**Assessment Task for Listening & Integrated Skills**

**Topic: Jobs**

***Question and Answer Book***

**Part A**

**Situation**

You are Elizabeth Hung, an administrative assistant in the investment department of a bank in Hong Kong. Your job is to take notes of business meetings and take down telephone messages for your colleagues.

Follow the instructions in the Question and Answer Book and on the recording to complete the tasks. You will find all the information you need in the Question-Answer Book and on the recording.

You now have two minutes to familiarise yourself with the situation and the tasks.

**Task 1 (23 marks)**

You are attending a presentation with your manager about a new catering company trying to attract potential investors. As you listen to the presentation, complete the information about the catering company to facilitate further discussion within your department.

You will have 30 seconds to study the task. At the end of the task, you will have two minutes to tidy up your answers.

1. **Which of the following is the correct logo of Capable Catering? (tick the correct option below)**

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| **CC** | |  | | **CC** | |
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**Organisation chart**

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**How the buying department operates**

The buyers will know what to buy because the company will offer standard (9) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and set menus, and hold a (10) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ among the managers involved.

**Target customers (circle the correct option below)**

|  |  |  |  |
| --- | --- | --- | --- |
| (11) | Low end | Middle | Top end |

(12) **Tick the two statements which agree with what is said at the presentation.**

|  |  |  |
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| |  | | --- | |  | | The company’s offices will be in Kowloon. |
| |  | | --- | |  | | The company’s kitchens will be in Yuen Long. |
| |  | | --- | |  | | The company’s offices will be in Yuen Long. |
| |  | | --- | |  | | It has not been decided where the kitchens will be. |
| |  | | --- | |  | | Most of the business will be on Hong Kong Island. |

**Reasons why a catering service is cheaper to run**

* There is no need to pay (13) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on a shop in a good location.
* Kitchens need not be (14) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* The company can choose to lease (15) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ until the business grows.

**Keeping staff costs down**

* Management team: only 4 members
* Kitchen staff: (16) \_\_\_\_\_ out of \_\_\_\_\_ are low-paid workers
* Number of waiters: (17) \_\_\_\_\_\_\_\_\_\_\_\_
* Number of drivers: (18) \_\_\_\_\_\_\_\_\_\_\_\_
* Sales team: (19) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to save office cost

(20) part of pay is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on sales

**Profitability of Capable Catering**

(21)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_on capital

1. **What is the tone of the final questioner? Tick the correct option below.**

|  |  |  |
| --- | --- | --- |
| |  | | --- | |  | | Grateful |
| |  | | --- | |  | | Sad |
| |  | | --- | |  | | Doubtful |
| |  | | --- | |  | | Angry |
| |  | | --- | |  | | Friendly |

**Task 2 (21 marks)**

You need to take down four telephone messages for your colleagues. Listen to the recording and complete the message forms.

You now have 30 seconds to study the task. At the end of the task, you will have two minutes to tidy up your answers.

**Message 1**

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| **Message Form** |
| From: The office  To: Robert Wong  Time and date: (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 4th May  Caller: (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Content:** |
| 1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Message 2**

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| **Message Form** |
| From: The office  To: (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Time and date: (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 4th May  Caller: (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Content:** |
| (7) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Message 3**

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| **Message Form** |
| From: The office  To: (8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Time and date: (9) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 4th May  Caller: (10) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Content:** |
| (11) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Message 4**

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| **Message Form** |
| From: The office  To: (12) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Time and date: (13) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 4th May  Caller: (14)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Content:** |
| (15) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Part B**

**Situation**

You are Leo Tang, a member of a youth organisation called *Teen Power*. The organisation holds many activities conducive to the well-being of young people. Having finished the HKDSE Examinations, you would like to ask for some advice from the organisation’s Career Advisor, Sara Chan. She has also invited Kenny Wong, a job seeker, to join you.

Before the recording is played, you will have five minutes to study the Question-Answer Book and the Data File to familiarise yourself with the situation and the tasks. Complete the tasks by following the instructions in the Question-Answer Book and on the recording. You will find all the information you need in the Question-Answer Book, the Data File and on the recording. As you listen you can make notes on pages 2, 3 and 4 of the Data File.

You now have five minutes to familiarise yourself with the Question and Answer Book and the Data File.

**Task 3 Case Histories (19 marks)**

You are going to listen to some true stories about job applications. Fill in the boxes below using information from the Data File and your notes.

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| **Case 1** | |
| **Problem:**  The applicant could not tell the interviewer anything about the company. | **Solution/advice:**   1. Get some information about \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ before the interview. |
| **Case 2** | |
| **Problem:**  The applicant could not (2)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. | **Solution/advice:**   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |
| **Case 3** | |
| **Problem:**  The applicant (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. | **Solution/advice**   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |
| **Case 4** | |
| **Problem:**  The applicant (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. | **Solution/advice**   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and go very early. |
| **Case 5** | |
| **Problem:**  The applicant said things which she thought would (8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. | **Solution/advice:**   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |

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| **Further advice** |
| **Before an interview**   * Think about the questions that the interviewer might ask you. * (10) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ which you can use to answer either expected or unexpected questions. * Think about your: - (11) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  - (12) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ - (13) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ - (14) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   **During an interview**   * (15) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * (16) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * (17) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * (18) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * (19) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Task 4 A cover letter (30 marks)**

Write a cover letter for the job you are interested in using information from the Data File and your notes.

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**END OF QUESTION AND ANSWER BOOK**

***Suggested Answers and Transcripts***

**Suggested Answers to Task 1 (23 marks)**

1. **Which of the following is the correct logo of Capable Catering? (tick the correct option below)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **CC** | |  | | **CC** | |
|  |  |  |  |  | ✓ |

|  |  |  |  |
| --- | --- | --- | --- |
| **CC** | |  | |
|  |  |  |  |

**Organisation chart**

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**How the buying department operates**

The buyers will know what to buy because the company will offer standard (9) **packages** and set menus, and hold a (10) **weekly** **meeting** among the managers involved.

**Target customers (circle the correct option below)**

|  |  |  |  |
| --- | --- | --- | --- |
| (11) | Low end | Middle | Top end |

**(12) Tick the two statements which agree with what is said at the presentation. (2 marks)**

|  |  |  |
| --- | --- | --- |
| |  | | --- | |  | | The company’s offices will be in Kowloon. |
| |  | | --- | |  | | The company’s kitchens will be in Yuen Long. |
| |  | | --- | | **✓** | | The company’s offices will be in Yuen Long. |
| |  | | --- | | **✓** | | It has not been decided where the kitchens will be. |
| |  | | --- | |  | | Most of the business will be on Hong Kong Island. |

**Reasons why a catering service is cheaper to run**

* There is no need to pay (13) **rent** on a shop in a good location.
* Kitchens need not be (14) **large**.
* The company can choose to lease (15) **delivery vans** until the business grows.

**Keeping staff costs down**

* Management team: only 4 members
* Kitchen staff: (16) **8** out of **16** are low-paid workers
* Number of waiters: (17) **25**
* Number of drivers: (18) **5**
* Sales team: (19) **work from home** to save office cost

(20) part of pay is **commission** on sales

**Profitability of Capable Catering**

(21) **9% return** on capital

1. **What is the tone of the final questioner? Tick the correct option below.**

|  |  |  |
| --- | --- | --- |
| |  | | --- | |  | | Grateful |
| |  | | --- | |  | | Sad |
| |  | | --- | | **✓** | | Doubtful |
| |  | | --- | |  | | Angry |
| |  | | --- | |  | | Friendly |

**Transcript for Task 1**

|  |  |  |  |
| --- | --- | --- | --- |
| **Announcer** | **:** | You are Elizabeth Hung, an administrative assistant in the investment department of a bank in Hong Kong. Your job is to take notes of business meetings and take down telephone messages for your colleagues.  Follow the instructions in the Question-Answer Book and on the recording to complete the tasks. You will find all the information you need in the Question-Answer Book and on the recording. You now have two minutes to familiarise yourself with the situation and the tasks. |  |
| ***(2 minutes of music)***  **Task 1** | | |  |
|  | | |  |
| **Announcer** | **:** | You are attending a presentation with your manager about a new catering company trying to attract potential investors. As you listen to the presentation, complete the information about the catering company to facilitate further discussion within your department.  You now have 30 seconds to study the task. At the end of the task, you will have two minutes to tidy up your answers. |  |
| ***(30 seconds of music)*** | | |  |
| **Mandy** | **:** | Good morning. Thank you for coming to our presentation. My name’s Mandy Chow and I work for Capable Catering, a new company supplying food and drinks for parties, receptions and business events. This is my colleague, Alex Wong.  I am in charge of Sales, and Alex handles Finance.  And here on the screen is our logo – two big C’s and our happy chef looking smart in his bow-tie, bringing you some delicious food.  Of course, we are here today to try and attract new investors to help the company get off to a really good start.  And now I’ll pass the microphone to Alex and let him give you some background details. | **(1)** |
| **Alex** | **:** | Good morning. I am very happy to be able to share our ideas about our new company with you. First, let me tell you a bit about our business organisation to give you confidence in our planning.  At the top of the company is the General Manager, who is at present in charge of a very similar company in Singapore. The second level will consist of four people: first, the Finance Manager (that’s me – you can call me Finance Wong!) – and then a Food and Drinks Manager, who will plan the menus and oversee the preparation of the food and drinks; thirdly, we have Mandy, our Sales Manager, who will organise our advertising (and we have lots of ideas about how to get our name well-known through advertising) and handle contacts with our customers. Customer contact is to us as important as the actual food and drinks. Finally, there will be a Transport Manager. Clearly it is very important for a company such as ours to get the food to the customers on time and in the best possible condition, so we think this should be a management position.  Then, at the third level, there are a number of employees for the day-to-day running of the company. I have accounts staff under me and also buyers. Buyers, sometimes called purchasing officers, will compare prices of the food and other things which we need and make sure Capable Catering supplies good quality food at a good price. The Food and Drinks Manager, of course, oversees cooks and kitchen workers. Mandy, our Sales Manager, will have her sales team, and the Transport Manager will manage our drivers and waiters – drivers to get the food to the right place and on time, and waiters to lay it out, serve it and tidy up afterwards.  And I see we have a question. Yes, sir? | **(2)**  **(3)**  **(4)**  **(5)**  **(6)**  **(7)**  **(8)** |
| **Questioner 1** | **:** | I understand the buying department is part of finance as it is spending money, but doesn’t it also belong to Food and Drinks? The Food and Drinks Manager cannot, for example, make fish balls unless the buyers buy fish. How can you make sure everything works well? |  |
| **Alex** | **:** | Thank you, sir. You are, of course, correct that the buyers must buy what the kitchens need. But this will not change much. We plan to offer a few standard packages and each package will have a choice of a few set menus customers can choose from for their events. The buyers will know what is needed for each standard package and set menu. Also, there will be a weekly meeting between the General Manager, myself and the Food and Drinks Manager to check everything is working well and to plan any special events which need extra items. Co-operation is very important. And now, Mandy will give you a rest from me. | **(9)**  **(10)** |
| **Mandy** | **:** | I hope you’ll agree the business has been planned well. You may be wondering what sort of customers we are hoping for, in other words, our target customers. Any successful business must know who those are. It seems to us that hotels offer good expensive catering services for the top end of the market. And if you want something low-cost, you may contact local sandwich shops or pizza places. We aim for the middle of the market. To keep our costs down, we plan to have our offices in Yuen Long, but our kitchens need to be closer to the main business areas of Kowloon and Hong Kong Island. Where this will be will depend on the amount of investment money we attract. We already have a Singapore investor, who is putting a large amount of money into the company, but we need more – and that is why we are talking to you here today.  The food business is a difficult one and many businesses do not last long. But a catering service is not a restaurant – we do not need to pay rent on a shop in a good location. To start with, our kitchens do not need to be very large, and we can lease delivery vans until our business grows larger. We don’t need to have a lot of staff at first.  Keeping staff costs down is an important part of our plan and I hope our determination in this regard will please potential investors. Our management team will consist, as mentioned before, of only four people, far fewer than in most businesses. The office staff will be equally small. Sixteen people are needed to prepare the food, but remember half of those are low-paid, just washing up or cleaning vegetables. The transport section will have thirty workers – the first type will be the team of waiters, which will be twenty five strong, but only six will be full-time and the rest part-time, called in when we need them. The second type, the drivers, will be the other five. My team will be seven strong. They will mainly work from home to save office costs, and part of their wages will come from commission when they make sales. This will help keep down our wage bill and our profits up.  I know you’ll also be asking how much profit we will make. Well, we are expecting a 9% return on capital at first – so if 9% on your money seems a good thing to you, please invest in us.  That covers all we want to say for now, but we’d be glad to answer any questions. Yes, madam? | **(11)**  **(12)**    **(13)**  **(14)**  **(15)**  **(16)**  **(17)**  **(18)**  **(19)**  **(20)**  **(21)** |
| **Questioner 2 (sounding very sceptical)** | **:** | Do you seriously expect us to believe a bit of catering can make a 9% profit? Where do you get such figures? | **(22)** |
| **Mandy** | **:** | Perhaps you’d like to have a chat with Alex about that and he’ll show you our business plan. |  |
| **Announcer** | **:** | That’s the end of Task 1. You now have two minutes to tidy up your answers. |  |
|  |  | ***(2 minutes of music)*** |  |

**Suggested Answers to Task 2 (21 marks)**

**Message 1**

|  |
| --- |
| **Message Form** |
| From: The office  To: Robert Wong  Time and date: (1) **11:40**  4th May  Caller: (2) **Sam Chan** **(1 mark)** from **Happy Valley Hotel (1 mark)** |
| **Content:** |
| 1. **Please call him at 99700043 (1 mark)** about **the repayments on a loan (1 mark)**. |

**Message 2**

|  |
| --- |
| **Message Form** |
| From: The office  To: (4) **Janet Lam**  Time and date: (5) **11:45**  4th May  Caller: (6) **Your husband** |
| **Content:** |
| (7) **You’ve left your mobile phone in the car**. |

**Message 3**

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| **Message Form** |
| From: The office  To: (8) **Rose Tong**  Time and date: (9) **12:00** 4th May  Caller: (10) **Harry Leung** **(1 mark)** of **Far East Imports (1 mark)** |
| **Content:** |
| (11) **Please send him details about insurance cover** **(1 mark) through email (1 mark)**. |

**Message 4**

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| **Message Form** |
| From: The office  To: (12) **Amy Cheung**  Time and date: (13) **12:15** 4th May  Caller: (14) **Tom Hyland (1 mark)** of **Modern Electronics** **(1 mark)** |
| **Content:** |
| (15) **He wants to know if the meeting with you can be delayed** **(1 mark)** **until 24 May**. **(1 mark)** |

**Transcript for Task 2**

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| --- | --- | --- | --- |
| **Announcer** | **:** | You need to take down four telephone messages for your colleagues. Listen to the recording and complete the message forms.  You now have 30 seconds to study the task. At the end of the task, you will have two minutes to tidy up your answers. |  |
| ***(30 seconds of music)*** | | |  |
| **Rosetta** | **:** | Elizabeth, will you answer the phone and take any messages while I am out for an hour? |  |
| **Elizabeth** | **:** | Yes, of course, but I haven’t done it before, so please tell me exactly what to do. |  |
| **Rosetta** | **:** | Well, use one of these forms for each message. You must find out who the caller wants to speak to and write it on the form. There is no need to put Mr or Miss – just put a name like Elizabeth Hung. Check the time on your watch and write it along with today’s date, 4th of May. Please use the 24-hour clock – 10.30, 14.45 and so on. Then the name of the caller, which may be a person’s name like Tracy Mo, or a description, like your wife, or the name of a company, like Super Shoes, or even a mixture, like Tommy Chan from Super Shoes. Follow what the caller says. And finally you summarise the message making sure you get the main points. |  |
| **Elizabeth** | **:** | Okay, I think I can do that. No problem. |  |
| **Rosetta** | **:** | See you later. |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Message 1** | | | |
| **[Phone rings]** | | | |
| **Elizabeth (whispering to herself)**  **Elizabeth** | **:**  **:** | Here we go, – and it’s eleven forty.  Good morning, Investment Department. Can I help you? | **(1)** |
| **Caller** | **:** | I hope so. I’d like to talk to Robert Wong. |  |
| **Elizabeth** | **:** | I am sorry but he’s not here at the moment, but I can ask him to call you as soon as I can contact him. |  |
| **Caller** | **:** | Okay, please tell him Sam Chan rang. | ***(2)*** |
| **Elizabeth** | **:** | Yes, Mr Chan. |  |
| **Caller** | **:** | Sam Chan from the Happy Valley Hotel. | **(2)** |
| **Elizabeth** | **:** | The Happy Valley Hotel. |  |
| **Caller** | **:** | Please ask him to call me at nine; nine seven; triple zero; four three. | **(3)** |
| **Elizabeth** | **:** | Nine; nine seven; triple zero; four three. |  |
| **Caller** | **:** | Yes, and please tell him I would like to talk to him about the repayments on a loan. | **(3)** |
| **Elizabeth** | **:** | Repayments on a loan. Got it. |  |
| **Caller** | **:** | Okay, I’ll expect to hear from him. Bye. |  |
| **Elizabeth** | **:** | Goodbye. |  |
|  |  |  |  |
| **Message 2** | | | |
| **[Phone rings]** | | | |
| **Elizabeth (whispering to herself)**  **Elizabeth** | **:**  **:** | A quarter to twelve.  Hello, Investment Department. Can I help you? | **(5)** |
| **Caller** | **:** | Hello, is Janet Lam there? | **(4)** |
| **Elizabeth** | **:** | No, I’m sorry but she’s out. |  |
| **Caller** | **:** | Well, can I leave my wife a message? | **(6)** |
| **Elizabeth** | **:** | Sure. What shall I tell Janet? |  |
| **Caller** | **:** | You must be the new assistant. |  |
| **Elizabeth** | **:** | Yes, that’s right – Elizabeth Hung. |  |
| **Caller** | **:** | Nice to meet you, Elizabeth. Will you tell my wife she’s left her mobile phone in the car? I am sure she’ll be worried where it is, so please let her know. | **(7)** |
| **Elizabeth** | **:** | Yes, I’ll see to that. |  |
| **Caller** | **:** | Thank you. Goodbye. |  |
| **Elizabeth** | **:** | Goodbye. |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Message 3** | | | |
| **[Phone rings]** | | | |
| **Elizabeth**  **(murmuring to herself)**  **Elizabeth** | **:**  **:** | Let me see, it’s exactly twelve noon.  Hello, Investment Department. How may I help you? | **(9)** |
| **Caller** | **:** | I’d like to speak to Miss Tong, please? | **(8)** |
| **Elizabeth** | **:** | I’m sorry, but Rose is out at present but she’ll be back soon. May I know who’s calling? | **(8)** |
| **Caller** | **:** | I’m Harry Leung. Have you got that? Harry Leung. Harry Leung of Far East Imports. | **(10)** |
| **Elizabeth** | **:** | Far East Imports. |  |
| **Caller** | **:** | Yup, can you ask Rose to send me details about insurance cover through email? | **(11)** |
| **Elizabeth** | **:** | Okay. I’ll let her know. |  |
| **Caller** | **:** | Bye. |  |
| **Elizabeth** | **:** | Bye… Insurance cover through email…(fade out) |  |
|  |  |  |  |
| **Message 4** | | | |
| **[Phone rings]** | | | |
| **Elizabeth (murmuring to herself)**  **Elizabeth** | **:**  **:** | A quarter past twelve, time does go quickly.  Good afternoon, Investment Department. | **(13)** |
| **Caller** | **:** | Hello, I want to speak to Amy Cheung, please. | **(12)** |
| **Elizabeth** | **:** | I’m sorry but Amy Cheung is not available right now. Everyone’s at a trade conference today. |  |
| **Caller** | **:** | That must be why she’s not answering her mobile. I’d better leave her a message, if you can do that for me. |  |
| **Elizabeth** | **:** | Yes, of course. Message for Amy Cheung. |  |
| **Caller** | **:** | I’m Tom Hyland of Modern Electronics. | **(14)** |
| **Elizabeth** | **:** | I’m sorry, but can you spell that for me? |  |
| **Caller** | **:** | Yes, T-O-M. Tom. And my surname, H-Y-L-A-N-D. Hyland. |  |
| **Elizabeth** | **:** | H-Y-L-A-N-D. Hyland. |  |
| **Caller** | **:** | Right you are – and I want to know if we can delay the meeting with Amy until 24th May. | **(15)** |
| **Elizabeth** | **:** | May I repeat that? |  |
| **Caller** | **:** | Sure. |  |
| **Elizabeth** | **:** | You want to know if you can delay the meeting with Amy until 24th May. |  |
| **Caller** | **:** | Thanks. I’ll be waiting for her call. |  |
| **Elizabeth** | **:** | Yes, Mr Hyland. |  |
| **Announcer** | : | That’s the end of Task 2. You now have two minutes to tidy up your answers. |  |
|  |  | ***(2 minutes of music)*** |  |

**Suggested Answers to Task 3 (19 marks)**

|  |  |
| --- | --- |
| **Case 1** | |
| **Problem:**  The applicant could not tell the interviewer anything about the company. | **Solution/advice:**   1. Get some information about **the company** before the interview. |
| **Case 2** | |
| **Problem:**  The applicant could not (2) **think of anything to ask the interviewer**. | **Solution/advice:**   1. **Prepare one or two questions to ask**. |
| **Case 3** | |
| **Problem:**  The applicant (4) **was too nervous**. | **Solution/advice**   1. **Practise interviews before going to one**. |
| **Case 4** | |
| **Problem:**  The applicant (6) **was late for his interview**. | **Solution/advice**   1. **Check the location** and go very early. |
| **Case 5** | |
| **Problem:**  The applicant said things which she thought would (8) **please the interviewer**. | **Solution/advice:**   1. **Tell the truth / Don’t tell lies**. |

|  |
| --- |
| **Further advice** |
| **Before an interview**   * Think about the questions that the interviewer might ask you. * (10) **Think of some key words** which you can use to answer either expected or unexpected questions. * Think about your: - (11) **strengths**   - (12) **weaknesses**  - (13) **interests**  - (14) **achievements**  ***(in any order)***  **During an interview**   * (15) **Be polite** * (16) **Control your hands** * (17) **Speak clearly** * (18) **Sit straight** * (19) **Use eye contact**   ***(in any order)*** |

**Suggested Answers to Task 4 (30 marks)**

*Task Completion: 23 marks*

1. Flat 32A, Genie Park, 38 Queen’s Road West, Hong Kong (Listening/DF 2)
2. Date (Listening)
3. Mr Richard Tam (Listening/DF 1)
4. Fit For Life Gyms (Kowloon Branch), Room 490, 4/F, Grace Building, 356 Nathan Rd, Kowloon

(Listening/DF 1)

1. Dear Mr Tam (Listening)
2. I am writing to apply for the post of part-time Assistant to the Senior Trainer (Listening/DF 1)
3. many sports awards (DF 4)
4. including Sports Boy of the year for three years in succession (DF 4)
5. I am a member of many sports teams and clubs at school (DF 4)
6. and have reached Level 8 in Wing Chun (DF 2)
7. I am fluent in spoken Cantonese, Putonghua and English (DF 6)
8. and I came first in Information and Communication Technology at school (DF 6)
9. I worked at two fitness centres during the summer vacation (DF 4)
10. I hold a First Aid certificate (DF 5)
11. I have received the Special Award for Punctuality at school (DF 6)
12. and am described by my teachers as a friendly and warm person (DF 6)
13. Attached please find my CV, which provides further details about my experience and qualifications (DF 1)
14. I am available for interview anytime (Listening)
15. contacted by phone at 9046 5788 (Listening/DF 3)
16. or by email at leothefit@gmail.com (Listening/DF 3)
17. Yours sincerely (Listening)
18. Leo’s signature (Listening)
19. Leo Tang (Listening)

*Language: 5 marks*

*Coherence and Organisation: 2 marks*

**Transcript for Tasks 3 & 4**

**Announcer:**

You are Leo Tang, a member of a youth organisation called *Teen Power*. The organisation holds many activities conducive to the well-being of young people. Having finished the HKDSE Examinations, you would like to ask for some advice from the organisation’s Career Advisor, Sara Chan. She has also invited Kenny Wong, a job seeker, to join you.

Before the recording is played, you will have five minutes to study the Question-Answer Book and the Data File to familiarise yourself with the situation and the tasks. Complete the tasks by following the instructions in the Question-Answer Book and on the recording. You will find all the information you need in the Question-Answer Book, the Data File and on the recording. As you listen you can make notes on pages 2, 3 and 4 of the Data File.

You now have five minutes to familiarise yourself with the Question-Answer Book and the Data File.

***(5 minutes of music)***

The recording is about to begin. Turn to page 2 of the Data File.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sara** | **:** | | Hello. I have invited you two here together this afternoon as both of you are applying for jobs and have asked me for some help and advice. I hope later you can help each other prepare and practise. Will you introduce yourselves first? | **Task 3** |
| **Kenny** | **:** | | Hello, I’m Kenny Wong. I’m 23. I work in a bakery and I’m trying to get a better job than I have just now. |  |
| **Leo** | | **:** | Hello, I’m Leo Tang. I’m 18 and have just finished S6, done my HKDSE Exams and am waiting for the results. It’s nice to meet you. |  |
| **Sara** | | **:** | First of all, I’d like to tell you some true stories, what we call case histories, which I have collected from people coming to me to talk about their job applications over the years. These I am going to tell you now are all about interviews. I think it’d be a good idea for you to take some notes. Are you ready? Well, let me begin.  The first case is about a young man who went for an interview and thought he was doing well until suddenly the manager asked him to tell the interviewers all that he knew about the history and products of the company. Clearly, if you apply for a job, you should find out plenty about the job and work before you go for the interview. Well, it hadn’t been clear to this young man, and he had almost nothing to say. Shortly after that, the interview ended and he soon learnt he hadn’t got the job. How do you think he could have done better? |  |
| **Leo** | | **:** | He should have done some research and got some information about the company before the interview. | **(1)** |
| **Sara** | | **:** | Yes – so I hope you won’t make this mistake. You need to know about the company which you are applying to work for. How you do it depends on the type of business – if it’s a shop, walk round and look; if it’s at all big, there’ll be a website you can visit. But get some information before you go to an interview.  Now for the second case: Jenny had got good results in her exams and she did get the job she wanted, but she also told me she felt very foolish in the interview when the lady interviewing her said, “Well, I have asked you lots of questions, but I know you must have lots you want to ask me, so I will stop asking and do some answering. What do you want to know about us and the job?” Jenny could not think of anything to ask and thought she must have looked dumb. So what can we learn from this? | **(2)** |
| **Kenny** | | **:** | Prepare one or two questions to ask. | **(3)** |
| **Sara** | | **:** | Very good advice. Prepare one or two questions to ask.  Case three: Samuel seemed to have good qualifications for the job he was applying for, but he did not get it. He wasn’t surprised. He said when he got in the room with the three interviewers he suddenly felt very nervous – he was shaking, and moving about in his chair and gave some very silly answers to questions he could usually answer very easily. His nervousness made him perform badly during the interview. | **(4)** |
| **Leo** | | **:** | So the lesson is “Don’t be nervous”? |  |
| **Sara** | | **:** | Well, in part, yes, but maybe we can be more helpful and suggest how to increase our self-confidence. |  |
| **Leo** | | **:** | Yes, before going to an interview you should practise, rehearse, do a role play a few times. When you get used to the feeling of being at an interview, you won’t be too nervous. |  |
| **Sara** | | **:** | I agree. You wouldn’t play an important game without practising, so practise interviews before going to one. Now we come to the fourth story. Thomas was half an hour late for his interview. What do you think happened? | **(5)**  **(6)** |
| **Leo** | | **:** | The interviewer was angry? |  |
| **Sara** | | **:** | No, there was no interview. A secretary told Tommy they weren’t interested in people who were late. |  |
| **Kenny** | | **:** | Wow, that was tough. |  |
| **Sara** | | **:** | It was and Tommy had all sorts of excuses – the traffic was bad, there weren’t enough buses and the place was hard to find, but still, it was his own fault. What should he have done? |  |
| **Kenny** | | **:** | Check the location and go very early. | **(7)** |
| **Sara** | | **:** | Yes, he ought to have found out where the place was – he only needed a map – and he should have gone early in case of bad traffic. Bosses do not want late workers.  My fifth case is that of Linda. Linda went to an interview in a book shop. They asked her what her hobby was so she said reading, which she thought would please the interviewers. “Oh, that’s nice? Which writers do you like?” Linda didn’t have an answer so she said she loved the classics. “Which classics?” “Umm, Charles Dickens.” She remembered her teacher saying he was a great English writer. But she could go no further and when they asked which of Dickens’ books she liked, she couldn’t answer. She didn’t know the names of any. No, she didn’t get the job. | **(8)** |
| **Kenny** | | **:** | Don’t tell lies. | **(9)** |
| **Sara** | | **:** | Exactly, saying things just because you think they’ll please the interviewer is dangerous as they may ask follow-up questions and find out you’re lying.  Anyway, these stories are taking up a lot of time, so I think I will just give you a few more points without examples, and you can jot them down.  Think about the questions they might ask you. Then think of some of the key words you might want to use in answering either expected or indeed unexpected questions – words like “initiative”, “responsibility”, “future prospects”, “training opportunities” and so on. Besides key words, you should spend some time thinking about yourself. | **(10)** |
| **Kenny** | | **:** | What sort of things about oneself? |  |
| **Sara** | | **:** | Your strengths, your weaknesses, your interests and your achievements, you know, difficult things you have done. | **(11)-(14)** |
| **Leo** | | **:** | Can you repeat that, please? |  |
| **Sara**  (slowly) | | **:** | Sure – your strengths, your weaknesses, your interests and your achievements.  And now I want to move on from what you say to what you do. First, be polite. By this I mean be polite in a formal way – shake hands, do not sit down until you are asked to, use words like “sir” and “madam”. Be polite in the best way you know how.  Second, control your hands. When people are nervous they move their hands about a lot – put them on their face and touch their shoulders. This looks bad so control your hands and keep them out of the way. | **(15)**  **(16)** |
| **Leo** | | **:** | You don’t think we should use hand movement when we are answering questions? |  |
| **Sara** | | **:** | No, not for an interview. This is not a speech or presentation. |  |
| **Leo** | | **:** | I see. |  |
| **Sara** | | **:** | It’s also important to speak clearly. It’s no use preparing great answers if no one can hear them. In addition to speaking clearly, do remember to sit straight. It sounds so obvious but I have seen people at interviews look as if they are falling off the chair or going to sleep – so note it down: sit straight.  And the last for now, use eye contact. By “use eye contact”, I mean don’t stare and don’t look down at the floor. | **(17)**  **(18)**  **(19)** |
| **Kenny** | | **:** | Thank you. That has all been very useful. It is so easy to forget important things if you are not reminded of them. |  |
| **Sara** | | **:** | Good, but of course, all this advice about interviews is only useful if someone gives you an interview. Often quite a few people apply for the same job, so you have to get the attention of the employer so he or she wants to meet you and find out more about you. For this, you need a good, well-presented CV containing all the useful information about yourself. Make it easy to look through with plenty of space. Attach copies of any important certificates and diplomas. |  |
|  | |  | Then you need a cover letter, and that’s what I want to talk about now.  Let me go through the letter step by step. First you put your address – it can be on the left or right hand side – under your address put the date, and under the date write the name and address of the person you are writing to. | **Task 4**  **(1)**  **(2)**  **(3)-(4)** |
| **Leo** | | **:** | So you just copy that from the job advertisement? |  |
| **Sara** | | **:** | Well, if the advert has a title like “The Manager” or “The Human Resources Manager”, yes, you just copy it all, but if there is a name, a change will be needed. When we write our own name we just write that – Frank Black, Rose Lai, Chris Wong or whatever, but when someone replies they politely add a title – “Mr Frank Black” or “Ms Rose Lai”. Got that? |  |
| **Leo** | | **:** | Yes, name with Mr or Ms and then the address. |  |
| **Sara** | | **:** | Right, then you write “Dear Mr Black” or “Dear Ms Lai”. Don’t include the first name. Dear Mr or Ms and then the family name.  Next, you need a heading or first sentence to make it clear what the letter is about. For this you can use the formula, “I am writing to apply for the post of …” and then add whatever the post is – the post of salesman, the post of science teacher, the post of driver … and you may need to add temporary, or permanent or part-time – just use the information in the advert.  Then comes the most important part of the letter: the next one or two paragraphs will get or not get you an interview. You have got to explain why you are the person the company is looking for. If the advertisement has a list of things you must have, you can use that to write your paragraph. Take each thing they want and show you have it. “I have worked as a salesman for three years. I have a licence to drive commercial vehicles.” Cover the points in the advert. | **(5)**  **(6)**  **(7)-(16)** |
| **Kenny** | | **:** | Do you mean one sentence for each item? |  |
| **Sara** | | **:** | It’s even better if you can combine points as you want this part to be short and easy to read quickly. For example, “I have received prizes for dim sum and pizza preparation.” All the information is in the CV – the cover letter tells the employer the most important things, but without detail. Don’t repeat the CV. Refer to the most important things that prove you are the person they want. Summarise. A good sportsman will list all his teams on the CV, but the cover letter will just say “I play and have received awards for many sports, for example, the Victoria Park Gold Cup for Tennis.” |  |
| **Kenny** | | **:** | I see. Let me put that down. |  |
| **Sara** | | **:** | Sure, but don’t forget it’s just an imaginary example!  Then another point is being humble. If the advert asks for a polite person, you cannot just write “I am very polite.” |  |
| **Kenny** | | **:** | So what can you do? |  |
| **Sara** | | **:** | “I have received awards for politeness.” Or as that’s not very likely – “My teachers say I am very polite.” Or my final report says “I am a polite person.”  Then in the final paragraph, offer to go for an interview – and make it easy for the employer. If you can go anytime, good. Also, make communication easy by adding your telephone number and email address. | **(18)**  **(19)-(20)** |
| **Kenny** | | **:** | Offer to go to an interview anytime and give your phone number and email address. |  |
| **Sara** | | **:** | Yes, that’s the best thing. Then you thank the reader, write “Yours sincerely”, sign, and finally write your name and surname underneath – and you have an excellent cover letter. | **(21)-(23)** |
| **Leo** | | **:** | Well, I have seen a job I really want, so I’m going home now to write an excellent cover letter. |  |
| **Kenny & Sara** | | **:** | Best of luck! |  |
| **Announcer** | | **:** | That’s the end of the listening component. You will have one hour and fifteen minutes to complete the written tasks. |  |

**END OF SUGGESTED ANSWERS AND TRANSCRIPTS**