

## Spoken English for Work examinations

### Sample telephone prompts and interactive tasks

#### SEW 1 - Telephone prompt

You work as a hotel receptionist. Your colleague took an incomplete room reservation. Call the hotel guest to obtain the missing information.

Guest's name:	Mr/Ms Barber
Missing information:	Check in time
	Number of nights
	Restaurant reservation
	Credit card number

#### SEW 2 - Telephone prompt + Interactive task

You are a manager of a restaurant that will open soon. You have arranged to meet with journalists to publicise the opening. You need to reschedule the meeting.

Meeting:	Friday 10.00am-12.00pm
Location:	Restaurant
Reason for change:	Meeting with accountants had to be changed
New time:	Monday 9.00-11.00am

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Now while you're on the phone \_\_\_\_ (name) \_\_\_\_, there's something I'd like to talk to you about... I am writing an article about the value of providing young people with work experience. Do you think work experience is a good idea?

(Expressing and requesting opinions and impressions; Expressing possibility, certainty and uncertainty; Giving advice and highlighting advantages and disadvantages.)

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### SEW 3 - Telephone prompt + Interactive task

You work in HR. You recently attended a meeting about a new law to be passed in your country which will affect employment contracts. Call the finance manager to report what you learnt at the meeting.

Points to cover:

- The minimum working hours are to increase
- The minimum wage is to increase
- Paternity leave entitlement is to increase



Now while you're on the phone     (name)    , there's something I'd like to talk to you about... I've been thinking of taking a year off and doing something different. I think it will help me both personally and professionally.

(Persuading and discouraging; evaluating options; expressing abstract ideas; hypothesising)

### SEW 4 - Telephone prompt + Interactive task

Six weeks ago you employed a temporary worker from a job agency. You now wish to offer them a full time position, but you don't want to pay the agency's full fee. Call the job agency to negotiate a reduced fee.

Full fee:	2,000 euros
Incentives to reduce the fee:	Agency supplied staff one week late
	Will move business elsewhere



Now while you're on the phone     (name)    , there's something I'd like to talk to you about... Nowadays employers cannot request a candidate's personal details such as their date of birth on a job application form. What do you think of this policy?

(Developing and justifying an argument; defending a point of view; expressing reservations; evaluating different standpoints)