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JOBS AND PROFESSIONS

One of the most important parts of people's lives is their job. Why? Well, because it allows to pay their bills, grow professionally and acquire experience in the field they have chosen, or, in some cases, the field that helps them live.

There are many kinds of different professions people choose and there are many reasons for choosing each one of them. Between the reasons for choosing a profession, there are:

- ***Salary***
- ***Vocation***
- ***Family tradition***
- ***Need***





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Below you will see some of the most common professions:



Cook



Worker



Waiter



Manager



Farmer



Judge



Engineer



Policeman



Priest



Journalist



Artist



Doctor



Musician



Pilot



Postman



JOB INTERVIEW

When you want to apply for a job, you usually need to go to a job Interview. Your performance in this Interview will determine if you get the job or not.

IMPORTANT ASPECTS TO CONSIDER

If you want to be successful in an Interview, there are some aspects you need to consider:

A. Be prepared

Do some research about the company and about the duties you would develop in the role you are applying for. This will cause a good impression of you.

Do not forget to read the job requirements very carefully in order to make sure you meet them.

B. Selfevaluation

Make sure you study your strengths and weaknesses in order to highlight them in the interview:

- Skills and knowledge
- Interests
- Values
- Personal characteristics

C. Previous accomplishments

It is very common that interviewers ask you about your previous accomplishments. Be ready to talk about them! Make a list of everything you have done in previous jobs, review them and describe them. This way, when they ask you, you know what to say.





D. Practice your speech

Practice what you are going to say at the interview and make a bullet list. This will help you sound more confident when you speak.

E. Presentation

It is very important to have a good presentation. This demonstrates your professionalism and your seriousness towards the job you are applying for.

F. Participation

Participate on your interview. This is your chance to show a good attitude and good communication skills.

Turn off your phone! It is not well seen if it rings during your interview and even worse if you answer.

Listen closely to the questions, so you can answer accurately.

Think before answering a question. Avoid answering with "yes" or "no" only.

G. Punctuality

Be punctual! This will speak very good or bad of you since the very beginning and it might determine the fact that you get or do not get the job.

If you are not punctual to the interview, who guarantees you will be punctual to work?



CUSTOMER SERVICE

One of the most common occupations nowadays is the **customer service representative**. These are people who assist customers in different situations. It can be over the telephone, or via email or even face to face.

We all have been in the place of a customer in many different situations. But what is customer service? Have we really taken the time to think about it?

Customer service is the act of assisting people in order to meet their needs with the best of the attitudes and making sure they are satisfied.

When we work in customer service, there are some aspects that we need to take into consideration, especially if we want to provide good service:

1. Be friendly: When someone asks for your help, you need to be friendly, show them what they need. Make them feel special! They are your customers! And... happy people attracts more people.

Some useful phrases to be friendly are:

- Hello sir / Hello ma'am, how can I help you?
- Good morning sir / Good morning ma'am, how can I assist you?
- Thank you very much for visiting us today, how can I assist you?
- Thank you for your purchase, we hope to see you again soon!





2. Promptness: Whether you work at a store or through a telephone line, your customers need quick help. As soon as you see them coming into the store or as soon as they call you, be ready to help. Nobody likes to be waiting for assistance for 30 minutes...

Some phrases to show promptness are:

- Hello sir, how can I help you?
- Would you like to see different options?
- What I am going to do is show you all the styles so you can decide which one you like.
- This size is not available here; however, I will call the other store to see if I can get it for you.

3. Personalization. Each one of your customers are different, and they like to be treated differently. Try to offer them what they really need, especially if they give you details about it. They will thank you for that!

Some useful phrases for personalization are:

- This color looks great on you!
- For what you have told me, I think this one would be perfect for you!
- Since you have so many dogs in your house, this is the best vacuum cleaner for you, as it removes all the dog hair in seconds.

4. Show empathy: People go through special situations from time to time. Show some empathy and comprehension when your customers explain these situations to you, and, most importantly, try to help them...

Some phrases to show empathy are:

- I understand your problem, let me talk to my supervisor to see what can be done.
- You are right, that's a terrible situation, I understand what you are going through.
- In this case, the best solution to your problem is...

5. Be polite: Nobody likes rude people! Politeness will show your customers you appreciate them and that you are a professional employee.

Some phrases to show politeness are:

- Excuse me, do you mind if I take this one and bring you another one?
- Please try it on! I am sure it will fit you!

6. Be professional: No matter what you do or where you work, always be professional! This will speak good about yourself and about the company you work for.





CUSTOMER SATISFACTION

Now that you know how to provide good customer service, you need to think a little bit about Customer Satisfaction. What is customer satisfaction?

Customer satisfaction is the perception a customer has about the service you provided to him and how he feels about it.

Sometimes, people “help” customers thinking on what THEY would like; however, this is not the same thing the customer wanted. Therefore, they end up not being satisfied with the service and people do not understand why.

There are certain tips that can help us assist our customers in order to satisfy their needs:

- Customer satisfaction is the perception a customer has about the service you provided to him and how he feels about it.
- Always listen to the customer. In order to understand what they need, you need to listen first!
- Always answer all the questions the customer has. Sometimes, we are so busy thinking on our first response to the customer that we forget to reply to the rest of his questions.
- Pay attention to what the customer says. It is very annoying when you give all the information of what you need and they ask you again what you have already said.
- Ask for their opinion on what you are offering. They do not have to like the first option you gave them.

CONCLUSION: Treat your customers the same way you would like to be treated!

TELEPHONE CONVERSATIONS

One of the most important aspects of working in customer service are the telephone conversations.

The same rules of politeness that are applied in person, need to be applied when talking over the phone. However, there is certain vocabulary that will help you understand your customers and to provide a better service.

Look at the following dialogue:

Employee: Good morning, you have reached the customer service department. How can I help?

Rose: Good morning, I would like to speak to Mr. Ronald Ruiz

Employee: May I ask who's calling?

Rose: It's Rose McMillan here.

Employee: Sure! Just a second, I'll see if he is in.

Rose: Thank you!

3 minutes later

Employee: Hello Mrs. McMillan?

Rose: Yes

Employee: He is on the line right now. Would you like to wait?

Rose: Ohh, no that's fine. I'll call back later.

Employee: Ok great. Have a nice day!

Rose: You too! Thank you!

Now, go ahead and apply what you have learned!



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