

BỘ GIÁO DỤC VÀ ĐÀO TẠO
TRƯỜNG ĐẠI HỌC DÂN LẬP HẢI PHÒNG



ISO 9001:2008

KHOÁ LUẬN TỐT NGHIỆP

NGÀNH: NGOẠI NGỮ

HẢI PHÒNG – 2009

**HAI PHONG PRIVATE UNIVERSITY
FOREIGN LANGUAGE DEPARTMENT**



ISO 9001: 2008

GRADUATION PAPER

**A STUDY ON HOW TO MAKE A GOOD IMPRESSION
OF ENGLISH SPEAKING DURING JOB INTERVIEWS**

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Class: NA903

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HAI PHONG – 2009

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NHIỆM VỤ ĐỀ TÀI TỐT NGHIỆP

Sinh viên:M. sè:.....

Lớp:Ngành:.....

Tên đề tài:

.....

NHIỆM VỤ ĐỀ TÀI

1. Nội dung vụ việc yêu cầu Cục Cảnh sát điều tra quyết định trong nhiệm vụ đề tài tại xét nghiệm (Về lý luận, thực tiễn, các số liệu của tÝnh toán vụ việc bản vẽ)

2. Các số liệu của thí nghiệm để thí nghiệm, tÝnh toán

3. Đa số các thực tiễn xét nghiệm

CÁN BỘ H- ỚNG DẪN ĐỀ TÀI TỐT NGHIỆP

Ng-êi h-íng dÉn thø nhÊt:

Hä vµ t^an:

Hăc hµm, hăc vĐ:

C^h quan c«ng t,c:

Néi dung h-íng dÉn:

Ng-êi h-íng dÉn thø hai:

Hä vµ t^an:

Hăc hµm, hăc vĐ:

C^h quan c«ng t,c:

Néi dung h-íng dÉn:

§Ò tui tèt nghiÖp @-íc giao nguy th,ng n^hm 2009

Y^au cÇu ph¶i hoµn thµnh xong tr-íc nguy th,ng n^hm 2009

§· nhËn nhiÖm vô §.T.T.N

Sinh vi^an

§· giao nhiÖm vô §.T.T.N

C^hn bé h-íng dÉn @Ò tui tèt nghiÖp

H¶i Ph¶ng, nguy th,ng n^hm 2009

HIỆU TRƯỞNG

PHIẾU NHẬN XÉT TÓM TẮT CỦA CÁN BỘ H- ỚNG DẪN

1. Tình thÇn th, i ®é cña sinh viªn trong qu, tr×nh lµm ®Ò tµi tèt nghiÖp:

2. §,nh gi, chÊt l-êng cña §.T.T.N (So víi néi dung yªu cÇu ®· ®Ò ra trong nhiÖm vô §.T.T.N trªn c, c mÆt lÝ luËn, thùc tiÔn, tÝnh to, n gi, trÞ sø dông, chÊt l-êng c, c b¶n vĨ)

3. Cho ®iÓm cña c, n bé h-íng dẸn:

(§iÓm ghi b»ng sè vµ ch÷)

H¶i Ph¶ng, ngµy ... th, ng ... n`m 2009

C, n bé h-íng dẸn chÝnh

(Hä tªn vµ ch÷ ký)

PART 1: INTRODUCTION

1. Rationale:

Having a good job is the main aim of all students after graduation. However, whether all students can get it or not? It depends on many factors such as specialization, knowledge of society, activeness, relationship, interview skills, communication skills and so on. All these factors need to be collected during a long time, not in a week or in a month.

No matter where students went to school, no matter what the Grade Point Average is, no matter how much experience students have, no matter who students know, if they aren't able to interview successfully, they won't get the job. One of the most important interview skills is speaking English.

This above reason pushed me for the decision to study how to make a good impression of English speaking during job interviews. I really hope that it can help me as well as other students get some more knowledge and improve our interview skills including English speaking.

2. Aim of study:

This subject is to help students at Hai Phong Private university understand clearly the importance of speaking English in interviews to prepare carefully before joining in an interview.

3. Method of study:

- Search information about English speaking during job interviews in reliable sources on internet such as:

- ✓ <http://www.wisegeek.com/>
- ✓ <http://www.google.com.vn/cvtips.com>
- ✓ <http://jobsearch.about.com>

- Give theoretical background of job interviews and some interview tips.
- Analyze some interviews to show the ways to answer effectively the questions of interviewers.
- Point out some mistakes during job interviews and give some solutions.

4. Scope of the study:

In this study, some interviews are analyzed to point out the factors make successful and unsuccessful interviews.

5. Design of the study:

The study consists of three parts:

Part I: **Introduction** provides :

- Rationale
- Aims
- Method of the study
- Scope of the study
- Design of the study

Part II: **Development** includes three parts:

Chapter 1: **Theoretical Background** provides :

- An overview of job interviews

- An overview of English speaking during job interviews
- How to make a good impression of English speaking during job interviews

Chapter 2: **An insight into good impression of English speaking during job interviews** provides :

- Some examples of successful answer in job interviews
- Some examples of unsuccessful answer in job interviews
- Some mistakes that should be avoided during job interviews

Part III: **Conclusion** summaries the main points mentioned in the above parts

PART 2: DEVELOPMENT

Chapter 1: THEORETICAL BACKGROUND

1. An overview of job interview

1.1. What is job interview ?

A job interview is a conversation which occurs between a potential employer and a job applicant. During the job interview, the employer hopes to determine whether or not the applicant is suitable for the job, while the applicant tries to learn more about the position while also impressing the employer. As a general rule, a job interview is an important part of the process of applying for a job, and it may range in formality from a casual conversation to a series of serious discussions with an assortment of people working within the company.

[<http://www.wisegeek.com/what-is-a-job-interview.htm> - written by S.E.Smith]

1.2. What makes a perfect job interview ?

1.2.1. Appearance

Your personal appearance is a critical component of that all-important first impression when you walk into the room for your interview.

Here are some preparation tips:

- Think about your hair in advance and make sure it's as ready for the interview as your clothes.

- How are your teeth? If they're not pearly white, consider using one of the many teeth-whitening products on the market today.

- Freshen your breath, especially if it's been a while (or if you've eaten or smoked) since brushing your teeth.

- Do not plan to wear perfume or cologne.

- Women, if you decide on a dress or skirt, make sure it's not too short.

- Don't forget to consider your shoes. Chose a pair that is stylish, but conservative and comfortable.

1.2.2. Communication skill

Your communication skills are one of the areas that an employer is looking at on the job interview.

The interview gives you an opportunity to show off your communication skills. Communicating is more than just talking someone to death or listening to yourself talk.

1.2.3. Preparing for a job interview

Preparing for an interview starts after application submission. It is necessary to prepare for the interview by looking at following areas:

a. Be honest with your answer

You can be judicious with the truth yes, but lies have a tendency to return and bite you in the bum! Even if they don't actually know that you've lied they will sense something is not right. When you are under pressure it's

virtually impossible not to give out the signals that tell your interviewer that something is wrong.

b. Show yourself as a person

Let's be very clear here. They have information about you. If you've been clever at presenting your CV and application they will have expectation as to what sort of person you are.

c. Know the employer and the position

- Do a thorough research of the organization before the interview.
- Read the company's literature. Talk to some of the employees
- Locate the interview place. Visit the company before the interview to make sure you know the exact place where the interview is to be held.

d. Know the different phases of an interview

- Opening phases: After exchange of greetings, they will ask you to introduce yourself to verify names and position applied for.

Eg: *Tell me about yourself please!*

- Question respond phases: You will be asked different questions. Make sure you answer them precisely using the language used.

Eg: *Why did you leave your last job?*

Why should I hire you?

What do you see yourself doing five years from now? Ten years from now?

- Closing phases: You might be asked to asked some questions. Be prepare to ask or wrap up.

Eg: *Do you have any questions for us?*

Some common question are asked in an interview:

- ❖ *How would you describe yourself?*
- ❖ *What are your long range and short range goals and objectives?*
- ❖ *How do you plan to achieve your career goals?*
- ❖ *Why did you choose this career?*
- ❖ *What do you consider to be your greatest strengths and weaknesses?*

1.1.4. Body language

Body language is an easier way of expressing feelings than spoken language.

Almost all verbal communication is digital and practically all body language is analogue. Spoken language and body language go mostly hand in hand. When someone says something, information is conveyed through body language at the same time. This extra non-verbal information can support the content of the message or may contradict it.

[http://www.ehow.com/how_4534192_good-impression-during-job-interview.html - written by Paithorse]

2. An overview of English speaking during job interviews

2.1. Rationale

A number of studies have consistently demonstrated that those who have an advanced knowledge of the English language are much more likely to advance their careers. In addition to this, these studies have also demonstrated that a strong command of the English language will lead to higher paying jobs, more social mobility, and a great deal of social success.

If you want to surpass your colleagues, and make yourself more marketable, you will need to increase your English skills, and make them superior to the other people who work in your field. While you may not realize it, people will judge you by the way you speak

One of the best ways to become successful is to have a strong command of the English language. After high school, the way you speak will determine the type of job you get, and it will also determine your annual salary. If you want to get a good paying job, you will need to learn how to talk. If you stand out from the crowd, you will further increase your chances of success.

2.2. Purpose

If you're like many people, you've probably read of the many ways you need to prepare for a job interview. You've probably heard about how to dress, what to bring, and how to act. While all of these things are important, it is equally important for you to pay attention to your English.

Speaking English in job interviews well creates you more opportunities to get the job.

However, if you don't have a high command of the English language, you are more likely to make mistakes, and if the investor is not impressed with your manner of speaking, they may decline your offer, even if it is a good one. This is just one example of how using English properly can be valuable.

3. How to make a good impression of English speaking during job interviews.

3.1. Fluency

3.1.1. What is fluency?

Fluency is the ability to read, speak, or write easily, smoothly and with expression..

A fluent speaker can participate in extended conversations, understand the language when spoken normally (on TV, radio, film, etc.), figure out meaning of words within context, debate, and use/understand complicated grammatical structures with little or no difficulty, has good accent and understands dialects with slight-to-moderate difficulty.

[Book: Teachersmousepad - written by Aaron Shepard]

3.1.2. What makes fluency?

3.1.2.1. Good vocabulary

a. What is vocabulary?

Vocabulary is the study of : the meanings of words ; how the words are used ; Root words ; prefixes ; suffixes and analogies

b. How to have good vocabulary?

Having a great English vocabulary doesn't just mean that you can understand lots of words and phrases: it also means that you can use these words and phrases and that you can remember them when you need them.

There are a number of ways that you can activate your passive vocabulary in English, ranging from simple five-minute activities to longer periods of study. Most activities work best if you have *a good English dictionary*, and you keep *a vocabulary notebook*.

- *Having good English dictionaries*

A good English dictionary should be up-to-date (no more than five years old!) and should be easy to understand. Make sure that the definitions are written in clear English. Pictures also help you to understand some words. I strongly recommend the Longman range of dictionaries, as there is good coverage of spoken and written English, British and American English, as well as clear example sentences.



- *Having vocabulary notebooks*

When you come across a new English word or phrase, make a note of it! Look up the meaning in the dictionary, making sure you are aware of any grammatical information.

For instance, if you are looking up a verb, check to see if the verb can be used in a passive form, if it is followed by any particular preposition, and so on.

Check also for the pronunciation and use of a word. Is it particularly formal or informal, or used in certain word partnerships?

For example, we say "do housework", but "make an effort".

When you find a new word, check to see if you can use it in other ways. English is a flexible language - nouns, verbs and adjectives often share the same stem.

For example, a house, to house, housing policy, and so on.

When you write down your new word in your notebook, try to include an example sentence in English.

Some people find it helpful to organise notebooks into themes. So rather than having a list of words without any obvious connection, you divide your notebook into themes, with one page containing words to do with the house, another page with words to do with jobs, and so on.

*[<http://www.english-at-home.com/vocabulary/improving-your-vocabulary/> -
written by Lotte Buffone]*

3.1.2.2. Good grammar

a. What is grammar ?

Grammar is a field of linguistics that involves all the various things that make up the rules of language. Subfields of linguistics that are considered a part of grammar include syntax, phonetics, morphology, and

semantics. *Grammar* is also used as a term to refer to the prescriptive rules of a given language, which may change over time or be open to debate.

[<http://www.wisegeek.com/what-is-grammar.htm> - Written by Brendan McGuigan]

b. How to improve grammar?

- Purchase a grammar workbook from your local bookstore. These books often include a self-assessment test, which will help you identify your grammatical areas of weakness. Working through the related exercises is a good way to start improving your skills.

- Sign up for a grammar refresher course through a local college or adult education program. These programs – often geared toward business professionals – will review the grammar rules you forgot after sixth grade and point out the most common grammar mistakes.

- Read about grammar rules on your own.

- Read. People who understand grammar can usually tell when something sounds “wrong” without thinking about the nitty-gritty rules. Reading will help you pick up that skill by exposing you to the English language used properly.

- Be vigilant. It takes a lot of practice to acquire good grammar habits, so use correct grammar in every situation, even the most casual e-mail or text message to a friend. Never send a message without proofreading it, and keep your favorite grammar book nearby to look things up when you’re unsure. Sure, it sounds like a lot of work, but before long you’ll be using proper grammar automatically.

*[http://www.ehow.com/how_2130170_improve-your-grammar.html - Written by
Brendan McGuigan]*

3.1.2.3. Good pronunciation

a. What is good pronunciation?

There are three levels of **English pronunciation**:

- Level 1: *People often don't understand what you want to say. You use the wrong sounds in English words*
- Level 2: *People understand what you want to say, but it is unpleasant to listen to you.*
- Level 3: *People understand you, and your English is pleasant to listen to.*

Level 3 will be called good pronunciation. Notice that ***good pronunciation is not "perfect American or British accent"***. You don't have to sound like the Queen of England or the President of the United States of America.

The rule is: If you are close to the standard, you can always communicate, and your English will be pleasant. If you are far from the standard, sometimes you won't communicate successfully.

[www.antimoon.com - Written by Brendan McGuigan]

b. How to improve English pronunciation skills

Good English pronunciation will make people understand you easily and be willing to listen to you!

You will say that we learn English just for communication, although we speak English with a strong accent, native speakers can understand us,

that's enough. But you know **it is not pleased** to listen to the bad pronunciation!

Also, one will change the channel when a journalist covers a person who speaks English without good **pronunciation**, because that make him/her feel uncomfortable although he/her can't pronounce English fluently as well.

So, how to speak English clearly and confidently? There are three ways: **practice, practice and practice!** First practice speaking each word clearly then practice speaking each sentence clearly.

- Do not confuse pronunciation of words with their spelling! For example, "*threw*" and "*through*", although spelled differently, are pronounced the same. Also, identical letters or letter clusters in words do not always produce the same sound. For example, the "*ough*" in "*though*" and "*through*" represents a different sound in each word. Learn to practise what you hear, not what you see.

- Imagine a sound in your mind before you say it. Try to visualize the positioning of your mouth and face. Think about how you are going to make the sound.

- In addition to listening for specific sounds, pay attention to pauses, the intonation of the declaimer's voice and patterns of emphasis. This can be just as important as the pronunciation of sounds.

- The English language has many different dialects, and words can be pronounced differently. It is important, however, that you pronounce words clearly to ensure effective communication.

- Finally, practise what you are learning! Remember that you are teaching your mouth a new way to move. You are building muscles that you

do not use in your own language. It is like going to the gym and exercising your body. Use the program to exercise your mouth a little bit each day.

[http://www.wordhacker.com/en/article/english_pronunciation_tips.htm -

Written by Brendan McGuigan]

3.1.3. How to increase fluency in students

- Students need to participate in repetitive readings of the same materials- teacher reads, students read with a partner, choral readings of the same passages...

- Have students tape record their oral reading, listen to it, evaluate and then repeat.

- Daily oral and silent reading practice of at least 20 minutes!

- Have students read the same passage several times aloud prior to reading it to the class. Students were required to read it several times out loud in private and then several times to a parent. When we read the story aloud in class, the students' anxiety about reading aloud were greatly reduced. They had many opportunities to practice reading fluently in the privacy of their own home and their reading in class had improved dramatically.



- Have students read silently at home as part of their weekly homework. Silent reading DOES increase fluency, but it has to be done daily. The more children read the more automatic it becomes.

3.2. Eloquence

3.2.1. What is eloquence ?

Eloquence is the ability of expressing your ideas readily, clearly and effectively.

[Book: Teachersmousepad - written by Aaron Shepard]

3.2.2. How to improve eloquence ?

Not all of us are blessed with the gift of speech. While some individuals are obviously gifted with eloquence and can hold listeners spellbound for hours, others merely can't hold a proper conversation for more than five seconds.

As a great man once said, *“some are born great; others have greatest thrust upon them”*. You may not have been born with the skill to have individuals listening to you as though the world's answers lies in your tongue, but with a few well practiced instruction, you can easily determine how to.

Below are some steps that will assist you develop eloquence:

- Share what you know: A break in conversation frequently takes place when there is a misunderstanding of certain information. Don't pretend that you know it all. You will get caught if you do and may end up stammering away. Instead, share what you know and what you are certain about. Great

conservations are not unavoidably about world affairs. An informed talk about gardening can make your listener's day.

- Eye contact: It is important that you do not act as if your listener has the plague. A little eye contact goes a long way in saying, *'what I'm saying will make more sense if it matters to you too'*. Eye contact is a psychological tactic that makes your listener feel significant.

- Listen: Most individuals tend to influence a conversation either out of conceit or insecurity. Either method, they end up making conversations one sided and stilted. If you truly want to speak movingly and set off positive responses, listen to your listener. What they have to say can steer the conversation into more meaningful waters.

The art of eloquence is merely a matter of practice. Practice the above ways and within a short time you will be shocked how articulate you have become.

What you need to do is to develop a little personal philosophy and inner belief system that will help guide you to where you wish to be in the shortest amount of time. This will take some thinking time, so first, why not schedule out some personal quiet time right now and start considering the future you in 2009?

[Book: Teachersmousepad - written by Aaron Shepard]

Chapter 2: An insight into good impression of English speaking during job interviews

1. Some examples of successful answer in job interview

(1) *Tell me about yourself please !*

"I have been in the sales industry for over ten years and in the last three years I have worked as Regional Sales Manager for the Thames Valley catchment area. One of the most fulfilling aspects about the job is overcoming initial client resistance through persuasion, and offering clients tailored solutions that best meet their particular needs. I enjoy the challenges and like developing good client relations and trust. In the last year, I have increase turnover by 30%."

[John Kador, 201 câu hỏi phỏng vấn hay nhất]

➤ The "job interview tell me about yourself" is one of the most frequently asked interview questions and is usually used to begin the interviews. Interviewees will need to give a good and persuasive response that will set a positive tone for the rest of the interview. Likewise, because first impressions are so enduring, a bad response can quickly derail the interview downhill. If interviewees don't understand what is required of them, there will be a tendency to meander off course and interviewees must avoid this at all cost.

➤ With adequate preparation, the job interview "tell me about yourself" question is interviewees' opportunity to set a positive note and excel in their interview.

➤ The above answer is very good at grammar and vocabulary. It is a brief overview of his recent career, highlighting his successes, achievements, strengths and fulfilments, in relation to the job he is being interviewed for.

➤ Moreover, he develops this further by touching on his strengths:

“My main strength is the ability to motivate teams and lead them to set targets. I am at my best while working under pressure and faced with challenges. I am able to achieve optimum results by delegating tasks proactively, multi-tasking and planning ahead.”

➤ Finally he wraps up by steering his introduction towards what he now wants in his career:

“I now wish to capitalize on my skills and experience within an organization that values and nurtures its sales force, where I can make a positive contribution, leading teams to significant results.”

➤ This answer is highly appreciated thanks to good vocabulary, good grammar and good ideas. These tips and the above example give readers a good insight on how to handle the now familiar interview question ***“tell me about yourself.”***

(2) What is your weakness?

“I possess strong ability for absorbing complex information and attention to detail. This is intuitive to me and although my colleagues are sometimes critical of this trait, I am learning how to direct others who are not as methodical as I am.”

[<http://www.professional-cv-writingservices.co.uk.html>]

➤ This is one of those difficult interview questions that interviewers ask from time to time. The purpose of asking this question is firstly to see how interviewees handle a stress question and secondly how interviewees actually respond to it. Do not be perturbed, it is designed to test how interviewees cope with pressure. Interviewees can turn questions directed at a perceived weakness to their advantage with good preparation.

➤ The interviewee has turned his weakness into a positive. He doesn't try to avoid answering the question and quickly stating how he deal with it. In this answer, he doesn't mention a big weakness that could cost him the job. His goal here isn't to lie of course, it's simply to present himself as best he can. We all have weaknesses but it doesn't mean we tell an interviewer everything that we do wrong.

For example, someone is interviewing for a project manager job, it's probably best not to mention that he has trouble getting along with people since he is going to be constantly working with others.

➤ The above answer is factual and brief. He is to be well prepared and to know how he is going to answer the question before the interview so he can give the answer confidently and fluently.

(3) Why should we hire you?

“I'm a good fit for the position. I have what it takes to solve problems and do the job. My high energy and quick learning style enable me to hit the ground and size up problems rapidly. My colleagues would tell you I'm a team player who maintains a positive attitude and outlook. I have the ability to stay focused in stressful situations and can be counted on when the going gets tough. I'm confident I would be a great addition to your team. I have what it takes to fill the requirements of this job - solve customer problems

using my excellent customer service skills. I will be an asset to your company. I look forward to being a part of your team.”

[<http://wiki.answers.com>]

“I have ten years experience doing all the work involved in this position. I'm qualified to the required level, and have a very good knowledge base. The quality of my work is described as above performance standards by my current employers. I have additional skills which add a range of related possible applications in the workplace”

[<http://www.cvtips.com>]

➤ By using good vocabulary and good grammar, the above answers provide enough information which clearly show both high employment value to the employer and strong skills and experience.

➤ The interview answers have set out a clear range of skills which is the basic information required for any job.

➤ Moreover, they show appropriate knowledge levels. Depending on the job, knowledge levels come with degrees of difficulty. The applicant has to show the right level, when answering the interview question.

➤ Another highlight in these above answers is the interviewees express their experience in the work required including clear evidence of appropriate experience.

➤ One of the most important factor in the answer that leave impression in interviewers is to show value to the employer. This is the part of the interview answers where they're really addressing the 'Why Should We Hire You?' question directly.

(4) Do you prefer to work alone or within a team ?

“It depends on what kind of job I am going for.

If my boss orders me to design a program, of course I need to work alone so that I can make my consecution clear. But when I am doing a projiect, I prefer to work with a team. Because I can open my mind, absorb my group members' good idea and share off my ideas and come up with something better regarding exchange of views with the people I work on as well with people I work with , as a line said.. " share off my ideas and come up with something better regarding exchange of views with the people I work on as well with people I work with. as a line said.. "two heads are better than one."

So, I think an excellent employee need to good at both.”

[<http://wiki.answers.com>]

➤ The answer is intelligent thanks to good idea combined with good vocabulary and grammar of the interviewee ‘*my boss orders me*’ and ‘*I am doing*’. They have close meaning but are used actively that makes the answer more effective. In addition, the interviewee used the idom “*two heads are better than one*” to prove his idea and persuade the interviewers.

(5) Do you take your work home with you?

“When I take on a new project, I spend time up-front planning to ensure I can deliver on time.

Although I normally try to leave by about 6pm, sometimes when schedules are urgent I will work additional time as needed to get the proofs to the printer on time.

I believe that it is important to have time to relax -- too much time in work decreases productivity and increases errors.

It is important for any family person to spend time with their family and, whilst I always seek to get the job done on time, I also need to give my family the time they deserve

When I do need to work at home, I do an incident analysis to identify any opportunity to prevent the underlying issue from recurring. This has enabled me to reduce the print process by over 40% during the past year.”

[<http://changingminds.org>]

➤ This is a tricky question as they may be looking for one of two diametrically opposite characteristics.

➤ If they are looking for someone who is organized, then they will consider taking work home as an inability to manage to do one's work in the allotted time. If they like people to sustain a work-life balance, then they will not like someone who takes work home.

➤ The answer is highly appreciated when the interviewee shows that he is willing to work extra when things are really important and show his understanding of the work-life thing.

(6) *How do you handle pressure?*

“Stress is very important for me. With stress, I do the best possible job. The appropriate way to deal with stress is to make sure I have the

correct balance between good stress and bad stress. I need good stress to stay motivated and productive.

I react to situations, rather than to stress. That way, the situation is handled and doesn't become stressful.

I actually work better under pressure and I've found that I enjoy working in a challenging environment.

From a personal perspective, I manage stress by visiting the gym every evening. It's a great stress reducer.

Prioritizing my responsibilities so I have a clear idea of what needs to be done when, has helped me effectively manage pressure on the job.

If the people I am managing are contributing to my stress level, I discuss options for better handling difficult situations with them.”

[<http://jobsearch.about.com>]

➤ It's a good answer of how do you handled pressure. By using close meaning vocabulary “stress” and “pressure”, “to deal with” and “to handled”, the answer has shown the rich vocabulary of the interviewee.

➤ This is a common question and rather tricky. Most people actually perform at their best with a little stress. However, too much stress can cripple and is bad for good health and performance. Therefore, this interviewee has chosen the best approach that is to tell the interviewer(s) that he performs well with the right balance of stress and that he never allows stress to overwhelm him.

2. Some examples of unsuccessful answer in job interview

(1) *Tell me about yourself please !*

“Well, I’m hardworking. Uhm.....(giggle).It’s so hard question. Sorry! I’m very honest. When you ask me something, I’ll tell you the truth. Uhm.....(giggle).Sorry!

Yes, I’m hardworking, I’m honest as I tell you that, I’m easy going, I’ll work easy around.

Let’s see what esle! Uhm.....That’s someting about this.”

[201 câu hỏi phỏng vấn hay nhất, John Kador]

➤ Giggling is a sign of nervousness or insincerity so it should be avoided. Being unprepared can bring about inappropriate laughing.

➤ Saying *“I’m hardworking”* should be backed up with specific examples. For instant, *“When you give me a plan or a project, I’ll pay all my attetion and try my best to deal with it.”*

➤ When giving the answer, saying *“Uhm”*, *“Sorry”* or other *“fillers”* over and over amplifies nervousness.

(2) *Tell me about your weakness !*

“OK! Everyone has weakness and so do I. Although all of us don’t want to own weakness but it is unavoidable.Uhm.....One of my weaknesses is being shy in public.When standing before crowded, I can speak nothing, only smile.(giggle). My second weakness is hot – tempered. I can’t control my behaviour when there is something happened unexpectedly. I also have some

other weaknesses but I will try my best to overcome them so that I can finish my work well.”

[201 câu hỏi phỏng vấn hay nhất, John Kador]

- The interviewee has used simple vocabulary so that the listeners can catch the idea easily.
- However, may be he is too honest. I don't mention that he should tell lie but he had better hire something. Because no employer want to hire an employee with many weaknesses. In this case, he would rather pay attention to only one weakness but try to turn it into possitive.
- Besides, the word “OK” standing at the begining of the sentence seems to be impolite and lack of respectation.

Chapter 3: Some popular mistakes made by interviewees and some suggested solutions

No one is perfect, but we all cringe when we make mistakes - especially during a job interview. Job interviews are stressful situations for most of us. We want to make a good impression and convince the interviewer of our suitability for the job. But, the stress of trying to have a perfect interview may actually cause us to make mistakes.

1. Some popular mistakes made by interviewees

1.1. Some common mistakes in the resume

When it comes to getting a good job, the resume is a factor that will play a pivotal role in the success or failure. While I've talked about the importance of using proper English during the job interview, readers won't even get this far if the resume isn't high in quality.

Some of these common mistakes include spelling problems, capitalization errors, and run on sentences. Some may read this and laugh, but someone would be surprised by the number of people who make these mistakes.

For example, “My main **strength** is the ability to motivate teams and lead them to set targets. **i** am at my best while working under pressure and faced with challenges. **i** am able to **achive** optimum results by delegating tasks proactively, multi-tasking and planning ahead”

[file:///D:/LAVIE/ /job-interview-tell-me-about-yourself.html]

If someone has words that are misspelled, or use run on sentences, or have problems with capitalization, more than likely, the resume will be thrown in the trash. When someone makes English mistakes on the resume, this shows potential employers that he doesn't care about impressing them, because he didn't even put in the time and effort to make sure the resume was written correctly.

1.2. Failure to Prepare for Questions

Most people plan for interviews by setting a few interview questions for themselves and then preparing to respond to these specific questions, this is a very wrong move to make.

Preparation is best for all possible eventualities or someone rather not prepare at all. Think of it, what if he makes up his mind to answer a set of specific questions and he ends up being caught unawares and unprepared, how will that make he look?

If he needs preparation, he best thinks of as many possible questions as he can and anticipate as many possible eventualities as possible. In the end he will also have to learn not to rely too much on the questions he anticipate but his readiness to answer any that come his way.

1.3. Lack of Effective Communication

Impressing the interviewers and satisfying them with the responses is called effective communication. Failure to effectively communicate leads to failure to be understood and failure to get the message across of how beneficial an employee someone can be to the organization or establishment in question. Match the style of the interviewer asking questions when

answering them. If the interviewer is brisk and business-like, don't attempt any jokes but respond in an equally business-like manner instead. Any questions that are directly asked should be directly answered as well.

1.4. Not asking questions

It is extremely important to ask questions.

- When asked, “*Do you have any questions?*” if you answer “*No,*” it is the WRONG answer!

- Asking questions gives you the opportunity to show your interest. (The best questions come from listening to what is said and asked during the interview. Ask for additional information.)

- Asking questions gives you the opportunity to find out if this is the right place for you. (Your chance to find out what goes on in the company.)

1.5. Some other mistakes

1.5.1. Being late

Everyone knows that he should never be late for a job interview. Yet, it happens. Has his outfit clean and ready to go the night before. Put jacket, keys and everything needed right by the door before going to bed so it's all there while trying to get out the door to the interview. Pretend to be there a half hour ahead of time and then wait in a nearby coffee shop if we coming too early.

1.5.2. Not bringing important backup documents

Bring a few extra copies of your resume in case it turns out you'll be interviewed by a panel rather than one interviewer. While it's certainly not one of the most terrible job interview mistakes if you just bring one copy of your resume, having one per interviewer will make you look well-prepared and professional. Also bring along any letters of recommendation. If you reach a point in the interview where you're asked about your suitability for the position, sell yourself but also produce the back up letter from your folder or case. A reporter who hands out his or her published samples at an interview has a better chance of getting the job than one with no samples.

1.5.3. Talk too much

When giving company background, watch out for the tendency to prattle on about your own job, personal feelings about the company, or life story. At the end of the conversation, you'll be aflutter with self-satisfaction, and you'll see the candidate in a rosy light -- but you still won't know anything about his or her ability to do the job.

2. Some suggested solutions

❖ When you write the rough draft, don't waste time trying to make it perfect. Just write up something that will allow you to place your thoughts on a piece of paper. The rough draft is the document that will allow you to weed out mistakes before putting them on the final document. Word processing programs such as Microsoft Word or Word Perfect are great ways to spot potential problems.

❖ There are a number of errors that web processing programs will not be able to catch. One good example of this is words that are spelled correctly, but in the wrong context. An example of this would be using

"wonder" when "wander" should be used, or when you use "their" when "there" should be used. Because the word is spelled correctly, most word processing programs can't tell the difference between the two. This is why you will want to take the time to proofread your document. Look for mistakes that the word processing program can't detect.

❖ If you find yourself starting to say a word and it occurs to you that you have drawn a blank on the correct pronunciation of the word and you know you're about to butcher it then stop. Don't say the rest of the word. Act like that wasn't actually the word you wanted to use by pausing and then using a different word that conveys as close to the meaning of the word you blanked on as you can quickly draw upon. This is much better than totally mispronouncing the word. If you were unable to stop yourself or did not realize you butchered it until after it left your mouth then simply say something along the lines of, "That did not come out right did it? What I meant to say is..." Don't dwell on it. Don't bring the interviewers focus anymore to it.

❖ It's about demonstrating confidence –

- Stand straight, and make good eye contact.
- Connect with a good, firm handshake
- Sit erect and lean forward in the chair, appearing interested and attentive.

❖ Good communication skills include listening and letting the person know you heard what they said.

❖ Observe your interviewer's style and pace and match that style, adjusting your style and pace to match.

❖ Use appropriate language. (Beware of using slang words or references to age, race, religion, politics, or sexual preferences – these topics could get the door slammed very quickly.)

❖ Telling the interviewer more than they need to know could be a fatal mistake. (Too much information – particularly personal information - could get into some areas that are best not discussed in an interview.)

[<http://www.best-interview-strategies.com/article189.html>-

by Darin Manis]

That first impression can be a great beginning, or a quick ending to the interview. The job market is very competitive and the competition is fierce. Give oneself every advantage by preparing and practising before the interview. Be aware of your verbal and non-verbal performance and the messages you are sending. It could make the difference between a job offer or not.

CONCLUSION

In daily life as well as in occupation, English is not only interesting but also extremely essential for all of us. When someone applies for a job, speaking English is one of the most important factor that the employer decides to employ him / her or not. The employee is good or bad at speaking English, that expresses first in job interviews. That is the reason pushed me for the decision to study '*How to make a good impression of English speaking during job interviews*'

In the study, the rationale, the aims, the method, the scope and the design of the study are presented in Part I with the hope that the readers can have an overview of my study.

Part II consists of 3 parts:

- Chapter 1 is the Theoretical background consisting of An overview of job interview, An overview of English speaking during job interviews and How to make a good impression during job interviews.
- Chapter 2 is an insight into good impression of English speaking during job interviews giving some examples of successful and unsuccessful answers in job interviews and analysis.
- Chapter 3 is some popular mistakes made by interviewees and some suggested solutions. From the insight into good impression of English speaking during job interviews, some common mistakes made by interviewees and some solutions are given.

In spite of trying my best, due to limited of time and knowledge, grammatical and spelling mistakes are unavoidable in my graduation paper. However, I hope that readers will pay attention to my paper because it is the

achievement of my research, thought and attempt during over 10 weeks. I also do wish my study will be helpful and useful not only for students but also for applicants before interviews.

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ACKNOWLEDGMENT

This graduation paper is the result of my continuous working time. During the process of doing it, I have faced up with many problems with reference materials, lexicology, as well as the way to express my idea. However, with the great help and enthusiasm of my supervisor, Mr Mai Van Sao, and my teachers at Foreign Language Department of Hai Phong Private University, I have overcome these difficulties and completed my graduation paper successfully.

I would like to express my deepest gratitude to my supervisor, Mr Mai Van Sao, who has generously given me helpful suggestions and provided me with the valued material.

My sincere thanks to Mrs Tran Thi Ngoc Lien, M.A - the Dean of Foreign Language Department of Hai Phong Private University.

I also would like to give my thanks to all lecturers in Foreign Language Department of Hai Phong Private University.

Finally, I am indebted to my family and my friends for their serious support and encouragement.

Hai Phong, June 2008

Student

Nguyen Thi Thu Huong

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