BÀI GIẢNG: LISTENING
CHUYÊN ĐỀ: UNIT 5: THE WORLD OF WORK
TIẾNG ANH 12 MỚI – SGK GLOBAL SUCCESS
GIÁO VIÊN: NGUYỄN THỊ NGỌC ANH– TUYENSINH247.COM

OBJECTIVES

- *Enquiry about a job vacancy*

Choose the correct meanings of the underlined words and phrases.

1. I hope the job will not <u>interfere with</u> my performance at school.

A. prevent something from succeeding B. try to influence a situation

2. The server was standing next to our table, ready to take our <u>order</u>.

A. the way in which things are arranged

B. a request for food or drinks in a restaurant

3. The man paid the <u>bill</u> and left the restaurant.

A. a piece of paper that tells you how much you must pay

B. a list of all the food and drinks you have had at a restaurant

4. She <u>waited on tables</u> at the local café to support herself at university.

A. served food or drinks, especially to customers in a café or restaurant

B. cleaned the tables in a café or restaurant

Gợi ý: *1 – A; 2 – B; 3 – A; 4 - A*

Listen to a conversation between Mark and a restaurant manager, and decide whether the statements are true (T) or false (F).

	T	F
1. Mark is interested in working as a part-time server in a restaurant.		
2. The part-time servers will only work six hours a week.		
3. Mark will get training if he is accepted for this job.		
4. Mark doesn't need to interview for this job.		

Gợi ý: *1 – T; 2 – F; 3 – T; 4 - F*

Listen to the conversation again and complete the notes. Use no more than TWO words for each gap.

- Which is the most common adjective to describe each job in the table?

JOB ENQUIRY	
Vacancy	part-time server
Number of hours per week	(1)_____
Duties	(2)_____ customers and show them to their tables present and explain the menu take customers' orders serve food and drinks collect (3)_____
Required qualities and skills	be able to (4) _____ customers be friendly good (5) _____ and a good memory
Interview time	(6) _____

Gợi ý: *1 - 12/twelve; 2 – greet; 3 - bill payments; 4 - listen to; 5 - maths skills; 6 - next week*

Work in pairs. Discuss the following questions.

According to what you hear, what qualities and skills are required as a server? Are they useful for any other jobs?

Gợi ý: - *According to the conversation, to be a server you need to develop important skills such as good communication, listening skills, math proficiency, a strong memory, and a customer service orientation.*

These are not only essential for the restaurant industry but also valuable in many other job sectors. For instance, in retail, effective communication and customer service skills help employees assist customers, resolve issues, and create a positive shopping experience. Similarly, in sales roles, the ability to listen to client needs and articulate product benefits is crucial for closing deals. Additionally, in teaching or tutoring, effective communication and listening skills foster better engagement with students, promoting a conducive learning environment.

Overall, these skills contribute to success in various customer-facing roles, making them highly sought after across multiple industries.

WRAP UP