

Match the parts of the CV with the headings on the left side.

- Personal statement
- Personal details
- Work experience
- Languages
- Interests
- Other information
- Referees
- Education and qualifications

Theo Johnsson - Head of Postgraduate Studies; London Tourism Management School; Jan Woodrof - Manager of Cambridge Tourism Information Centre

I spent a year travelling in Asia and I have worked 2 summers at a children summer camp as a volunteer.

English (mother tongue); Spanish (fluent); German (good); French (good)

Travelling, swimming, theatre, classical music

Holidays Centre - assistant (summer job); Tourism information office - started as a trainee, promoted within six months

2000-2003 - London Tourism Management School - Postgraduate diploma in tourism marketing; 2004-2006 - Spanish International Tourism University.- graduated in tourism arrangement and hospitality services

I am a hardworking and enthusiastic tourism management graduate who is looking for a position in tourism arrangement or hotel industry. I have also passed the city guide exam and I'm good at working with people.

Name: Jenna Hopkins; Address: 220 High Street 54; Cambridge F3R 230; Telephone: 70 2668 2330; email: jhopkins@hotmail.com; Date of birth: 23.May 1986

# Exercise:

Below are a number of verbs and phrases that are commonly used in business English to make sentences sound more professional. From the context, try to guess what the meaning of the words/phrases in **bold** are. Then do the quiz.

**1.** In my last job I **was responsible for** doing the recruitment of all new staff to the department. I had to organise all the job advertisements, candidate selection and perform the interviews.

**2.** Although I started in the company as an administrative assistant, due to my hard work and ability I **was promoted** three times in 6 years. When I left the company, I was a department manager.

**3.** In my role as a manager, I **conducted** regular reviews of my team's performance. It is important to find out what your team is doing badly and change it as quickly as possible.

**4.** I **was in charge of** a team of 12 staff. I was their manager.

**5.** In addition to organising the corporate events, I also **assisted** the events manager on running/managing the actual events. Providing the events manager with any help she needed.

**6.** I **participated** in the company's customer service review meetings. Contributing many ideas on how to improve the company's customer service.

presidir

**7.** I **chaired** the company's customer service review meetings. It was my responsibility to manage the meetings and make sure that they were successful.

**8.** I **trained** all new staff on how to use the company's customer service computer application.

**9.** I **monitored** the company's computer systems. I looked at them to make sure that there were no problems with the system's performance.

**10.** It was my responsibility to **ensure** that all our customers' deliveries reached them within 24 hours of being ordered.

**11.** I **ordered** all the company's office supplies (like pens, paper etc...). I had to find out what office supplies were needed and buy them at the best price from suppliers.

**12.** I constantly **liaised** with our business customers to ensure that we were providing the best service to them. Happy customers means you continue to have their business.

Mantener contacto.  
Actuar de enlace

Below is a definition/description of each of the words/phrases in **bold** from the above text. Now fill in the blanks with one of these words/phrases in **bold**. Only use one word/phrase once and write it as it is in the text.

1. To cooperate/work with somebody to resolve/fix or do something, is..... **liaised** .....
2. To teach somebody how to do something, is..... **trained** .....
3. To help somebody to do something, is..... **assisted** .....
4. A way to say the activities and tasks that you manage/are in control of, is..... **was responsible for** .....
5. To manage/run a meeting, is..... **chaired** .....
6. To make certain/sure that something happens, is..... **ensure** .....
7. To get/obtain a job in the same company with more responsibilities, is..... **was promoted** .....
8. To make a request to buy a product or service from a company or somebody, is..... **ordered** .....
9. A way to say how many staff or what team/department that you manage/are in control of, is..... **was in charge of** .....
10. To organise and do/perform interviews or reviews, is..... **conducted** .....
11. To check/observe that something is working or done correctly, is..... **monitored** .....
12. To be involved in an event or meeting and contribute/say ideas or suggestions, is..... **participated** .....