

BEGLA 136

ENGLISH AT WORKPLACE

IMPORTANT QUESTIONS FOR EXAM

Part 3

Write an official letter of application in response to an advertisement for the post of a researcher in an educational institution.

[Your Name]
[Your Address]

[Date]

[Institution Name]
[Department Name]
[Institution Address]

Dear Hiring Committee,

I am writing to apply for the Researcher position at [Institution Name], which I saw advertised on [where you found the job]. I am very interested in this position because I have a strong background in [your field of study] and a passion for research. I believe I can contribute to your team and help support the work being done in [specific research area].

I have a [Degree or Academic Qualification] in [your field] from [University Name], where I learned many important research skills. I also worked as a [Previous Position] at [Previous Institution], where I gained hands-on experience in research, data analysis, and writing reports. I'm especially interested in [mention the research area you're excited about] and feel my skills in [mention specific techniques or areas] would be a great fit for your department.

I am also good at communicating research findings clearly, both in writing and in presentations. I enjoy working with teams and can manage multiple tasks at once. I am confident that my skills with [mention any relevant software or tools] will help me be a valuable member of your team.

I've attached my resume for your review. I would love the opportunity to discuss how I can contribute to your research projects. Thank you for considering my application. I look forward to hearing from you.

Sincerely,
[Your Name] [Email Address]
[Phone Number]

Prepare a set of ten questions that you would ask while interviewing a candidate for the post of a manager in a corporate firm.

1. Can you tell us about your past experience in managing teams?
2. How do you decide what tasks to focus on first when you have a lot to do?
3. How do you keep your team motivated, especially when things get tough?
4. Have you ever had a disagreement in your team? How did you solve it?
5. What do you do to make sure everyone in your team understands what they need to do?
6. How do you check if your team is doing a good job?
7. What do you do when you have to finish a job quickly or under pressure?
8. What tools or software have you used to manage work or your team?
9. How do you make tough decisions when you're in charge?
10. Why do you think you would be a good manager for our company?

Your planning to appear for an interview for the position of receptionist in a reputed English Training Institute. Write out ten questions you expect to be asked and your answers to these questions.

1. Why do you want to work as a receptionist at our English Training Institute?

Answer:

I am very interested in working at your institute because I admire the work you do in helping people improve their English skills. I enjoy interacting with people and feel that being a receptionist here will allow me to contribute to the positive atmosphere while also learning from the language programs you offer.

2. What experience do you have in customer service or working with people?

Answer:

I have worked as a customer service assistant in a retail store for [X] years. In that role, I helped customers with their needs, answered their questions, and ensured they had a good experience. I believe these skills will be helpful in assisting students and visitors at your institute.

3. How do you handle busy or stressful situations?

Answer:

When things get busy, I stay calm and try to prioritize the tasks. I focus on one task at a time,

and if needed, I ask for help from my colleagues. I think it's important to stay organized and not get overwhelmed, even when there's a lot to do.

4. How would you greet a student who is coming to the institute for the first time?

Answer:

I would greet them with a friendly smile and say, "Hello! Welcome to [Institute Name]. How can I assist you today?" I would make sure they feel comfortable and offer any help they need, whether it's information about the classes or directions to the right area.

5. What skills do you have that make you a good fit for the receptionist role?

Answer:

I have strong communication skills, and I enjoy talking to and helping people. I am organized, can multitask, and I pay attention to details. I also have basic computer skills, which would help in handling calls, emails, and student registrations.

6. How do you manage multiple tasks at once?

Answer:

I stay organized by making a to-do list. If there are several things to do, I try to do the most urgent tasks first and move on to others as I complete them. I also stay focused and avoid distractions to make sure everything gets done on time.

7. What would you do if a student was upset or frustrated with the services?

Answer:

I would listen to their concerns carefully, stay calm, and assure them that I am there to help. I would try to solve the issue if I can or direct them to the right person who can assist them further. My goal would be to make sure they leave feeling satisfied with the help they received.

8. How comfortable are you with using phones and emails to communicate with students or staff?

Answer:

I am very comfortable with both phones and emails. I have experience answering phone calls, making appointments, and writing clear, polite emails. I understand the importance of good communication, especially in an educational setting.

9. How would you handle a situation where a visitor is upset or angry?

Answer:

If a visitor is upset, I would remain calm and listen carefully to their concerns. I would try to understand the problem, apologize for any inconvenience, and offer a solution if possible. If I cannot solve the issue, I would calmly refer them to the appropriate person who can help.

10. Do you have any experience working with scheduling or handling appointments?

Answer:

Yes, in my previous job, I helped with scheduling appointments and managing calendars. I used a system to track appointments and reminded people about their meetings. I'm confident that I can quickly learn any scheduling tools used in your institute as well.