

UNIT 6

Follow up

- Keeping in touch
- Handling rejection
- Dealing with job offers
- Negotiating terms and conditions



Keeping in touch

As soon as you've put the phone down or walked out of the interview room you can relax for a few moments. The interview is over. However, even though the interview is over, there is still a lot you can do to leave a positive impression on your prospective employer. It's important to start the follow-up process as soon as possible. Walking away and leaving the final stages of a job application to chance is a common mistake, but until you have been offered the job, the hunt is not over.

1 a In pairs, discuss the following questions.

- 1 What can you do after an interview to increase your chances of being offered the job?
- 2 How long should you wait to hear from the interviewer? What should you do if you don't hear from the interviewer after the interview?
- 3 What should you do if you're offered another job?

b After the interview you should write down everything important that occurred in the interview while you can still remember what happened. Why could it be useful to review your performance in this way?

c In pairs, think of an interview you have had in the past and discuss the following questions.

- 1 What questions were you asked?
- 2 Were you expecting them?
- 3 Did you feel you projected yourself well in terms of body language?
- 4 Did you manage to put across your key skills and achievements successfully?
- 5 Did you give any negative information about yourself?
- 6 Do you need more practice in closing the interview positively?
- 7 Generally, what could you improve about your interview technique?
- 8 Did you ask yourself these questions after the interview?

- d** ▶ **6.1** After her interview at Futerra, Silvia Carnali meets up with her friend Sophie to talk about how it went. Listen to the beginning of the conversation and answer the following questions.
- 1 Did Silvia's interview go well?
 - 2 What does Sophie suggest Silvia does next?
 - 3 What is Silvia worried about?
- e** In pairs, discuss the following advice on writing a follow-up letter. For each suggestion, think of reasons why it is a good idea.
- 1 Send the letter within 24 hours of the interview.
 - 2 Refer to specific things that the interviewer mentioned during the interview.
 - 3 Demonstrate that you are excited about the job, can do it, and want it.
 - 4 Explain how you would be able to contribute to the success of the company.
 - 5 Include any important information you forgot to mention during the interview.
- f** ▶ **6.2** Listen to the rest of Silvia and Sophie's conversation and compare your answers in Exercise 1 e with Sophie's ideas.
- g** Complete Silvia's follow-up letter by putting the following sentences in the correct order.
- a ... the challenges of the post. Having discussed the role of Junior Consultant with you in greater depth, I am confident in my ability to meet these challenges and believe I can make a significant ...
 - b With this in mind I have already developed some practical ideas for making the Futerra newsletter and website more user-friendly, which would lead to closer communication with key clients. Please feel free to contact me if you require any further information ...
 - c As mentioned when we met, I am keen to use the research conducted as part of my Master's degree on sustainability to enhance Futerra's identity, while at the same time meeting ...
 - d ... as I feel my qualifications and experience make me ideally suited to work in this area. I recognise the importance of maintaining relationships and ensuring that newsletters and invitations are sent out on a timely basis.
 - e ... regarding my qualifications, experience or suitability for the position. I look forward ...
 - f ... contribution to the close team at Futerra. I am particularly interested in the projects you mentioned during the interview which involve working with influential business leaders, ...
 - g ... at Futerra. I appreciate the time you and your team took in telling me about the specific aspects of the job and the valuable work Futerra is doing.
 - h Dear Mr Lewis, Thank you very much for taking the time to interview me today for the Junior Consultant position ...
 - i ... to hearing from you soon, and thank you again for meeting me. Yours sincerely, Silvia Carnali

1 <u>h</u>	3 <u> </u>	5 <u> </u>	7 <u> </u>	9 <u> </u>
2 <u> </u>	4 <u> </u>	6 <u> </u>	8 <u> </u>	

j Complete the following extracts from follow-up letters using the phrases in Exercise 1i.

- 1 _____ the insurance broker position with me. After meeting with you and discussing the company's operations, I am further convinced that my background and skills coincide well with your needs.
- 2 I would like to thank you for talking with me about the Research Assistant position at Mendoza. _____, and learning more about me.
- 3 The information you provided about the planned new product line was particularly interesting. _____ the company's goals and objectives.
- 4 With my recent experience in climbing and mountaineering _____ the position of Expedition Leader. After the interview, I am even more excited at the prospect of using my skills at Global Adventures.
- 5 You mentioned that a hiring decision would be made within two weeks. _____. If you require any additional information from me in the meantime, please do not hesitate to contact me.

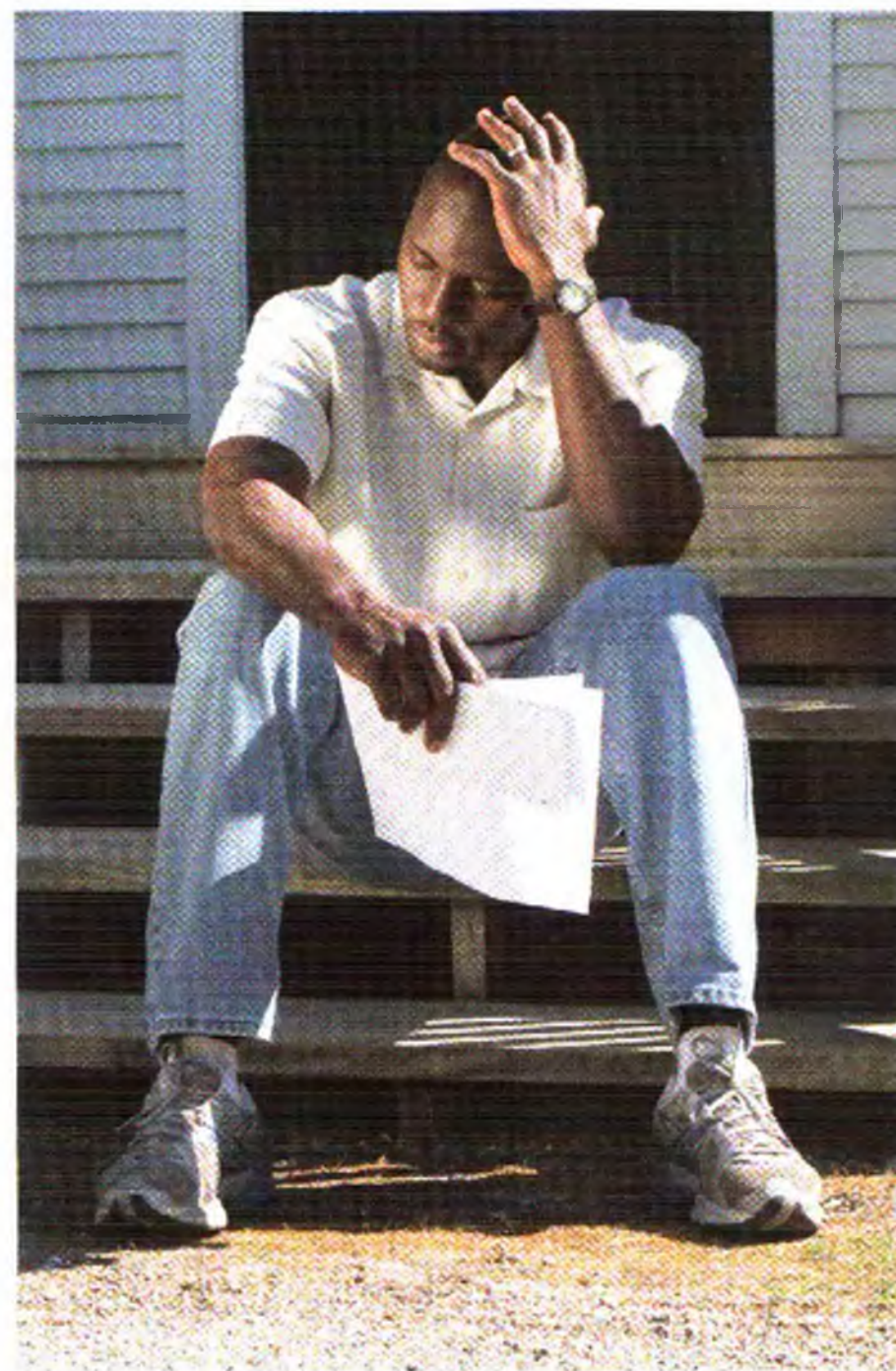
Handling rejection

Learning from failure

Almost nobody has succeeded in getting every job they have ever applied for. There will almost certainly be times when, despite your best efforts, you don't get the job.

2 a ▶ 6.3 Job seeker Paul has just received a rejection letter from a bank he was hoping to work for. Listen to Paul talking to his friend Carmen and mark the following statements True (T) or False (F).

- 1 Paul was rejected because he didn't really want the job. F
- 2 Carmen thinks Paul was rejected because he wasn't a strong candidate. ____
- 3 Carmen thinks interviewers sometimes already know who is likely to get a job before the interview happens. ____
- 4 Carmen thinks a candidate who already knows the interviewers has a good chance of getting the job. ____
- 5 Carmen thinks that most interviews are open and fair. ____
- 6 Paul has written to request feedback. ____
- 7 Carmen thinks Paul still has a chance of working for the bank. ____



b In pairs, discuss the following questions.

- 1 Have you ever been rejected for a job? How did it feel?
- 2 Think of as many reasons as you can why a candidate may not be offered a job after an interview.
- 3 Some people handle failure by forgetting all about their unsuccessful application and turning immediately to the next one. Others spend a lot of time analysing what went wrong and what they could have done better. What are the advantages and disadvantages of each approach? Which approach do you use?
- 4 Have you ever requested feedback after an unsuccessful interview? Was it a useful experience?

Requesting feedback

In order for your next job application to be more successful it is essential to know why you didn't get this job. Did somebody else manage to convince the employer that they were the best person for the job? What skills or experience did the other applicant have that you lacked? Or was it you that made a mistake during your interview? Reviewing your performance will help you to answer some of these questions, but it is also perfectly acceptable to ask an employer why you didn't get the job.

3 a Complete Paul's letter requesting feedback about his interview using the phrases in the box.

I am confident
I am grateful
~~I greatly appreciated the opportunity~~
I would very much appreciate
Obviously I am disappointed
Thank you very much in advance

b Read the letter Paul received from the bank in response. Why was he rejected?

Dear Mr Brooker,

Thank you for your letter informing me that my recent application for employment with your bank has been unsuccessful.

(1) I greatly appreciated the opportunity to meet with you and your team.

(2) _____ for the time you took to talk to me about the position. (3) _____ to have been unsuccessful this time, as I felt my skills and experience matched the requirements for the job.

(4) _____ it if you could explain in greater detail why my application was unsuccessful on this occasion.

(5) _____ this information will help me to identify areas which I need to work on in order to successfully gain employment in future.

(6) _____ for your time on this matter.

Yours sincerely,

Paul Kristiansen

Dear Paul

Many thanks for your letter requesting feedback. As I'm sure you'll understand, we had a very strong field of candidates. Although we considered your application to be very strong, our recruitment procedure enabled us to assess each candidate as objectively as possible, and we chose the candidate who scored most highly in our assessment.

There were many things that impressed us about your application. Your qualifications are excellent, and you have some good experience in this sector. You gave good answers to many questions, particularly our question at the beginning about customer service, for which you gave several excellent examples.

The main reason why your application was less successful was that your work experience is fairly limited, and we felt that you would benefit from some months in a more junior position before you are ready for a job involving managing people and budgets. When we asked you about your leadership skills, you gave a general answer rather than the specific example that we needed. We suspect that you do in fact have such skills, but because you did not illustrate these at the interview, we felt unable to know for certain. This leads us to a more general point: your answers were often short and lacking examples. We would recommend you plan your examples more carefully before your next interview.

You did create a positive impression on us, and have good potential to be a strong and useful member of a team such as ours. If you are interested in applying for a more junior position, I encourage you to consider responding to the job advertisement attached. I realise this might not be your ideal job, but as I mentioned above, we felt you would be a much stronger candidate for a management position after you had such experience.

Thank you again for your application, and we wish you well in your career.

Charlie Brooker

C In pairs, discuss the following questions.

- 1 What did Paul do well in his interview? What did he do badly?
- 2 What advice is Paul given? Do you think this is good advice?
- 3 Why do you think the interviewers didn't use his good examples of customer service skills to guess about his leadership skills?
- 4 Do you think Mr Brooker genuinely wants Paul to apply for the junior job, or do all unsuccessful candidates get the same advice?
- 5 What would you do if you were Paul? Would you apply for the more junior position or would you wait for another management position to be available?

d Write a letter requesting feedback for a real job for which you were rejected, or for an invented one. Use expressions from the letter in Exercise 3a.

Dealing with job offers

Accepting the job

Congratulations! You have been offered a job. Even if you have accepted a job over the phone, or in person, it is important to write an acceptance letter to confirm the details of employment and to formally accept the job offer.

4 a In pairs, discuss the following questions.

- 1 What should you consider before accepting a job offer?
- 2 Why is it good practice to write a formal letter accepting or declining a position you are offered?

b ▶ 6.4 A few days after his telephone interview, Alex Mencken receives a telephone call from King's Theatre offering him the position. Listen to the conversation. How do you think Alex handled the conversation? Why didn't he accept straight away?

c ▶ 6.4 Complete the conversation using the words in the box. Listen again and check your answers.

consider	contact	decision	latest	meantime	offer
position	salary	speaking	time		

Alex: Hello. Alex (1) speaking.

John: Hello, Alex. It's John Bradshaw from King's Theatre. I'm delighted to tell you that after careful consideration we would like to offer you the (2) _____ of administrative assistant.

Alex: Thank you very much. That's very good news.

John: As we discussed during the interview, we are happy to offer you a starting (3) _____ of £20,000.

Alex: That's great. I'd like to take some (4) _____ to (5) _____ your (6) _____. Is it okay if I (7) _____ you with a (8) _____ by tomorrow at the (9) _____?

John: Yes. That's absolutely fine. And if you have any questions in the (10) _____, please feel free to give me a call.

d In pairs, practise the conversation in Exercise 4c. Swap roles and practise again.

e ▶ 6.5 Listen to Alex discussing the job offer with his friend Ella and answer the following questions.

- 1 Is Alex worried about relocating to London?
- 2 Does he feel he would be able to get on with the boss and the rest of the team?
- 3 Is he happy with the salary that he has been offered?
- 4 What issues does he still need to clarify before accepting the position?
- 5 What does Ella think Alex should do after accepting the position by phone?

f ▶ 6.6 Ella goes on to give Alex a lot of advice on how to write an acceptance letter and what to include. Put Ella's advice (a–e) into the most logical order. Listen and check your answers. What do you think of the advice?

- a Express how much you are looking forward to starting the job. ____
- b Thank whoever made you the job offer, and then make it clear that you have decided to accept it. 1
- c Repeat any instructions you were given during the interview such as your starting date, working hours, etc. ____
- d Request clarification in your acceptance letter of any terms of employment that were vague or that concerned you. ____
- e Restate the terms of employment as you understood them, including hours per week, salary and benefits. ____

g Alex called John Bradshaw at King's Theatre to clarify terms and conditions of service. Afterwards, he wrote a formal letter of acceptance. Separate Alex's acceptance letter into five paragraphs using the plan in Exercise 4f. Mark the beginning of each new paragraph with //.

Dear Mr Bradshaw, Thank you for your offer of employment as Administrative Assistant at King's Theatre. As we discussed on the phone yesterday, I am delighted to accept your offer and look forward to beginning work at King's Theatre. I am pleased to accept your offer at a salary of £20,000 annually. As we agreed, my starting date will be July 29 to enable me to complete the training programme that I have enrolled for. I also understand that I will receive full company pay and benefits during the 8-week long training programme as the skills I will acquire on the course will be applicable and useful within my new role at King's Theatre. During the interview we did not discuss holiday entitlement and I hope you will be able to clarify exactly how much holiday leave I will be entitled to. Thank you again for offering me this wonderful opportunity, and do let me know if there is any additional information or paperwork you need prior to this. I very much look forward to joining you and the theatre team on July 29. Yours sincerely, Alex Mencken

h Underline three phrases in the letter referring to previous discussions. What other phrases in the letter could you use in your own letter of acceptance? For example, Thank you for your offer of employment as ...

i What is the effect of the words in bold in the following extract from Alex's letter?

Thank you again for offering me this **wonderful** opportunity, and **do** let me know if there is any additional information or paperwork you need prior to this. I very much look forward to joining you **and the theatre team** on July 29.

j Write a letter of acceptance for a job you would like. Try to make your letter positive and enthusiastic.

Withdrawing from consideration

When you accept a job offer you will need to notify other prospective employers that you are withdrawing your name from their consideration. As soon as you have made a decision you should politely inform all other employers that you have applied for work with. Make every effort to speak to your contact in person rather than leaving a voicemail message. After you have spoken to your contact, follow up with a written confirmation.

- 5 a** ▶ **6.7** After Alex has accepted the job at King's Theatre, he telephones the Cromwell Theatre to politely withdraw from their application process. Complete the conversation using the phrases in the box. Listen and check your answers.

~~Could you put me through~~
I'm calling as I've been offered
I just wanted to let you know

I was very impressed by your team
It's the least I could do
That's very kind of you

- Alex:** Hello. This is Alex Mencken. (1) Could you put me through to Karl Osborne please?
- Receptionist:** Yes, of course. I'll just put you on hold for a minute, and put you through.
- Karl:** Hello, Alex. What can I do for you? I'm afraid we haven't made a decision yet as we're still in the process of interviewing candidates for the position.
- Alex:** Yes, I know. Actually, (2) _____ a job elsewhere, which I have accepted.
- Karl:** I see.
- Alex:** (3) _____. I also wanted to say that I really enjoyed meeting you. (4) _____ and the working environment at the Cromwell.
- Karl:** Thank you for saying so. I would say that we were also impressed by your interview and I'm sorry to hear that you've accepted another job. But I understand your decision. I wish you the very best of luck.
- Alex:** Thank you very much.
- Karl:** And if things don't work out, make sure that you give me a ring and I'll see if we've got anything we can offer you.
- Alex:** (5) _____. I will do.
- Karl:** Thanks for letting us know like this.
- Alex:** (6) _____. Thank you for giving me the chance to talk about possible work at the theatre.

- b** In pairs, role play telephoning to withdraw from consideration. Before you start, decide what job you have applied for.

Student A, you are the candidate. Call the employer to withdraw from consideration from the recruitment process. Use the expressions in Exercise 5a.

Student B, you are the employer. You interviewed Student A for a job, and are disappointed that they are withdrawing. Be polite and try to encourage them to consider working for you in the future.

Swap roles and practise again.

C Match the spoken expressions (1–6) to the equivalent formal written expressions (a–f).

1 I have accepted another job	a I recently submitted an application for the vacant Administrative Assistant position
2 It's a job that will let me use my skills and is what I want to do	b The position closely matches my abilities and personal career aims
3 I applied for the Administrative Assistant job	c I am writing to withdraw from consideration for the position
4 I no longer want to be considered for the job	d I have decided to accept a position elsewhere
5 I really enjoyed meeting you and the rest of the office	e I wish you and your team the best of success
6 Good luck in the future	f I greatly enjoyed meeting you and your team

d Complete Alex's letter of withdrawal using all or part of the formal expressions in Exercise 5c.

Dear Mr Osborne,

I am writing to thank you for including me in the interview process as you seek candidates for your (1) vacant Administrative Assistant position. (2) _____ you and members of your staff and was impressed by your operation at the Cromwell Theatre.

However, as I explained when we spoke this morning, (3) _____. (4) _____ which I believe (5) _____.

I wish you and the staff at the Cromwell Theatre the (6) _____.

Yours sincerely,

Alex Mencken

e Now write a letter of withdrawal based on the role play in Exercise 5b, using formal the expressions in Exercise 5c.

Declining an offer

The decision to decline a job offer is usually made because you have received another offer that matches your interests and career goals better.

6 a In pairs, discuss the following questions.

- 1 Why is it important to decline a job offer that you do not want politely?
- 2 How much information do you need to give when declining a job offer?
- 3 When should you decline a job offer?

b ▶ 6.8 Tomasz Filipek, a young graduate from Poland, recently moved to London and applied for a number of different jobs when he arrived. Tomasz was fortunate and received a number of job offers, including one that he decided to accept. Now he is calling the other companies to politely decline their offers of employment. Listen to one of these conversations and complete the following notes.

- 1 Company: _____
- 2 Contact name: _____
- 3 Position applied for: _____
- 4 Positive things about the company: _____
- 5 Reason for declining the position: _____

- c** ▶ 6.8 Listen again and complete Tomasz's letter declining the job offer using words from the conversation.

Dear Ms Johnson,

Thank you for extending the offer for the position of Graphic Designer.

I very much (1) appreciate the time and effort you and your team

(2) _____ explaining the position and your agency's specific goals. I was very (3) _____ by the advertising campaigns you are working on for major retailers.

(4) _____, after much thought and careful deliberation, I have decided not to (5) _____ your offer. Although this would have certainly been an excellent (6) _____ for me, I have decided to accept another position, which more closely matches my specific skills and career goals.

I wish you and Future Designs continued success for the future.

Thank you again for your time and consideration.

Yours sincerely,

Tomasz Filipek

- d** In pairs, role play telephoning to decline an offer. Before you start, decide what job you have applied for.

Student A, you are the candidate.

Student B, you are the employer.

Swap roles and practise again.

- e** Underline useful phrases from the letter in Exercise 6c, which you could use in your own letter. For example, Thank you for extending the offer for the position of ...

- f** Write a formal letter declining an offer using the phrases in Exercise 6e, based on your role play in Exercise 6d.

Negotiating terms and conditions

When negotiating a salary deal, you are trying to persuade your future employer to give you the best deal possible, so you must be as polite and diplomatic as possible. You should use tentative language and formal English.

- 7 a** In pairs, discuss the following questions.

- 1 Is it common in your country to negotiate salary and conditions of employment?
- 2 What advice would you give someone entering into salary negotiations?

- b** ▶ 6.9 Listen to two job seekers, Andy and Nick, negotiating a pay deal with their future employers. Who negotiates a better deal?

- c** ▶ 6.10 Listen to two recruitment experts, Grace and Oliver, discussing Andy and Nick's negotiation strategies. What advice do they give? Do you agree with them?

d ▶ 6.9 Complete the conversation using one word in each gap. Listen again and check your answers.

Employer: *What sort of salary are you looking for, Nick?*

Nick 1: *Well, I know you are a well-established company with a reputation for looking after your people well, so I (1) _____ you will be offering employment at the market rate.*

Employer: *Yes, that's very true, but we have to start somewhere, so tell me, what are you expecting?*

Nick 2: *Perhaps you could tell me what the range is for this position, as I (2) _____ be tempted to overprice myself if I give a figure.*

Employer: *Well, the range for this post is between \$42,000 and \$44,000.*

Nick 3: *I see. Given that I have five years' full-time experience in this field, and have an MA, how far up the range (3) _____ you be able to offer someone like myself?*

Employer: *We were thinking in the region of \$43,000.*

Nick 4: *... mmm ...*

Employer: *But in your case, considering your specific previous employment experience we could offer \$43,000 plus a \$2,000 starting bonus.*

Nick 5: *Thank you. (4) _____ you tell me how often pay is reviewed here?*

Employer: *Normally once a year. The next pay review is due in October.*

Nick 6: *(5) _____ I be entitled to a pay review at this point – subject, of course, to my satisfactory performance in the position?*

Employer: *Yes, that's reasonable.*

e Match Nick's responses (1–6) in Exercise 7d to the negotiation techniques (a–f).

- a Remind the employer of your key skills and relevant experience. 3
- b Establish the employer's range for the position. ____
- c Avoid being the first person to state a salary figure. ____
- d Before you accept an offer establish if and when your salary will be reviewed in future. ____
- e Don't automatically accept the first offer that is made. ____
- f Before you accept an offer clarify your queries about the terms and conditions. ____

f Nick uses formal language to negotiate a better salary. Complete the formal versions of the sentences in bold by rearranging the words in brackets.

1 How much can you pay me?

Could you tell me what (position / the / is / range / this / for) _____ ?

How much would you be able to offer someone (my / experience / of / level / with) _____ ?

2 As I've got a lot of experience, will you pay me more?

Taking my experience into account, (higher / consider / a / would / amount / you) _____ ?

3 I think I can get more money doing the same job elsewhere.

I've done some research into equivalent jobs within the sector, and feel that your (below / current / market / position / this / for / is / offer / the / rate) _____ .

g In pairs, practise your negotiation skills in a game.

Student A, you are the employer. Try and get the candidate to agree to the lowest starting salary with minimal additional benefits. Use the role cards on page 96.

Student B, you are the candidate. Use language and techniques from this section to achieve the best possible terms and conditions of service. Use the role cards on page 104.

Before you start, decide on the company and the job. Swap roles and play the game again.

Rules

- The employer earns points by managing to keep the starting salary as low as possible and by not agreeing to too many additional benefits (although remember that you do want to employ this applicant).
- The applicant earns points by achieving as high a starting salary as possible and by gaining additional benefits.
- The employer and applicant do not know how many points the other person can earn from each negotiation issue. The person with the most points at the end of the negotiation is the winner.

