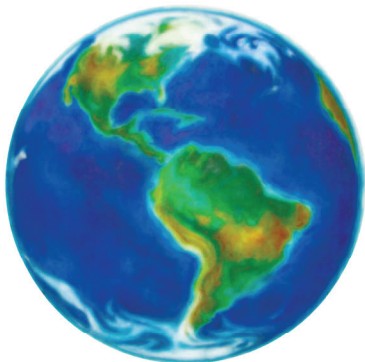


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ENGLISH

# HUMAN RESOURCES



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# RECRUITING QUESTIONS



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## RECRUITING QUESTIONS

**Tell me about your last performance review. What was mentioned about how you could improve? Any re-occurring themes?**



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## RECRUITING QUESTIONS

**Which situations kept you from coming to work on time at your last job? How often did that occur?**



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## RECRUITING QUESTIONS

**Describe a recent problem you had with one of your manager's decisions. How did you handle it?**



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## RECRUITING QUESTIONS

**What about your character makes you a good candidate for this job?**



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## RECRUITING QUESTIONS

**Priorities often change throughout the day. If you are asked to quickly do another task, how does that affect your mood? What if it's the third time before noon?**



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## RECRUITING QUESTIONS

**What do you feel is an acceptable amount of days to be absent in a calendar year?**



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## RECRUITING QUESTIONS

**How do you handle situations that could cause you to be tardy or absent?**



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RECRUITING QUESTIONS

**How have you responded in the past when you found another employee was stealing?**



RECRUITING QUESTIONS

**What is the most difficult situation you have faced with a customer and what was the outcome? How would you handle it differently?**



RECRUITING QUESTIONS

**How have you responded in the past when your replacement calls in sick and a substitute will take over an hour to come in?**



RECRUITING QUESTIONS

**It's lunch time and a customer needs five minutes of your time. What do you do?**



RECRUITING QUESTIONS

**Think about the last time your manager critiqued your work. How did you respond?**



RECRUITING QUESTIONS

**Give an example of when you did something without being asked. Can you give me another example?**



RECRUITING QUESTIONS

**Tell me about your most frustrating experience as a/an XXX . How did you handle it?**



RECRUITING QUESTIONS

**What did you enjoy most about your last job? Enjoy least?**



Write a suitable headline  
for the article and  
comment on the topic

### *Headline:*

---

Two thirds of employers rarely allow their staff to work from home, according to a new survey.

The Chartered Institute of Personnel and Development (CIPD)/KPMG Labour Market Outlook (LMO) survey said that 69% of employers never or occasionally accept requests to work from home.

Only 8% of employers thought home-workers are less productive than workers in the office. Almost a third (30%) thought home-workers are more productive.

A fifth of respondents are more likely to accept flexible working requests from management.

Gerwyn Davies, policy adviser at the CIPD, said: “Employers should be more accommodating about accepting requests to work from home, rather than fostering a culture of presenteeism. The allure of home-working for employees is becoming greater given the stress and rising costs associated with commuting. Employers and line managers should therefore have more confidence in their staff, policies and in their own management capability to ensure that they recruit, retain and make the best use of the talent they have.”

Key vocabulary: \_\_\_\_\_

### *Headline:*

---

IT salaries have risen by 4.1% in the past year, according to a new study.

The study, from IT recruiters CV Screen, monitored 11,000 advertised vacancies and found that the average IT salary for the first quarter of the year was £34,217.

Matthew Iveson, director at CV Screen, said: “The continued high demand for IT professionals has continued to put upward pressure on IT Salaries. There are certain technical skills where there is still a considerable war for talent with candidates with strong skills in areas such as .Net, C# and PHP inundated with opportunities”

Key vocabulary: \_\_\_\_\_



*Headline:*

---

Multi-sector recruiters Rise Group has purchased accountancy recruitment firm Hammond Resources.

Gregor Campbell, managing director at Rise, said: "The acquisition of Hammond is a first class result for both businesses. We are convinced we can significantly increase Hammond's market-share through targeted investment to support greater success, while expanding into further professional markets, such as insurance."

Key vocabulary: \_\_\_\_\_

*Headline:*

---

Six in 10 interview candidates wear lucky pants to ease them through an interview, according to new research.

The research, by employment law firm Peninsula, found that 84% adorn themselves with a 'lucky' item, with six in 10 opting for lucky pants.

Advice is also taken from a horoscope reading of the day for 73% of respondents.

The top 10 lucky charms are:

- Lucky underwear (sometimes unwashed!)
- Lucky jewellery
- Brooch
- Lucky shoes
- An object from childhood, ie blanket/teddy
- Four-leaf clover
- Key ring
- Lucky stone
- Lucky pen/pencil
- Lucky photograph of someone ie boyfriend/relative

Peter Done, managing director at Peninsula said: "Union Jack underwear is not guaranteed to get you the job, so get prepared, turn up early for the interview, dress smartly and sell yourself. Leave the lucky underwear at home. I'm amazed at how superstitious people are, one employee we spoke to took wearing lucky underwear to the extreme claiming his briefs are so lucky that he refuses to wash them."

Key vocabulary: \_\_\_\_\_



---

*Headline:*

---

Cultural differences between public and private sector workers and resistance to modern managing techniques have been blamed for the contrast in absence levels.

The average rate for public sector workers stood at 9 days, 55% higher than the 5.8 day average of public sector workers.

Rob Don, CBI Policy adviser, said: "In the private sector long-term absence made up 31% [of the total time lost] but in the public sector long-term absence accounted for 50% and that is really down to better management of the issue."

Key vocabulary: \_\_\_\_\_

---

*Headline:*

---

More than 1,200 people a day will lose their jobs over the next 18 months, predicts an economics consultancy.

Vicky Redwood, UK economist at Capital Economics, told the *Daily Mail*: "The recent rises [in unemployment levels] are likely to be just the tip of the iceberg."

"The risk of a vicious circle of falling house prices and rising unemployment is growing by the day."

By the end of next year, 2.3m jobs will go according to Redwood, the highest level since 1996.

Key vocabulary: \_\_\_\_\_

---

*Headline:*

---

Finance, accountancy and executive search recruitment firm Ardent is finding a growing market for UK-qualified accountants in overseas financial hubs such as Australia, the Caribbean, the Channel Islands and the Isle of Man.

Aileen Vowden, Ardent's chief operating officer, told *Recruiter* the Caribbean alone required 500 to 600 accountants a year to fill such roles. "Demand there and in Australia is huge," she said.

Accountants are also hot property in Dubai, but recruiters' services in making such placements are less needed there, Vowden added, "as so many people already want to go there".

Key vocabulary: \_\_\_\_\_

Articles taken from The Recruiter magazine <http://www.recruiter.co.uk>



(pe) PERSISTENCE

Less persistent --- Very persistent

- things done half-way, unpolished, unfinished (**incomplete, uncompleted, partial**)

**ANTONYM: uncompleted- finished**

- lacks persistence, effort, (**perseverance, determination, doggedness, pushiness, diligence, resolution**) last push

**ANTONYM: persistent-feeble**

- comfort-loving, non-self-stretching, non-bothering (**unconcerned, carefree, unworried, undisturbed, perfectionist**)

**ANTONYM: unconcerned-anxious**

concentrates on one thing at a time (**focused, contemplates/gives attention to...**)

**ANTONYM: The mind wanders**

- perfectionist, (**purist, thorough, uncompromising**) polishing, (**refined, sophisticated**) unable to finish, reach closure

**ANTONYM: purist-radical**

- caught bother (**finds nuisance, vexation**) in details

Explain two different types of situations where persistence is needed and describe the person in question.

1. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

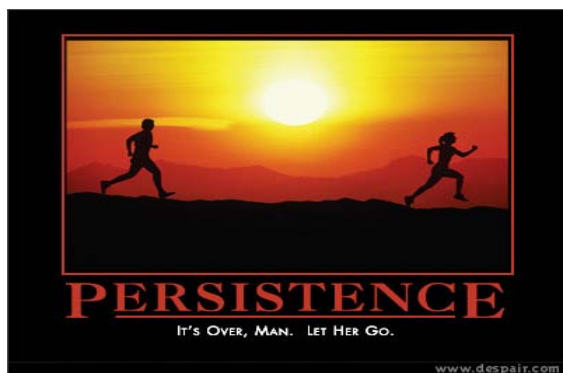


Image taken from: <http://images.despair.com/products/demotivators/persistence.jpg>





Here are ten common types of company employee that favour an office habitat.

Can you match them to their typical behaviour on the right?



	<b>Stereotype / Person</b>	<b>How he / she behaves</b>	
1.	The Boffin	..can't stop working, even on free days.	
2.	The Perfectionist	..tries to get away with doing as little as possible.	
3.	The Slacker	..makes sure everybody else has to keep the rules.	
4.	The Gossip	..always agrees with the boss.	
5.	The Trouble Causer	..has very high standards. Often it isn't necessary.	
6.	The Stickler For Regulations	..wants to know about everybody's personal lives.	
7.	The Workaholic	..makes junior workers work very hard.	
8.	The Slave Driver	..knows all the theories, but not so good in practice.	
9.	The Technology Freak	..cannot do his / her work without the latest gadgets.	
10.	The Yes-Man	..always starts unnecessary arguments.	



Do you think these descriptions are negative or positive?

Now complete some of these sentences by referring to people from your own work environment. Then discuss them with other class members.

1. \_\_\_\_\_ is the biggest technology freak I've ever met.
2. \_\_\_\_\_ is a bit of a workaholic.
3. The biggest yes-man / woman in our department is \_\_\_\_\_.
4. \_\_\_\_\_ is the worst slave-driver in our department.
5. I think sometimes I am a bit of a \_\_\_\_\_ .
6. I don't get on well with \_\_\_\_\_ (plural form)

Describe a common character-type found at work. Write them below in Finnish with an English translation and explanation.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_



## WHO AM I?



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### WHO AM I?

Mary works in an office calculating numbers in columns. What is her occupation?

**book-keeper**



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### WHO AM I?

George creates with flavor and texture, using heat and cold. What is his occupation?

**chef**



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### WHO AM I?

Helen provides a service for the environment. It is particularly smelly and heavy work. What is her occupation?

**garbage collector**



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### WHO AM I?

Peter works with people when they want a divorce or to sell a house. What is his occupation?

**lawyer**



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### WHO AM I?

Sally shows people to their room, carries their luggage and generally assists staff and residents. What is her occupation?

**hotel porter**



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### WHO AM I?

David loves the big waves of the sea, wears a protective suit and uses a board. What is his occupation?

**surfer**



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### WHO AM I?

Melanie is very active and works in a gym or fitness center and uses music in her lessons. What is her occupation?

**aerobics teacher**



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WHO AM I?

Andrew uses a ball with three holes and 12 skittles. He works in an alley. What is his occupation?

**bowler**

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WHO AM I?

Pauline takes groups of children or adults and teaches specific techniques. She works in a club. What is her occupation?

**coach**

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WHO AM I?

Michael works outside. He trims hedges and plants flowers. What is his occupation?

**gardener**

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WHO AM I?

Joanne works in a theatre. She wears a sparkly costume and makes things disappear. What is her occupation?

**magician**

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WHO AM I?

Paul is a community worker and wears a robe. He encourages people to live an enriched life by adhering to moral and social rules. What is his occupation?

**priest**

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WHO AM I?

Susan works in a pool. She wears a costume and rubber hat and trains for hours every day. What is her occupation?

**swimmer**

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WHO AM I?

Richard designs space for living or working. He uses a drawing board and computer. What is his occupation?

**architect**

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WHO AM I?

Anna wears large gloves and silky shorts. She works in a ring and trains for several hours a day. What is her occupation?

**boxer**

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WHO AM I?

Simon traditionally wears a large hat, jeans and checked shirt. He works in fields riding a horse to round up the cattle. What is his occupation?

**cowboy**

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WHO AM I?

Bella uses a club and ball. She works with a caddy on a course and enters competitions. What is her occupation?

**golfer**

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WHO AM I?

Sean walks a lot each day. He carries a bag or pushes a trolley and delivers to every house. What is his occupation?

**postman**

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WHO AM I?

Annabel sits in a small boat with oars. She trains for several hours each day and competes nationally or globally. What is her occupation?

**rower**

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WHO AM I?

Albert plays on a court either as a single or as doubles. He traditionally wears white and uses a ball and racquet. What is his occupation?

**tennis player**

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WHO AM I?

Brian uses color and form to create. He works in a studio and exhibits in a gallery. What is his occupation?

**artist**

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WHO AM I?

Judith works on a building site. She builds with bricks or stone. What is her occupation?

**bricklayer**

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WHO AM I?

Damien is a health worker. He works in a surgery and maintains everybody's smile. What is his occupation?

**dentist**

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## WHO AM I?

Laura is very fit and agile. She uses the floor, rings, horsebox and parallel bars. What is her occupation?

**gymnast**



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## WHO AM I?

Malcolm wears a "pajama" suit and colored belt. He uses controlled movements to outwit his opponent in a fight. What is his occupation?

**martial artist**



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## WHO AM I?

Wendy works in a lab creating medicine, uses a microscope and wears a white coat. What is her occupation?

**scientist or chemist**



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## WHO AM I?

Ian works in a restaurant. He wears a white apron and brings food and drink to the customer. What is his occupation?

**waiter**



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## WHO AM I?

Lisa wears a specialized suit and helmet. She works in outer space. What is her occupation?

**astronaut**



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## WHO AM I?

Roger wears a uniform and drives around the city all day. He stops to let people on and off. What is his occupation?

**bus driver**



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## WHO AM I?

Catherine works in the sea and wears a wetsuit and carries oxygen tanks. What is her occupation?

**diver**



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## WHO AM I?

Christopher works in a salon and makes people look and feel good. He uses scissors, dye and hair pieces. What is his occupation?

**hairdresser**



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# HR glossary

ID	FINNISH	ENGLISH	FRENCH	SWEDISH
1	aikapalkka	work at time rates	travail payé au temps	tidlön
2	äitiysloma	maternity leave	congé de maternité	mammaledighet
3	ammattillinen liikkuvuus	job mobility	mobilité professionnelle	yrkesmässig rörlighet
4	ammatti	profession	profession	yrke
5	ammattialajärjestö	professional organisation	organisation professionnelle	yrkessammanslutning
6	ammattikoulutus	vocational training	formation professionnelle	yrkesutbildning
7	ammattipätevyys	professional qualification	désignation professionnelle	yrkeskvalifikation
8	ammattitauti	occupational disease	maladie professionnelle	yrkessjukdom
9	ansioluettelo	curriculum vitae	curriculum vitae	meritförteckning
10	henkilökansio	personal file	dossier individuel	personakt
11	henkilöstökoulutus	in-service training	formation en cours d'emploi	fortbildning
12	henkilöstön rekrytointi	personnel recruitment	recrutement de personnel	rekrytering av personal
13	henkilöstövoimavarat	human resources	ressources humaines	mänskliga resurser
14	ikäisähyvitys	seniority premium	bonification d'ancienneté d'échelon	extra tjänstetid inom lönegraden
15	joustava työ	flexible work	travail flexible	flexibelt arbete
16	käynnistystuki	start-up aid	aide au démarrage	startbidrag
17	kehitys	development	développement	utveckling
18	kokoaikainen työ	full-time employment	emploi à plein temps	heltidsanställning
19	koulutus	training	formation	utbildning
20	lääkärintodistus	medical certificate	certificat médical	läkarintyg

ID	FINNISH	ENGLISH	FRENCH	SWEDISH
21	määräaikainen työ	fixed-term work	travail à durée déterminée	visstidsarbete
22	muut luontoismuotoiset etuudet	other benefits in kind	autres prestations	andra naturaförmåner
23	oleskelukortti	residence permit	carte de séjour	uppehållskort
24	päiväraha	per diem allowance	indemnité journalière	traktamente
25	palkkakustannukset	salary costs	charge salariale	lönekostnad
26	palkkalista	payroll	bordereau de paie	lönelista
27	palkkaluokka	salary scale	grille de rémunération	löneklass
28	palkkaneuvottelut	salary negotiations	négociations salariales	löneförhandlingar
29	palvelussuhteen päättyminen	termination of employment	résiliation de contract	uppsägning
30	perhelisä	family allowance	allocations familiales	familjetillägg
31	peruspalkka	base pay	salaire de base	grundlön
32	pitkäaikaistyötön	long-term unemployed	chômeur de longue durée	långtidsarbetslös
33	rekrytointi	recruitment	recrutement	rekrytering
34	riskeille erityisen altis työntekijä	worker at particular risk	travailleur exposé à des risques particuliers	arbetstagare som är utsatt för särskilda risker
35	riskinhallinta	risk management	gestion du risque	riskhantering
36	suora rekrytointijärjestelmä	direct recruitment method	méthode du 'sergent recruteur'	metod för direktrekrytering
37	suorituksen arviointi	performance appraisal	appréciation des performances	prestationsbedömning
38	tilapäistyö	temporary employment	emploi temporaire	tidsbegränsad anställning
39	työ	work	travail	arbete
40	työehdot	working conditions	conditions de travail	arbetsvillkor
41	työehtosopimusneuvottelut	collective bargaining	négociation collective	kollektiva förhandlingar
42	työhaastattelu	employment interview	entretien d'embauche	anställningsintervju
43	työhönottooperusteet	recruitment conditions	conditions de recrutement	villkor för tillträde till anställning

ID	FINNISH	ENGLISH	FRENCH	SWEDISH
44	työhygienia	occupational hygiene	hygiène du travail	arbetshygien
45	työllisyysturva	employment security	sécurité de l'emploi	anställningsskydd
46	työmarkkinapalvelujen paikallistoimisto	Local Office of the Labour Market Service	bureau local du service du marché de l'emploi	kontor för lokal arbetsförmedling
47	työmuoto	form of employment	forme d'emploi	form av sysselsättning
48	työnhakija	job-seeker	demandeur d'emploi	arbets sökande
49	työnkuvaus	job description	description d'emploi	arbetsbeskrivning
50	työntekijäjärjestö	trade union	organisation syndicale	fackförening
51	työntekijöiden vapaa liikkuvuus	free movement of workers	libre circulation des travailleurs	fri rörlighet för arbetstagare
52	työpäivä	working day	journée de travail	arbetsdag
53	työttömyysetuus	unemployment allowance	indemnité de chômage	förmåner vid arbetslöshet
54	työturvallisuus	occupational safety	sécurité du travail	arbetarskydd
55	työtyytyväisyys	job satisfaction	satisfaction du travail	arbetstillfredsställelse
56	työvoima	workforce	main-d'oeuvre	arbetskraft
57	työvoimakustannus	labour cost	coût du travail	arbetskostnad
58	ulkoistaminen	outsourcing	externalisation	outsourcing, lägga ut på entreprenad
59	ulkomailla työskentelevä	expatriate worker	travailleur expatrié	utlandsstationerad arbetstagare
60	uudelleenasettautumiskorvaus	resettlement allowance	indemnité de réinstallation	flyttningsbidrag



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