

Personal Skills Applied

Task 1

You are going to read a description of Vicky, a supermarket manager, but some of the words are missing.

Look at the words in the box and choose the correct one for the gaps below.

tactful	punctual		
courteous	confident	enthusiastic	tolerant
methodical	decisive	patient	responsible

Vicky is a supermarket manager. She loves her job and is very _____ about her work. She arrives early every morning and she likes her staff to be _____ also. Every day is busy but Vicky organises her work in a _____ way so that she never gets confused or muddled.

Vicky is _____ for the day to day running of the shop. She often has to make quick decisions but this is not a problem because she is _____ and _____ that she will make the right decision.

She often has to deal with the public so she has to be _____ and _____. Even when people are rude to her, she must always be _____ and _____.

Task 2

Can you think of any other qualities that a person would need in this job?
With a partner, list some more personal skills that would make a person ideal for this position.

Task3

Read about Daniel (use your dictionary for words you don't understand).

Daniel is a plumber and he works for a plumbing contractor. Daniel is an ideal employee, punctual, hardworking and honest. He is also a good team worker and when he is working with his workmates, he is polite, co-operative and considerate. Being totally reliable and trustworthy, he can work on his own and he always takes responsibility for his work. He can be trusted to finish a job to the highest standard because he is careful and methodical and he takes pride in his work. His boss intends to give him a salary increase next January.

Vocabulary study (Use your dictionary)

Look at the words below and put them in one of the boxes.

operative
ensuring
ambitious
motivated
personable
professional

team-based
queries
confident
long-term
fluent
absolutely

environment
effectively
pro-active
executive
competent
essential

Seen before and know their meaning	Seen before but don't know their meaning	Never seen before

Select the words you have never seen before and use them in your own sentences.

