer :

Yes, I read the news. Could you tell me what products you sold in that job?

Applicant :

The products were mainly electronics ones, such as digital cameras, DVD machines, MP3... etc.

Employer :

Then, you must know a lot about these electronic gadgets.

Applicant :

Yes, in order to make the customers satisfied what they are going to buy, I think every salesman must have a very thorough knowledge about the things he is going to sell. If he does not know much at the beginning of his trade, I think he should learn it very eagerly from the first day of his employment.

Employer :

Are you interested in learning new things?

Applicant :

Yes, I believe life-long learning. I think every man should keep on learning. That's why I decided to change my job.

Employer :

What kind of job do you like least?

Applicant :

I don't like accounting.

Employer :

Why?

Applicant :

I feel bored if I stay all day in an office doing just number work.

Employer :

Are you willing to work under pressure or targets?

Applicant :

Yes, I like challenges. I think I can handle matters with urgency. I am good at setting priority to different kinds of work according to its importance and urgency.

Employer :

Very good. That's the kind of staff we want. In fact, being a leader of a sales team is always a demanding and stressful work. But if you can cope with it, you can get a lot of job satisfaction.

Applicant :

Indeed I enjoy meeting job targets.

Employer :

Great. Now, tell me something about your last job. What was your typical workday like?

Applicant :

I got to the office at 8 : 00 a.m. Then, I started telephoning some old clients. Then, I went to the sales outlets to seek new clients. Usually, I left the sales outlets at around 4 : 00 p.m. and then I returned to the office to do some office work. Then, I left the office at around 6 : 00 p.m.

Employer :

Our sales staff starts working at 9 : 00 a.m. at our Customers Service Center. They need not do office work because all such work will be computerized and handled by our office staff. All salesmen leave the company at 6 : 00 p.m.

Applicant :

I like that.

Employer :

Of course you will like it. The working time is one hour less than your last job. In fact, we want sales volume and not just staff's working hours.

Applicant :

I think I am a capable salesperson. I can meet the targets within a short time.

Employer :

You seem to be a confident salesperson.

Applicant :

Yes, I think so. In fact, I think a good salesperson must have self-confidence. If he has no confidence in himself, he will not be able to sell things well.

Employer :

Apart from self-confidence, can you tell me what other factors make a successful salesman?

Applicant :

I think a good salesman must know what the customer want. He must also know how the customer feels and he must also

be able to guide the customer honestly to accept his suggestion.

Employer :

What do you think about "honesty"?

Applicant :

I think honesty is the best policy, just as the proverb says. A salesperson must be honest. He cannot cheat his customers by flowery words or incomplete facts. He should never tell lies. Of course, he must also be intelligent and avoid saying foolish things.

Employer :

Why do you think honesty is the best policy?

Applicant :

I think if salesman cheats his customer, his customers will complain. The complaint can happen at the time of purchase. Even if the customer is misled to buy the product, he may complain afterwards. In any case, the complaint can badly damage the company's reputation. Worse still, it may lead to law suits or actions from the Consumer Council. A dishonest salesperson may succeed in one or two sales transactions in a short period. But he will lose all his future in the long term.

Employer :

I totally agree. In fact, we put the utmost emphasis of honesty on our sales staff. If we find anyone dishonest, we will dismiss him immediately. You said a salesman should know what the customer wants. What do you mean by that?

Applicant :

I think being a good salesman, he should always imagine if he were the customer. Then, he would understand what the customer wants and what the customer feels. Then, he can make the best suggestion to the customer.

Employer :

Now, will you please tell me why you apply to our company for the job?



為何申請這個職位，及為何離開舊公司？

Employer :

When did you leave your last job?

Applicant :

Two months ago.

Employer :

Why did you leave it?

Applicant :

There was no room for career development I would like. The top management of the company has changed since the company was taken over by a mainland Chinese corporation one year ago.

Employer :

So, you were fired?

Applicant :

Yes, you can say that. In fact, I left the company according to an agreement with the company. I did not agree with the company's new business philosophy?

Employer :

What was the new business philosophy? In what aspect was it different from the old philosophy?

Applicant :

The new business philosophy was development of the mainland China market at the expense of the western market. The old philosophy was targeting at the western market.

Employer :

Ah, I see. But the China market has been growing significantly in recent years.

Applicant :

Yes, I agree with you. But I think we should place emphasis on the development of the global market, including the China market as well as the western market. I think it is too risky if we only focus on just the China market. In fact, our present world is a global village and the western countries have a lot of advanced technology and creative innovation of which we should keep abreast all the time.

Employer :

Why do you apply to our company?

Applicant :

I have heard nothing but good things of your company.

Employer :
Really?

Applicant :

Your company was big and well-organized. Most of all, I like your company because of its attitude towards staff. It cares about staff, offers excellent pay and a lot of benefits. It rewards hard work and achievements. It also provides opportunities for staff to advance to senior positions.

Employer :

What makes you think you are qualified for this position?

Applicant :

I have been in this field for five years. Five years ago, I was only a management trainee. My last position was assistant manager.

Employer :

Do you think you are the right person for this job?

Applicant :

Yes, my qualifications and experience match the job perfectly.

Employer :

I see. Apart from the qualifications and experience, can you tell

me why we should hire you.

Applicant :

I will do a good job. I can motivate my colleagues to achieve the company's goal.

Employer :

You seem to be very confident in yourself.

Applicant :

Yes, I do. I think I am a capable sales manager.

Employer :

Well, talking about motivation, what do you think the best way to motivate staff?

Applicant :

I think the best way of motivation is to reward people according to their work performance. As far as salesmen are concerned, the best way of motivation is to pay them on commission basis. In short, the one with the highest turnover should get the highest pay.

Employer :

That's fair.

Applicant :

Yes, fairness is a fundamental management tactic. If the boss is unfair, his subordinates will not be happy. When they are unhappy, they will not do their best for the company.

Employer :

Apart from fairness, what other factors will help motivate staff?

Applicant :

I think the company should treat every staff as a member of a big family. In fact, we are working on the same boat. If the boat sinks, every one on board will be drowned. So, the company should try to make its staff to have a sense of belonging to the company. To do this, the company should arrange some social activities, such as spring dinner, karaoke contest, hiking, barbecue... etc.

Employer :

I agree. Our company has a Sport Club to arrange for all these activities.

Applicant :

I am glad to hear that.

Employer :

Thank you. Now, tell me something about what you want to achieve in case you are hired by this company.

談工作理想及人生目標

Employer :

Why do you want to be part of our company?

Applicant :

I think that is a mutual benefit. As I like your company, I will do my utmost to help your company to achieve the company's goal. Then, I will make valuable contributions to your company. On the other hand, I get salaries, benefits and most of all, an opportunity to advance in my career.

Employer :

Why do you think you can help us to achieve the company's goal?

Applicant :

I am a qualified and experienced electronic salesman. I have very good proven track record of sales performance. I can help your company develop both the local market as well as the international market. I speak fluent English and Mandarin. I can handle both foreign and Chinese customers.

Employer :

Yes, I see. Do you think you are a bit over-qualified for the position.

Applicant :

No, I don't think so. In my view, my qualifications and experience fit me well in the position.

Employer :

How do you feel about travelling overseas to China, America or Europe?

Applicant :

I enjoy travelling very much. That will be nice if I travel once or twice in a month.

Employer :

We require our salesmen to travel about once a month and each overseas trip takes about two to three days.

Applicant :

That's fine.

Employer :

How do you feel working overtime?

Applicant :

I don't mind working overtime if that is really necessary.

Employer :

In fact, we only require overtime work during peak seasons and we offer pay for every complete hour of overtime work.

Applicant :

I am glad to hear that.

Employer :

If we hire you, where would you like to be in five years?

Applicant :

In five years, I would like to be a sales manager of your company.

Employer :

How can you make it?

Applicant :

I will work hard, fulfill all the responsibilities and take every chance to do my best for the company. I will make every member of my sales team accept me to be their leader.

Employer :

Wow, that's a good goal!

Applicant :

Yes, I think I can make it.

Employer :

Suppose you are hired by us, how long will you stay with us?

Applicant :

I don't have a plan yet.

Employer :

Any ideas?

Applicant :

I think I will stay as long as I can get job satisfaction.

Employer :

Do you have any hobbies?

Applicant :

Yes, I like reading books, watching movie and playing mahjong.

Employer :

What books you have just read last week?

Applicant :

I read a call called "Elements of Style".

Employer :

That is a very good book on improving writing skill.

Applicant :

I agree. Indeed, I like reading and I have gained a lot of knowledge through reading books and journals.

Employer :

What movie did you watch recently?

Applicant :

I watched Stephen Chow's "Kung Fu". It was an exciting film. It was also thoughtful.

Employer :

You like Stephen Chow, don't you?

Applicant :

Yes, I like him very much. I think his films are really special. Not only they made you laugh, they made you think about how to live.

Employer :

Really?

Applicant :

For my part, I learn a lot from Stephen's movies. He likes to play the role of small potato. Sometimes, I think I am also a small potato in this world. But a small potato can become a big

hero when he does the best to catch an opportunity.

Employer :

Yes, there are quite a lot of opportunities in our company. Even if you are a small potato, you can get a big name someday. It only depends on whether you can grasp the opportunity when it comes. It also depends on hard work and capabilities.

Applicant :

That's why I wish to work in your company.

Employer :

Now, would you tell me what you think your strengths and weaknesses are?



請說說你有什麼強項及弱點？

Employer :

What are your strengths?

Applicant :

I am fast-learning and hard-working. And I am good at getting along with people.

Employer :

Anything things else?

Applicant :

I can work under pressure. I can exceed the average sales target in six months.

Employer :

Great. Tell me why you think you are a fast-learning man?

Applicant :

I like reading books in my spare time. I am a curious man wanting to know a lot of interesting things. With abundant reading, I think I have built a good foundation of common knowledge. So, I think I can learn faster than an average man.

Employer :

What do you consider your weaknesses?

Applicant :

I think sometimes I am a bit nervous and over-concerned with work targets. So, some colleagues may misunderstand me.

Employer :

As you know this weakness, how do you overcome it?

Applicant :

I like singing. So, while I feel I am too nervous, I will find a place where I can sing quietly alone. I also like chatting with people. By informal communication, I can explain my points to my colleagues.

Employer :

Good. Do you think you have any other weaknesses?

Applicant :

Sorry, I can't figure out any other weaknesses now.

Employer :

In fact, every one has weaknesses. It doesn't matter much providing he can recognize his weakness and keep his weaknesses under control.

Applicant :

I will do my best to overcome my weaknesses. I think my weaknesses won't give any trouble to my job.

Employer :

Excellent. So, now let's us talk about your pay.



談要求工作待遇

Employer :

How much do you make from your present job?

Applicant :

I am making less than I want to make.

Employer :

How much is that?

Applicant :

\$25,000 a month.

Employer :

How long have you been in your current position?

Applicant :

Two years and a half.

Employer :

How much do you want from the job of this company?

Applicant :

Based on my capabilities and experience, I want \$30,000 a month.

Employer :

That is a little more than we are going to offer.

Applicant :

But I think I am worth it.

Employer :

When can you start work if we offer you the position?

Applicant :

I have to give my current employer one-month notice. That is required by the employment contract. I must be obliged to it.

Employer :

Yes, I see. That's fair. In fact, we also require our staff to give one-month notice if they want to resign.

Applicant :

Apart from the monthly salary, I would like to know if there any benefits offered to me?

Employer :

Our company offers rent refund, with a maximum allowance of \$3,000 per month. Besides, we also have free medical benefits. Details will be specified in the staff's employment contract. Now, having asked you so many questions, I would like to know if you want to ask me any questions.

會談結束前的對話

Employer :

Tell me about your references.

Applicant :

I have several references. They include my former bosses, my best friends and my school teachers. They can provide information about my character.

Employer :

That is quite a good mix of references. How can I contact them if I want to?

Applicant :

You can phone them or write to them. Their phone number and correspondence addresses are stated in my resume.

Employer :

Oh, I see.

Applicant :

They are all honest and respectable people.

Employer :

I will contact them only when you are considered suitable for the position. Anyway, do you have any questions to ask me?

Applicant :

What's the company policy of vacation leave?

Employer :

Two weeks per year.

Applicant :

How long is the probation period?

Employer :

Three months. After completion of the probation period, we will give the successful staff a 5% pay rise.

Applicant :

How about if I fail to pass the probation?

Employer :

We will give you one-month prior notice for termination of the employment.

Applicant :

Thank you very much for taking time to see me.

Employer :

You are welcome.

Applicant :

When will I be notified about the result of the interview?

Employer :

We will phone you within 2 weeks if we find you suitable for the position.

Applicant :

Do you require a second interview?

Employer :

It depends. Sometimes, we need to clarify certain points before we offer the job to the right person.

Applicant :

I really enjoyed talking with you.

Employer :

So did I.

Applicant :

I can be reached at 23456789 during office hours or 34561234 at night.

Employer :

All right. That's all for today's interview. Thank you for coming.

Applicant :

Thank you. I hope to see you again. Goodbye.

Employer :

Goodbye.



Raymond Yeung 教授英語

課程主要教授如何用最短的時間、最少的精力學會常用英語，助你商場得意，職場勝利，眼光擴闊，生活暢快。

私人(一對一)個別教授 每堂 2 小時，可選擇 課程 A 或 課程 B

A: 全套課程 (3 堂 6 小時) \$1,200. 首堂付，送 英語速成秘笈 (學習精要筆記 study notes + 快速學英語多功能軟體 CDR)

B: 速成課程 (1 堂 2 小時) \$500. 送 英語速成秘笈 (學習精要筆記 study notes + 快速學英語多功能軟體 CDR)

時間：雙方協議 (早上九時至下午九時) 星期一至日，包括公眾假期

地點：雙方協定

詳情請看網頁 <http://rytc.com.hk/PractEng.htm>

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