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Human Resources basic 3



Match the words with their meanings and make simple sentences using each term.

Candidate

A person applying for a job

Employee

A person who works for a company

Employer

A company or person who hires workers

Interview

A meeting to discuss a job application

Resume (CV)

A document showing work experience

Onboarding

The process of integrating new employees

Benefits

Additional perks (like insurance, bonuses)

Promotion

A higher job position given to an employee

Salary

The money paid to an employee regularly

Performance Review

Evaluation of an employee's work





Talking about Job Positions and Duties

When discussing roles and responsibilities in English, use simple sentences to describe the job.

Example Positions and Duties:

1. Sales Manager

- Duties: "A Sales Manager oversees the sales team and sets sales targets."

2. Human Resources Assistant

- Duties: "An HR Assistant helps with employee onboarding and manages documents."

3. Customer Service Representative

- Duties: "A Customer Service Representative answers customer inquiries and resolves issues."

Useful Phrases:

- "The main responsibility of a [job title] is to [duty]."
- "This role requires skills in [skill]."

Practice Activity:

- Choose a job position and describe its duties in your own words.

Interview Questions and Phrases

Interviews are a key part of HR work. Here are some basic questions and phrases used in interviews.

Common Interview Questions:

1. "Can you tell me about yourself?"
2. "Why do you want to work here?"
3. "What are your strengths and weaknesses?"
4. "Can you describe a challenging situation you faced at work?"



Interview Questions and Phrases

Useful Interview Phrases:

- "Thank you for your application."
- "We are looking for someone with experience in [skill]."
- "The interview will take about 30 minutes."

Practice Activity:

- Try answering one of the interview questions in simple English.



Interview Questions and Phrases

Work Experience:

- "Do you have any work experience?"
- "What were your previous job responsibilities?"
- "Why did you leave your last job?"

Skills and Strengths:

- "What are your strengths?"
- "Do you have experience with [specific skill]?"
- "What skills make you a good fit for this job?"



Interview Questions and Phrases

Behavioural Questions:

- "Can you describe a problem you solved at work?"
- "How do you handle working under pressure?"
- "Can you give an example of teamwork in your previous job?"

Future Goals:

- "Where do you see yourself in five years?"
- "What do you want to achieve in this role?"



Useful Interview Phrases

Welcoming the Candidate:

- "Welcome to the interview. Please take a seat."
- "Thank you for coming today."
- "Let's start with some basic questions."

During the Interview:

- "Can you explain that in more detail?"
- "Thank you for your answer."
- "We are looking for someone with skills in [specific skill]. Do you have experience with this?"



Useful Interview Phrases

Closing the Interview:

- "Thank you for your time."
- "We will contact you within [timeframe]."
- "Do you have any questions for us?"



Role play game

HR INTERVIEWER: Welcome to the interview. Please take a seat.

CANDIDATE: Thank you.

HR INTERVIEWER: Can you tell me about yourself?

CANDIDATE: My name is Alex. I studied Business Administration at Greenfield University. I have two years of experience working as a customer service assistant.

HR INTERVIEWER: Why are you interested in this job?

CANDIDATE: I want to grow my career in Human Resources. I am very organized, and I enjoy helping people.



Role play game

HR INTERVIEWER: What are your strengths?

CANDIDATE: I am good at communication and problem-solving. I can work well in a team, and I am always willing to learn new skills.

HR INTERVIEWER: Do you have any experience with HR software?

CANDIDATE: Yes, I have used basic HR tools like payroll software and employee databases.

HR INTERVIEWER: Great! Can you tell me about a challenging situation you faced at work and how you handled it?





Role play game

CANDIDATE: Sure. In my previous job, a customer was very upset because their order was late. I listened carefully to their complaint, apologised, and worked with my manager to offer a solution. They were happy with the result.

HR INTERVIEWER: That's a good example. Do you have any questions for us?

CANDIDATE: Yes, can you tell me more about the team I would be working with?



Role play game

HR INTERVIEWER: Of course! You would work with a small team of five HR professionals. They handle recruitment, training, and employee relations.

CANDIDATE: That sounds great. Thank you!

HR INTERVIEWER: Thank you for your time, Alex. We will contact you within a week with the results.

CANDIDATE: Thank you. I look forward to hearing from you.



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Introducing Company Policies

Attendance Policy: "Employees must work from 9 AM to 5 PM, Monday to Friday."

Dress Code: "The company requires business casual attire during work hours."

Leave Policy: "Employees are entitled to 15 days of paid leave per year."

Useful Phrases:

"According to the policy, you must..."

"Please be aware of the company rules regarding..."

"It is important to follow our guidelines for..."

Practice Activity:

Describe one company policy you know using simple English.

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Review Questions

What is the difference between an employee and an employer?

How would you explain the term "performance review"?

Create a simple interview question you might ask a candidate.