

**BỘ GIÁO DỤC VÀ ĐÀO TẠO  
TRƯỜNG ĐẠI HỌC QUẢN LÝ VÀ CÔNG NGHỆ HẢI PHÒNG**

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# **KHÓA LUẬN TỐT NGHIỆP**

**NGÀNH: NGÔN NGỮ ANH- NHẬT**

**Sinh viên: Lê Thị Thảo**

**Giảng viên hướng dẫn: TS Trần Thị Ngọc Liên**

**HẢI PHÒNG – 2020**

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**A RESEARCH ON HOW TO USE ENGLISH EFFECTIVELY  
IN JOB INTERVIEWS: A CASE STUDY WITH THE FINAL  
YEAR ENGLISH MAJORS AT HAI PHONG UNIVERSITY OF  
MANAGEMENT AND TECHNOLOGY**

**KHÓA LUẬN TỐT NGHIỆP ĐẠI HỌC HỆ CHÍNH QUY  
NGÀNH: NGÔN NGỮ ANH- NHẬT**

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**NHIỆM VỤ ĐỀ TÀI TỐT NGHIỆP**

Sinh viên: Lê Thị Thảo

Mã SV: 1612753035

Lớp: NA2001N

Ngành: Ngôn ngữ Anh- Nhật

Tên đề tài: **A research on how to use English effectively in job interviews: A case study with the final year English majors at Hai Phong University of Management and Technology**

# NHIỆM VỤ ĐỀ TÀI

1. Nội dung và các yêu cầu cần giải quyết trong nhiệm vụ đề tài tốt nghiệp (về lý luận, thực tiễn, các số liệu cần tính toán và các bản vẽ).

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2. Các số liệu cần thiết để thiết kế, tính toán.

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3. Địa điểm thực tập tốt nghiệp.

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## CÁN BỘ HƯỚNG DẪN ĐỀ TÀI TỐT NGHIỆP

Họ và tên:.....

Học hàm, học vị:.....

Cơ quan công tác:.....

Nội dung hướng dẫn:.....

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Đề tài tốt nghiệp được giao ngày....tháng....năm.....

Yêu cầu phải hoàn thành xong trước ngày....tháng....năm....

Đã nhận nhiệm vụ ĐTTN

*Sinh viên*

Đã giao nhiệm vụ ĐTTN

*Người hướng dẫn*

Lê Thị Thảo

TS. Trần Thị Ngọc Liên

*Hải Phòng, ngày ..... tháng.....năm ....*

**TRƯỞNG KHOA**

**CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM**  
**Độc lập - Tự do - Hạnh phúc**

**PHIẾU NHẬN XÉT CỦA GIÁNG VIÊN HƯỚNG DẪN TỐT NGHIỆP**

Họ và tên giảng viên: .....  
Đơn vị công tác: .....  
Họ và tên sinh viên: ..... Chuyên ngành: .....  
Nội dung hướng dẫn: .....

**1. Tinh thần thái độ của sinh viên trong quá trình làm đề tài tốt nghiệp**

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**2. Đánh giá chất lượng của đề án/khóa luận (so với nội dung yêu cầu đã đề ra trong nhiệm vụ Đ.T. T.N trên các mặt lý luận, thực tiễn, tính toán số liệu...)**

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**3. Ý kiến của giảng viên hướng dẫn tốt nghiệp**

Được bảo vệ  Không được bảo vệ  Điểm hướng dẫn

*Hải Phòng, ngày ... tháng ... năm .....*

**Giảng viên hướng dẫn**

*(Ký và ghi rõ họ tên)*

**TS. Trần Thị Ngọc Liên**

**CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM**  
**Độc lập - Tự do - Hạnh phúc**

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**PHIẾU NHẬN XÉT CỦA GIÁO VIÊN CHẤM PHẢN BIỆN**

Họ và tên giảng viên: .....

Đơn vị công tác: .....

Họ và tên sinh viên: ..... Chuyên ngành: .....

Đề tài tốt nghiệp: .....

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**1. Phần nhận xét của giáo viên chấm phản biện**

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**2. Những mặt còn hạn chế**

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**3. Ý kiến của giảng viên chấm phản biện**

Được bảo vệ  Không được bảo vệ  Điểm phản biện

*Hải Phòng, ngày ... tháng ... năm .....*

**Giảng viên chấm phản biện**

*(Ký và ghi rõ họ tên)*

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*Haiphong, October 2020*

**Student**

**Le Thi Thao**



# TABLE OF CONTENTS

<b>Acknowledgement</b> .....	1
<b>List of abbreviations</b> .....	5
<b>List of charts</b> .....	6
<b>PART A: INTRODUCTION</b>	
1. Rationale for the study . .....	7
2. Aims of the study. ....	8
3. Research questions .....	8
4. Scope of the study .....	8
5. Design of the study.....	9
<b>PART B: DEVELOPMENT</b>	
<b>CHAPTER 1: Theoretical background</b> .....	10
<b>1.1. An overview of job interview</b> .....	10
1.1.1. What is job interview? .....	10
1.1.2. What make a perfect job interview? .....	10
1.1.2.1. Appearance .....	10
1.1.2.2. Communication skill .....	11
1.1.2.3. Preparing for a job interview.....	12
1.1.2.4. Body language .....	14
<b>1.2. The significance of English in job interview</b> .....	15
1.2.1. Speaking skills .....	15
1.2.1.1.What is speaking skills.....	15
1.2.1.2.The importance of speaking skill in job interviews.....	16
1.2.1.3.How to speak in English effectively in job interviews .....	17
1.2.2. Listening skills .....	21
1.2.2.1.What is listening skills? .....	21
1.2.2.2.The importance of listening skills in job interviews.....	23
1.2.2.3.How to listen in English effectively in job interviews .....	24
<b>CHAPTER 2: Methodology</b> .....	26
<b>2.1. The reality of learning and teaching English for the final year</b>	
<b>English major students at HPU</b> .....	26
2.1.1. Teaching staff.....	26
2.1.2. The student.....	26

2.1.3. English teaching and learning condition at HPU.....	26
<b>2.2. Data collection instrument.....</b>	<b>27</b>
2.2.1. The survey questionnaire.....	27
2.2.2. The design of survey questionnaire.....	28
2.2.3. The data analysis.....	28
2.2.3.1. Motivations to study English.....	29
2.2.3.2. The student’s English learning time.....	30
2.2.3.3. The students' assessment of the importance of English in job interviews.....	31
2.2.3.4. Part-time student situation.....	32
2.2.3.5. The frequency of students participating in job interviews.....	33
2.2.3.6. The students’ assessment of learning the communication skills in job interview.....	34
2.2.3.7. Difficulties that students face when going to job interviews.....	35
2.2.3.8. Some suggested solutions for students in job interview.....	36
2.2.3.9. Activities for improving English communication skills at HPU.....	37
<b>2.3. Findings and discussion.....</b>	<b>38</b>
<b>CHAPTER 3: Some popular mistakes made by final year English majors in job interviews and suggested solutions.....</b>	<b>39</b>
<b>3.1. Some popular mistakes made by interviews.....</b>	<b>39</b>
3.1.1. Lack of communication skills.....	39
3.1.2. No experience.....	40
3.1.3. Not confident in yourself.....	40
3.1.4. Lack of preparation.....	40
<b>3.2. Some suggested solutions.....</b>	<b>40</b>
3.2.1. Improve communication skills.....	41
3.2.2. Improve experience.....	41
3.2.3. Confidence in yourself.....	42
3.2.4. Have preparation.....	42
<b>PART C: RECOMMENDATIONS AND CONCLUSION.....</b>	<b>44</b>
<b>1. Summary of the study.....</b>	<b>44</b>
<b>2. Limitations of the study.....</b>	<b>45</b>
<b>3. Suggestions for further study.....</b>	<b>45</b>
<b>REFERENCES.....</b>	<b>46</b>

## **LIST OF ABBREVIATIONS**

HP: HaiPhong

HPU: HaiPhong University of Management and Technology

## **LIST OF CHARTS**

Chart 1: Motivations of English major students to study English

Chart 2: The student's English learning time

Chart 3: The importance of English in job interviews

Chart 4: The situation of students working part-time job

Chart 5: The frequency of students participating in job interviews

Chart 6: The students' assessment of learning the communication skills in job interviews

Chart 7: Difficulties in job interviews

Chart 8: The solution for students in job interviews

Chart 9: Students' opinions about activities for improving English in job interviews at HPU

# PART A: INTRODUCTION

## 1. RATIONALE FOR THE STUDY

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.

English is an international language used between different countries in casual communication, and in work. Therefore, English in today's era is not only a common communication tool but also a mandatory requirement in companies with foreign elements. Specifically, in the job application must have an English certificate, interview in English, ... Not only the job requirements, but through the English interview, the employer will have the opportunity to evaluate the communication ability of you, as well as culture of international integration.

When participating in the interviews, the same qualifications, the same number of years of experience, but if you can answer English questions fluently, it will be a great advantage. Employers not only need a candidate with full qualifications and experience in the right field, but they need someone to help them grow the company. Because, if a company wants to grow up, it is necessary to promote international trade relations, in order to be able to transact with customers and foreign partners. That is the reason why I decided to do a research on: **A research on how to use English effectively in job interviews: A case study with the final year English majors at HaiPhong University of Management and Technology.**

## **2. AIMS AND OBJECTIVES OF THE STUDY**

The study is to help students at HaiPhong University of Management and Technology understand clearly the importance of English in interviews to prepare carefully before joining in an interview. Using English well in job interviews will give you more opportunities to get the job.

In order to achieve such aims, the following objectives are set :

- To identify students' opinion about the importance of English in a job interview
- To figure out the communication skills required in a job interview
- To find out the difficulties in English faced by final students at HPU in job interviews
- To make some suggestions to help the surveyed students overcome the difficulties

## **3. RESEARCH QUESTIONS**

These followings are three research questions of this study:

- ✓ What do HPU final year students think about the importance of English in job interviews?
- ✓ What communication skills are required in job interviews?
- ✓ What are the difficulties in English faced by final students at HPU in job interviews?
- ✓ What are suggested solutions to help the surveyed students overcome the difficulties?

## **4. SCOPE OF THE STUDY**

There are so many different material resources and researchers that require a lot of time and effect while my personal experience is limited. Therefore, In

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

## **5. DESIGN OF THE STUDY**

The study contains of four part:

✓ Part A – Introduction

The rationale of the study is given in this part. It also explains the scope, aims, method and organization of the study.

✓ Part B – Development

Chapter 1: Theoretical background

Chapter 2: Devoted to Research Methodology

Chapter 3 : Some popular mistakes and suggested solutions in job interview

✓ Part C –RECOMMENDATIONS AND CONCLUSION

Conclusion summarizes all the obtained results and includes suggestions.

# **PART B: DEVELOPMENT**

## **CHAPTER 1: THEORETICAL BACKGROUND**

### **1.1. An overview of job interview**

#### **1.1.1. What is job interviews?**

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.

If a job applicant manages to land a job interview, it indicates that the employer has at least some interest. Typically, an applicant responds to an advertised job opening, providing a resume and other requested materials. The employer or a representative reviews all received applications, and decides who should be invited back for an interview. In some cases, a preliminary interview may be held on the phone, to save resources and time for both parties.

Depending on the size of a company and its organization, an applicant may only have one job interview. This is common with small businesses, in which candidates are often interviewed directly by the employer. In other cases, a representative of the human resources department may interview a candidate first, and then he or she will go through a series of interviews with potential supervisors and other personnel. Larger companies may also have interview panels with multiple members who cooperate to make a decision.

#### **1.1.2. What makes a perfect job interviews?**

##### **1.1.2.1. 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:***

- Clothes:

- *For women:* You can wear an elegant colored shirt with casual pants or a skirt that is over the knee when you go to the interview. However, please note, wear simple or dark colors such as: black, white, blue ..avoid wearing hot and prominent colors such as orange, yellow, pink ... One more note for your outfit. For women, it is important to avoid clothing that is offensive or sexy because it will not look appropriate for the interview.

- *For men:* Just like women, you should choose dark colored outfits that do not contain many motifs to wear for the interview. A polite outfit with dark pants, a white shirt and a tie will be your top choice. Please note that choosing a tie is simple and suitable for the outfit you are wearing. If not, it will be easy to create a feeling of "too much" squishy or glossy.

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

- Accessories:

- *Hair:* Neat, clean is the top criterion. If you are a man, cut your hair neatly before going to the interview. If you are female, you should tie your hair high, not let your hair fall off or cover your face.

- *Jewelry:* Should not be worn or carried too much to avoid feeling bombastic and prolix. Women should only wear a ring on one finger while a man should have a polite watch.

- In addition, you should also apply makeup yourself or lightly brush your lipstick to create a fresher feeling.

### **1.1.2.2. Communication skill**

Your ability to communicate will be one of the least noticeable things about you in the job application process, because this is your first time with employers. And because your performance opportunities are only one time, that's why it's important to get them right.

You must be able to present yourself as accurately as possible, if you want to increase your interest in the employer. But at the same time you also have to be a good listener, and ask good questions. When you ask good questions, the other person will know that you are getting the point.

Communication skill is not just a single skill, but will be assessed on the whole including:

- ✓ Presentation skills.
- ✓ The ability to ask important questions, correct the nature of the problem;
- ✓ Don't say too much about anything;
- ✓ Understand the other person and be in tune with what you say to them.

This is considered a package of communication skills that employers will look for in candidates.

Of course, You are a fresh graduate, do not have much experience, the employer will not expect too much from you. But knowing what they need and looking for, and trying to train yourself accordingly, you will have a lot more chance than others.

### **1.1.2.3. Preparing for a job interview**

Job interviews can be nerve-jolting experiences. But just like first dates, they can also be wonderful opportunities.

If you are well prepared, confident, and handle yourself well, you'll make a great impression during the interview. That often translates into a job offer.

The great thing is that being well prepared, confident, and doing everything right in your next job interview is much easier than you think.

"Failing to prepare is preparing to fail."

Ben Franklin's statement perfectly summarizes the employment interview process. The key to success is to be prepared -- that's more important than anything else. Read that last sentence again. When it comes to job interviews, being prepared is more important than job knowledge, skills and experience! It's

your secret weapon to acing the interview and coming out on top, regardless of how "good" the other candidates are!

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

**a) Show yourself as a person**

- Being enthusiastic. By being upbeat and having a positive attitude, you'll show the job interviewer within the first few seconds that you are a "can-do" person who will be an asset to their organization.

- Being likeable. It sounds simplistic, but it's a fact that is often overlooked... people want to work with (and hire) people they like.

- Being determined. You have to make it clear that you want this job more than anything else.

- Being informed. You need to know about the company and what they'll expect you to do for them

**b) 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.

**c) 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 should I hire you?*

*Where do you see yourself in five years ? Ten years ?*

❖ **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?

#### **1.1.2.4. Body language**

Put simply, body language is the unspoken element of communication that we use to reveal our true feelings and emotions. Our gestures, facial expressions and posture, for instance.

When we are able to "read" these signs, we can use it to our advantage. For example, it can help us to understand the complete message of what someone is trying to say to us, and to enhance our awareness of people's reactions to what we say and do.

We can also use it to adjust our own body language so that we appear more positive, engaging and approachable.

### **1.2. The significance of English in job interviews**

Many candidates don't know how to answer to the point at the time of the interview and can't phrase a simple formal letter or report. It becomes a handicap for the candidates who have good domain knowledge. Interviewers will be in dilemma when they encounter such candidates who have technical

expertise, but poor communicational skills in English. Employers will interview and recruit who have both communication skills in English and job skills. It lessens their burden of giving too much orientation training at the time of induction or on the job training.

To have a good job, we need to equip ourselves with a solid foundation of English and use it effectively in the job interviews.

### **1.2.1. Speaking skills**

#### **1.2.1.1. What is speaking skills?**

Speaking is the productive skill in the oral mode. It, like the other skills, is more complicated than it seems at first and involves more than just pronouncing words.

There are three kinds of speaking situations in which we find ourselves:

- Interactive
- Partially interactive
- Non-interactive

Interactive speaking situations include face-to-face conversations and telephone calls, in which we are alternately listening and speaking, and in which we have a chance to ask for clarification, repetition, or slower speech from our conversation partner. Some speaking situations are partially interactive, such as when giving a speech to a live audience, where the convention is that the audience does not interrupt the speech. The speaker nevertheless can see the audience and judge from the expressions on their faces and body language whether or not he or she is being understood.

Here are some of the micro-skills involved in speaking. The speaker has to:

- Pronounce the distinctive sounds of a language clearly enough so that

people can distinguish them. This includes making tonal distinctions.

- Use stress and rhythmic patterns, and intonation patterns of the

language clearly enough so that people can understand what is said.

- Use the correct forms of words. This may mean, for example, changes in the tense, case, or gender.

- Put words together in correct word order.

- Use vocabulary appropriately.

- Use the register or language variety that is appropriate to the situation and the relationship to the conversation partner.

- Make clear to the listener the main sentence constituents, such as subject, verb, object, by whatever means the language uses.

- Make the main ideas stand out from supporting ideas or information.

- Make the discourse hang together so that people can follow what you are saying.

#### **1.2.1.2. The importance of speaking skills in job interviews**

When most people think about communication, they think about speaking. While this area is only one part of communication, it's a very important one. Speaking well matters, whether you're a manager delivering motivational speeches to inspire your team, a bookkeeper explaining a client's financial situation, or a candidate to participate in a job interview.

Speaking skills are important for career success, but certainly not limited to one's professional aspirations. Speaking skills can enhance one's personal life and thereby bring about the well-rounded growth that we should all seek.

Having good speaking skills helps you talk to others and persuade them with your point of view. Your speaking skills will help you command others' attention. It is, and always will be, an important skill, and well worth the effort

in fully developing. You can showcase your excellent speaking skills during a job interview, so make the most of the opportunity.

### **1.2.1.3. How to speak in English effectively in job interviews**

#### **a) Vocabulary**

The best way to improve your vocabulary is to read in English and take note of any new words you come across in the vocabulary notebook. The more interesting words you know, the stronger your speaking skills will be. At that time, you can easily answer the recruiter's questions.

Some common English words in the interview:

- Application form
- Contract
- Letter of speculation
- Work style
- Work ethic
- Thinking outside the box
- Under pressure
- Vacancy
- Recruiter
- Headhunter
- Salary
- Hiring manager
- HR department.....

Before each interview, you should review vocabulary related to the company you are applying for, the specialized vocabulary. They will ask you a few questions that test your understanding of the company. If you respond well, it will show the employer that you are prepared and want the position.

Example: “ *I understand that X is one of the most popular company in the country. Everyone has at least one of your products in their houses and it shows me that X plays an essential role in our life. That’s what I really admire and I hope that by joining the company I can create the same value.*”

## **b) Grammar**

When you have a job interview in English, you want to show your interviewer the best of yourself. This includes using all of the appropriate grammatical tenses you can. Part of your job interview preparation should be reviewing the tenses you know and how you use them. You can often predict the job interview questions that you will be asked, so you can think about what your answers will be.

Job interview tips on how to use a mix of English tenses:

- **The present simple**

We use the present simple when we want to talk about something that is true now, and is quite permanent. Talk about tasks related to your day-to-day job, things which don’t change very often, and about any skills that you have. For example:

- *I work in a very international team. My colleagues are from all over the world so we communicate in English.*
- *I use Google docs every day at work.*
- *I speak fluent Japanese and English.*

- **The present continuous**

We use this tense to talk about something we are doing now. However, it doesn’t mean right at that moment – don’t narrate your job interview just to show you can use this tense! “I’m sitting in a chair... I’m talking to you...”. That would leave a very strange impression on the interviewer.



Instead, you can use this tense to talk about what you are doing at your current job at the moment.

This is different to the present simple because you can talk about things which are more temporary, or which might change often. For example: An interview question might be, “*What are you working on right now?*”.

- *I’m working on a project with a company based in the UK at the moment.*”
- *I’m managing a team of three right now.*”

- **The past simple**

Use the past simple to tell your employer about finished actions.

You will most likely get a question about your education. The question might be, “*What did you study at university?*” This question is in the past simple. But, you might also be asked “*Tell me about your studies.*” Remember, you should usually answer in the past simple. “*I studied engineering at the University of Bristol.*” , “*When I left school, I decided to do a professional training course in welding.*”

You can also use the past simple to talk specifically about your previous jobs. Please have a look at the following example:

- “*When I worked for British Airlines, I often handled customer complaints.*”
- “*I learnt a lot about photography when I worked for Snappy Co.*”

- **The present perfect**

The final tense for today is the beloved present perfect. You can use this tense to talk about states or actions which began in the past and continue in the present.

In a job interview, you can talk about your likes and dislikes with the present perfect. The words always and never can be used. For example:

- *“I have always enjoyed working with people.”*

- *“I have never liked sitting behind a desk all day long, which is why I enjoy working as a construction manager.”*

We also use this tense to talk about recently finished actions, or actions which have a strong connection with the present situation. For example:

- *“I have just completed a large project in collaboration with a tech company in California. That’s why I feel ready to work with a US-based company again.”*

- *“I have worked freelance for my whole career so far, so I really want to work as part of a team now.”*

We said above that you should usually use the past simple when talking about your education, but if you have recently finished your degree, you can use the present perfect.

Example: *“I have just graduated from university in Berlin. I’m confident that I know about all of the most recent developments in the field.”*

### **c) Pronunciation**

Pronunciation is very important in speaking. Many people ignore pronunciation when speaking English, especially students. They take further notice of word meanings while pronunciation is considered as the most important factor in speaking. The others can’t understand if words were pronounced wrong. Therefore, in order to speak English correctly, pronunciation should be paid more attention to. Furthermore, right pronunciation can help with the process of acquiring new vocabulary. Pronouncing words is often a part of memorizing them in second-language learning, so getting a strong, basic

foundation in correct pronunciation early on will equate to more effective learning overall.

Employers say Job seekers often have the required qualifications but their spoken English holds them back. An accent can affect whether or not you get a job. If you want a job, you need to be able to show the people hiring you your absolute best.

In the interview, when you pronounce it wrong, It can make so that people mishear you and think you said one thing when you actually said something else. When you are misunderstood, it can have incredibly damaging effects. You will quickly be seen as someone who can't communicate effectively. And if people see you like that, it will be very hard to find the job you want.

So, here are some tips:

- ✓ Don't use slang .Usually non-native English speakers don't get the rhythm right, so it just sounds garbled to the average native listener.
- ✓ Don't try to speak fast. Instead of making you sound confident, you will probably miss important word endings and just confuse listeners.
- ✓ Take the time to end your words with strong consonants, especially T, D, K, P, R and Z.
- ✓ Don't worry so much about individual sounds. Instead focus on stressing the correct syllable. Most listeners can ignore an incorrect sound, but they cannot "decode" a word if the wrong syllable is stressed.

## **1.2.2. Listening skills**

### **1.2.2.1. What is listening skills?**

Listening is the ability to accurately receive and interpret messages in the communication process.

Listening is key to all effective communication. Without the ability to listen effectively, messages are easily misunderstood. As a result,

communication breaks down and the sender of the message can easily become frustrated or irritated.

If there is one communication skill you should aim to master, then listening is it. Good listening skills also have benefits in our personal lives, including:

- A greater number of friends and social networks, improved self-esteem and confidence, higher grades at school and in academic work, and even better health and general well-being.

- Studies have shown that, whereas speaking raises blood pressure, attentive listening can bring it down.

Listening is Not the Same as Hearing:

- Hearing refers to the sounds that enter your ears. It is a physical process that, provided you do not have any hearing problems, happens automatically.

- Listening, however, requires more than that: it requires focus and concentrated effort, both mental and sometimes physical as well.

Listening means paying attention not only to the story, but how it is told, the use of language and voice, and how the other person uses his or her body. In other words, it means being aware of both verbal and non-verbal messages. Your ability to listen effectively depends on the degree to which you perceive and understand these messages.

Listening is not a passive process. In fact, the listener can, and should, be at least as engaged in the process as the speaker. The phrase 'active listening' is used to describe this process of being fully involved.

Myths about Listening:

- Hearing and listening mean the same thing; so if you hear someone, you automatically are listening to them.

- Those who read well also are good listeners, so they do not need to practice to improve their listening habits.

- People who are smart are good listeners; it is automatic for them.

- As you get older, you become a better listener; only children do not have good listening skills.
- It is hard to improve listening skills, or listening may not be an area that needs to be focused on.
- Listening skills are over-rated in the fast-paced society we live in today; people just do not have time to focus on it.

#### **1.2.2.2. The importance of listening skills in job interviews**

Listening is so important that many top employers provide listening skills training for their employees. This is not surprising when you consider that good listening skills can lead to better customer satisfaction, greater productivity with fewer mistakes, and increased sharing of information that in turn can lead to more creative and innovative work.

Many successful leaders and entrepreneurs credit their success to effective listening skills. Richard Branson frequently quotes listening as one of the main factors behind the success of Virgin.

Adults spend an average of 70% of their time engaged in some sort of communication.

Listening is one of the most important skills you can have. How well you listen has a major impact on your job effectiveness and on the quality of your relationships with others.

For instance:

- We listen to obtain information.
- We listen to understand.
- We listen for enjoyment.
- We listen to learn.

Given all the listening that we do, you would think we'd be good at it! In fact, most of us are not, and research suggests that we only remember between 25 per cent and 50 per cent of what we hear, as described by Edgar Dale's Cone of Experience. That means that when you talk to your boss, colleagues, customers, or spouse for 10 minutes, they pay attention to less than half of the conversation.

Clearly, listening is a skill that we can all benefit from improving. By becoming a better listener, you can improve your productivity, as well as your ability to influence, persuade and negotiate. What's more, you'll avoid conflict and misunderstandings. All of these are necessary for workplace success!

### **1.2.2.3. How to listen English effectively in job interview**

The indispensable job application skill is the listening skill. Listening is not just a nod, a smile. Therefore, we need to learn to listen effectively in job interviews.

#### **a) Improve vocabulary**

To hear English well, you must remember a lot of vocabulary. You should learn vocabulary by choosing vocabulary groups on the topic of job interviews, specialized vocabulary. Use pictures and sounds to help you remember more, use a small notebook to record words and phrases, learn related vocabulary and review new words on a regular basis.

#### **b) Learn the correct pronunciation**

You cannot hear English well if you do not know the pronunciation of words. Knowing the pronunciation and stress is the golden key to helping you hear English well, especially if you have to listen to fast speech. Talking to foreigners will help you pronounce better. In addition, you should pay attention to the pronunciation of each new word. Use dictionaries with standard phonetic

translations such as the Longman Dictionary of Contemporary English, Longman Advanced American Dictionary ... and learn how to emphasize important words in each sentence. Knowing the pronunciation, you will be able to hear the questions of employers easily. From there, it is possible to answer accurately and exactly what the interviewer wants.

### **c) Practice listening a lot to increase reflexes**

When you are confident with an ability to hear and pronounce correctly, you should pay attention to short English news reports, job interview conversations. After that, listen to them every day. When listening a lot, you both increase your own knowledge and practice quick reflexes for you. During the job interview, recruiters will come up with fake situations to test your skills and reflexes. Your job now is to listen and understand the situation that the employer offers. Then give the answer that the employer wants. This way, your employer will appreciate your ability.

### **d) Concentration when listening**

One of candidates' mistakes when listening to English is that they are too nervous. When communicating with employers using English, knowing that their hearing is not good, they keep worrying and spend more time afraid than focusing on listening. So, You should actively practice in a rational and methodical manner. By regularly practicing and interacting with materials that vary from easy to difficult, over time, you will develop the skill of listening concentration. In listening during the interview, you need to be highly focused ,don't let your mind be distracted. If not, you will miss out on the whole question. To practice this, please review the employers' question and repeat them before answering

## **CHAPTER 2: METHODOLOGY**

### **2.1. The reality of learning and teaching English for the final year English major students at HPU**

#### **2.1.1. The teaching staff**

The teaching staff of HPU in general and the Foreign Language Department in particular have high professional level and high sense of responsibility. All the lecturers of Foreign Languages Department are not only well-qualified, responsible but also very enthusiastic. Furthermore, they have modern professional teaching style, they understand the students and they are very friendly. Talking to the students and sharing their experience help both teachers and students understand one another deeply and enhance the quality of the lectures. One more considerable point is attending of foreign lecturers in English classes. Students have chance to practice with the native speakers so that they can speak English well if they know how to take those opportunities.

#### **2.1.2. The student**

A total of 15 students in the class NA2101N who are in the final year of the English Department at HPU are selected for this study. All of them are students who have almost all the background of four English skills: speaking, reading, listening, and writing during nearly four years studying. In addition, they all went to job interviews and part-time jobs to improve their knowledge and experience. They all want to have a good job in the future, so NA2101N students always try their best to improve their English proficiency and know how to use English effectively. Therefore, at this time they could meet the partial or entire demand with this study.

#### **2.1.3. English teaching and learning condition at HaiPhong University of Management And Technology.**

The students' classrooms have been equipped with projectors, camera, air-conditioners, computers with internet connection and wireless internet



connection. The teachers often use projectors to make English lessons more interesting and effective.

Besides, the school library is an “electronic library system”, which has been equipped with many modern high speed computers, over 7000 books, more than 16000 electronic documents Elib and electronic documents ProQuest. This is really a big advantage for students learning.

In addition, there are many activities outside classrooms held by teachers and students for fostering English speaking learning and encouraging students to express their abilities. These useful activities often attract students to participate in such as: English Olympic, Halloween's Day, Communicate Class,...in which students can both play and exchange knowledge in English so they can learn more.

Furthermore, students have many opportunities to talk and study with foreigners who are GAP teachers from different countries like England, Australia,... This is a good chance for them to improve their English. It can be said that the learning conditions at HPU are good enough and convenient for students to study English effectively.

## **2.2. Data collection instrument**

### **2.2.1. The Survey Questionnaire**

The survey was completed by the contribution of 15 final year students in class NA2101N at HaiPhong University of Management and Technology. This study was conducted in the August of 2020. The purpose of the survey questionnaire is to learn about some information of students in class NA2101N to serve for research. It includes:

- Students' motivation and habit of learning English
- The importance of English in the interview
- The situation of students working part-time
- Have students participated in job interviews before?
- Difficulties that students face when going to job interviews

- Solutions for students to have an effective job interview

In this study, questionnaires are selected as the important data collection instrument because it provides the data and information on English learning and interviews skills for the final year English majors at HPU.

### **2.2.2. The design of the survey questionnaire**

The survey questionnaire includes 9 questions in English and they are numbered from 1 to 9. In the question, there are 3 or 4 options. The informants can choose more than one choice. The questionnaires including 9 questions as follows:

Question 1: Motivations to study English

Question 2: Gives information on students English learning time. The author wants to have further understanding about students bonding time with English.

Question 3: The students' assessment of the importance of English in job interviews

Question 4: Part-time student situation

Question 5: The frequency of students participating in job interviews

Question 6: The students' assessment of learning the communication skills in job interviews

Question 7: Difficulties that students face when going to job interviews

Question 8: Some suggested solutions for students in job interviews

Question 9: Activities for improving English communication skills at HPU

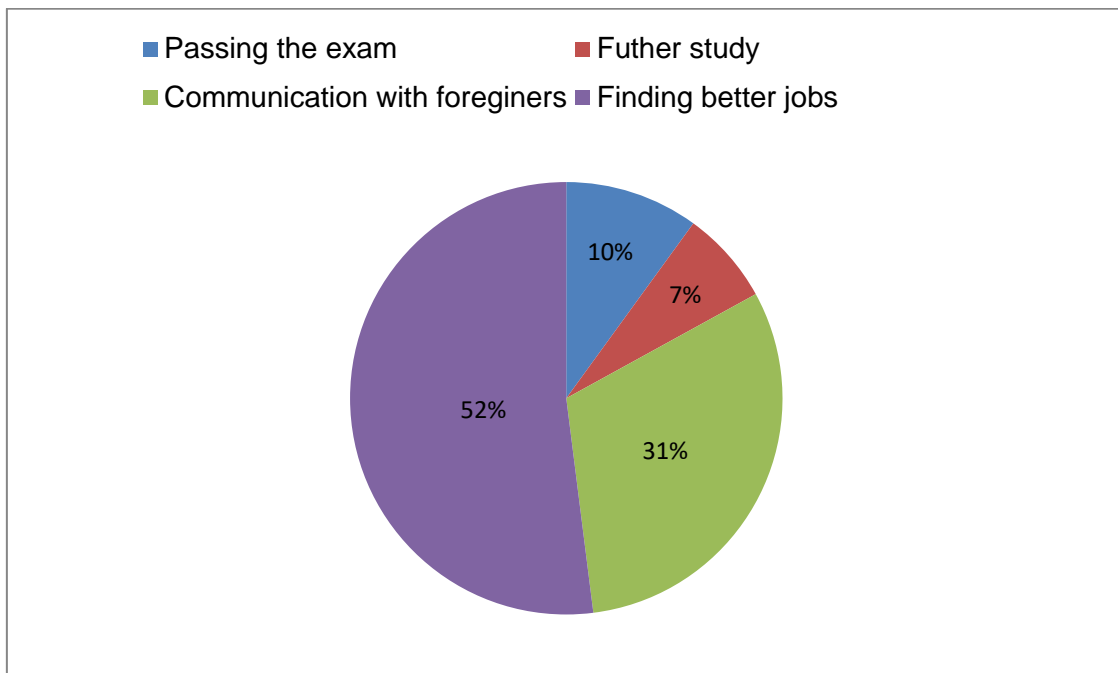
### **2.2.3. The data analysis**

After the survey was implemented, the statistics were totaled up and indicated through the following ten charts. Each chart shows us the number of students who choose the most suitable answers for them in each question. The

data can be easily seen in the chart, and in the under of chart are the explanations.

### 2.2.3.1. Motivations to study English

Question 1: What are their motivations of English?



***Chart 1: Motivations of English major students to study English***

The given pie chart illustrates which factors influence English major student's motivation to speak English in classes.

As can be clearly seen from the graph, Finding better jobs factor is the highest, accounting for a half of students at more than 50%, students from NA2101N stated that this factor was the main purpose to study English as well as would support her future job.

Additionally, some students from NA2101N who had the same answer responded that his English learning target was to communicate with a foreigners and work in an international environment which he would need an English, making up 31%.

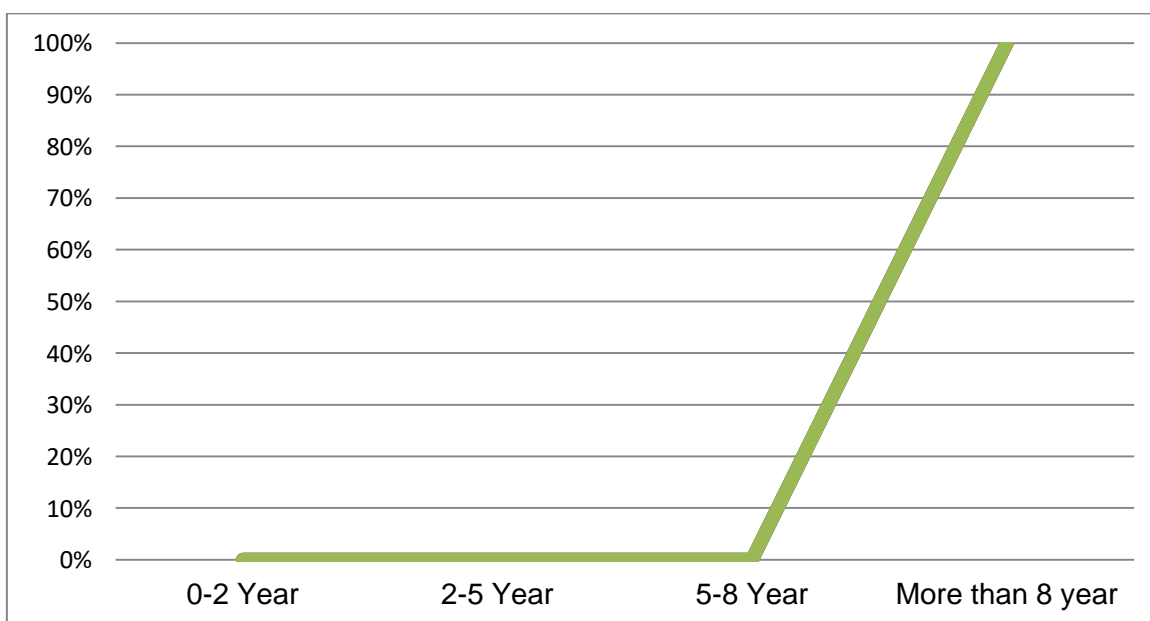
On the other hand, the proportion of Passing the exams and Further study aspects were the smallest numbers between 10% and 7% respectively.

Moreover, there was no student answering that they rarely or never got involved in Others factor such as passions, family pressure and so on. In other words, they chose to study English, especially English speaking by themselves and they had very specific and clear purposes of studying without any forces from other sources.

In conclusion, a majority of English students had purposes of Communication with foreigners and Find better jobs, while a small number of them wanted to Pass the exams and had Further study reasons.

### 2.2.3.2. The student's English learning time

Question 2:How much time do students spend learning English?



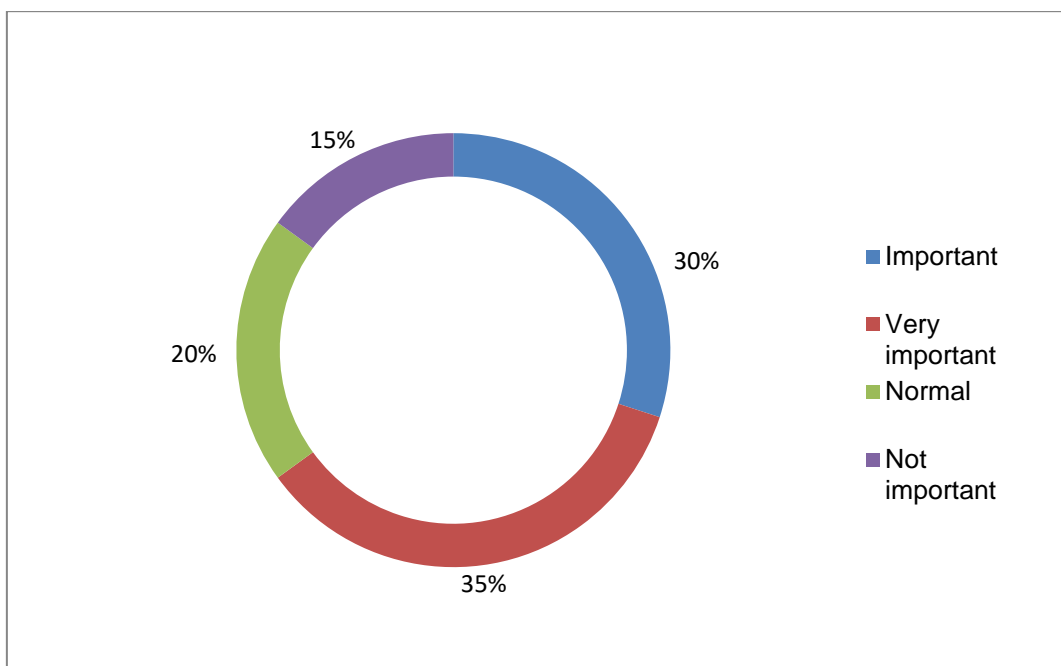
*Chart 2: The student's English learning time*

Chart 2 shows that 100% of students responded that they had learnt

English for more than 8 years which is quite a long time for each student and this is proved that learning English has become a very important task and great concern of everyone and attracts a great number of students. Moreover, it is a compulsory subject in most of schools from primary schools to universities as well. Thus, they are fully aware of the fact that English is really important and necessary for them.

### 2.2.3.3. The students' assessment of the importance of English in job interviews

Question 3: Is English important in job interviews?



***Chart 3: The importance of English in job interviews***

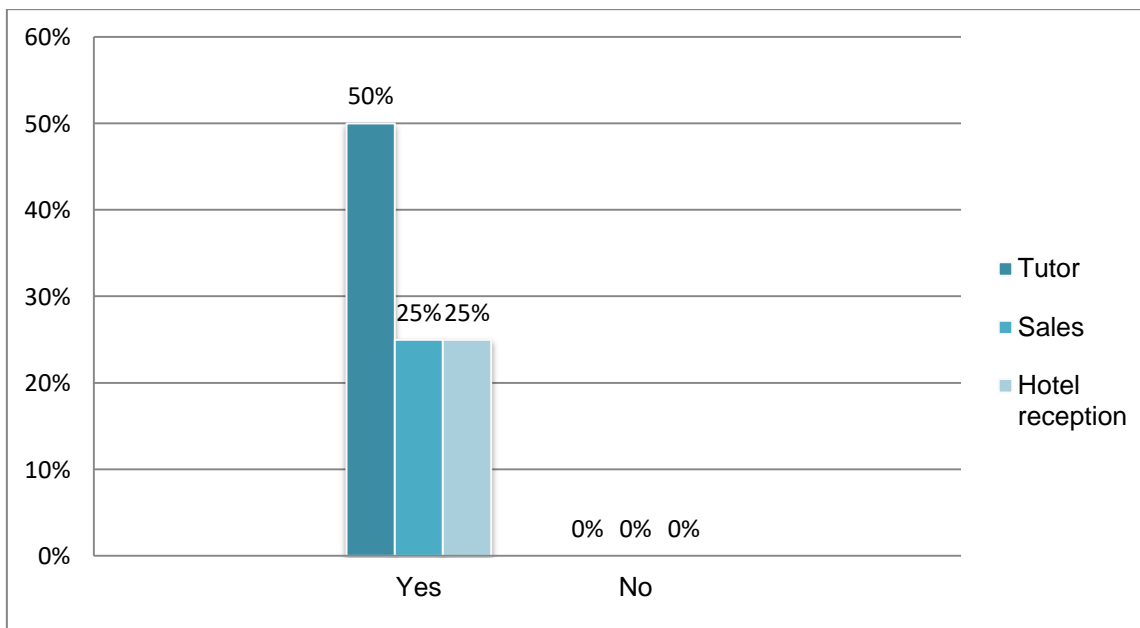
It can be seen clearly from the chart 3, most of the students at NA2101Nagree that English in the job interview is important. ( 30%: Important; 35%: Very important). It is more than important actually. It is even more important than job-related skills. One student said: “English is a popular language, so being good at English can make a good impression on

employers.”.Another student replied: “If we speak only our mother tongue, we may lose job opportunities in multinational companies and reduce our ability to compete directly with other candidates” .

Meanwhile, there are only 15% of them reckon that it is not important. Because they think that not all companies require English for work and interviews.

#### 2.2.3.4. Part-time student situation

Question 4: Have you worked part-time yet ?What is your part- time job?



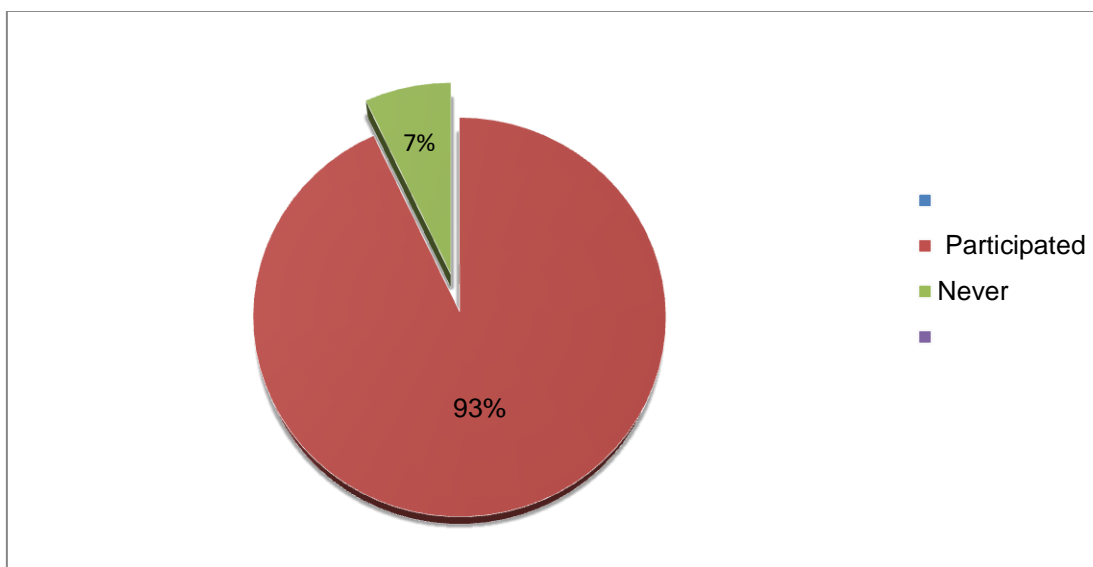
***Chart 4: The situation of students working part-time job***

According to the collected information of the interview,100% of students have ever worked part-time. When asked: “What is your part-time job?”.7 students answered, "they are tutors in their spare time". Some work at English centers, while others tutor at home for the children. The other student share: “I

used to be a hotel receptionist. The work is leisured but requires us to know a foreign language. because foreigners are so many. With a foreign language, we can communicate with them.”.There are also students as sales staff. they work in clothing shops, or serve restaurants. In short, the jobs that the NA2101Nstudents do part-time are all in English.

### 2.2.3.5. The frequency of students participating in job interviews.

Question 5:Have you ever participated in a job interview?

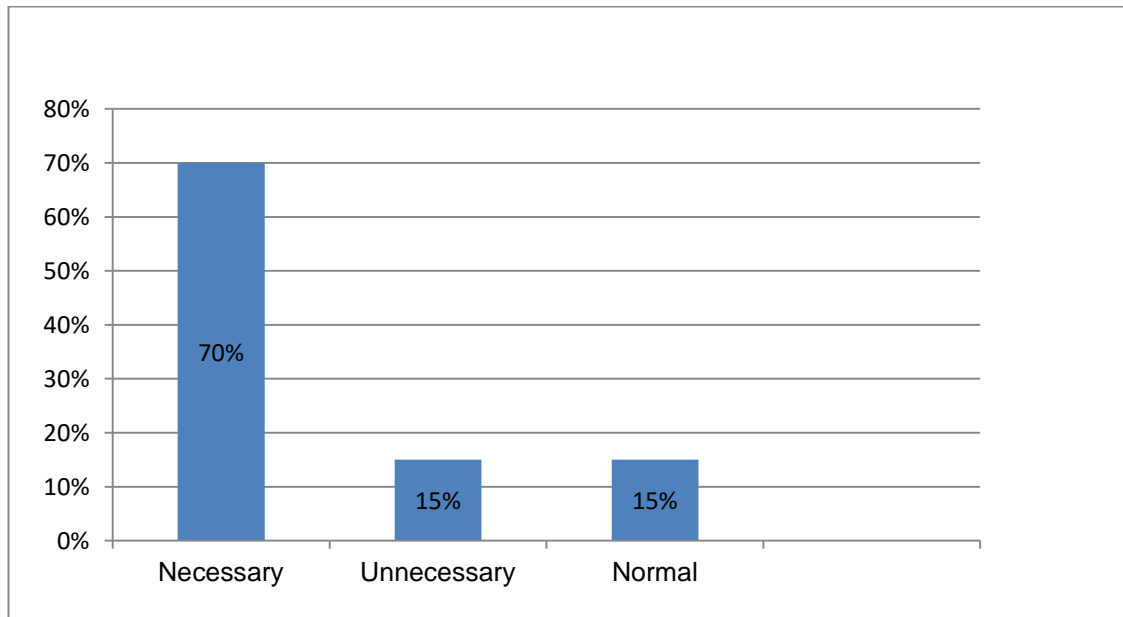


*Chart 5: The frequency of students participating in job interviews*

Chart 4 shows that 100% of students have worked. But when asked:“Have you ever participated in a job interview?”. 95% of the students answered that they have all participated in the interview. shown in Chart 5.They all have to participate in interviews before being accepted into the job. Only 1 student has never participated in the interview. She replied:” I tutor my cousin, and of course no one is interviewing me”. In short, job interviews are very important.

### 2.2.3.6. The students' assessment of learning the communication skills in job interviews

Question 6:Is it necessary to learn communication skills to prepare for the job interview?



***Chart 6: The students' assessment of learning the communication skills in job interviews***

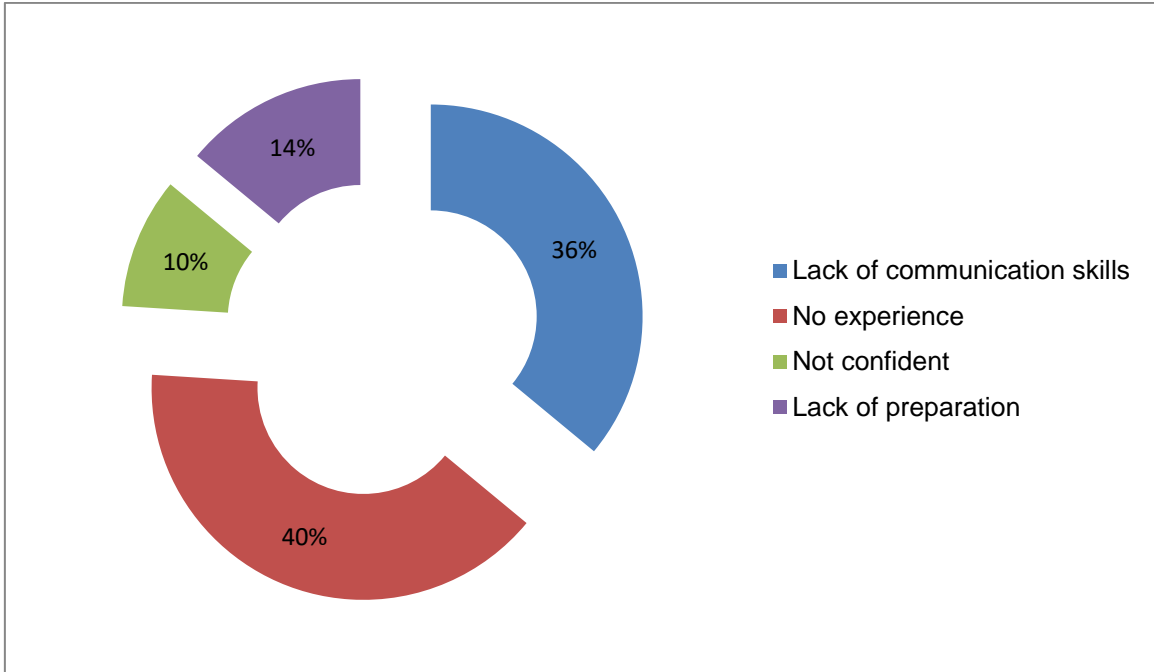
A successful job interview is a combination of many factors, from form to content. Before finding a suitable job, many people have had to go through many job interviews and many failures. So it is really necessary to learn the skills before participating in the interview. There are 70% of students in class NA2101N agree on it. When we get prepared, our job interview will be better. We will be more confident, and the odds of winning will be higher.

On the other hand, Some students do not think so (15%: unnecessary; 15%: normal).In fact, as what can be seen by the observation, those who claim unnecessary or normal pre-interview skills preparation are good students. They have qualities, confidence in themselves.



### 2.2.3.7. Difficulties that students face when going to job interviews

Question 7: What difficulties do students face when going to job interviews?

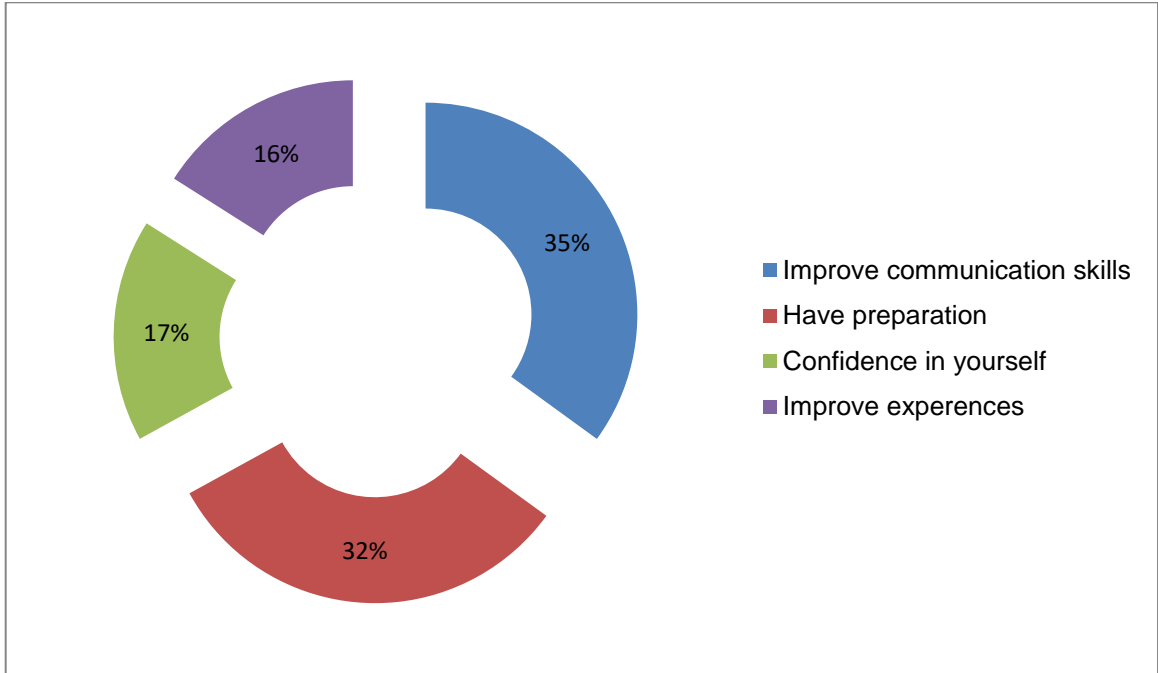


*Chart 7: Difficulties in job interviews*

The chart shows that not confident is not a big problem. Only 10% of the learners think it made them difficulties in job interview. The most number of the students find that the main reason for the difficulties in job interviews are lack of communication skills (36%) and lack of experience (40%). Except those factors, 14% of the learners also point some other factors affecting their interview is lack of preparation. Most of the difficulties students in NA2101N encounter in job interviews are common difficulties faced by students when they first apply for a job. It is unavoidable.

### 2.2.3.8. Some suggested solutions for students in job interviews

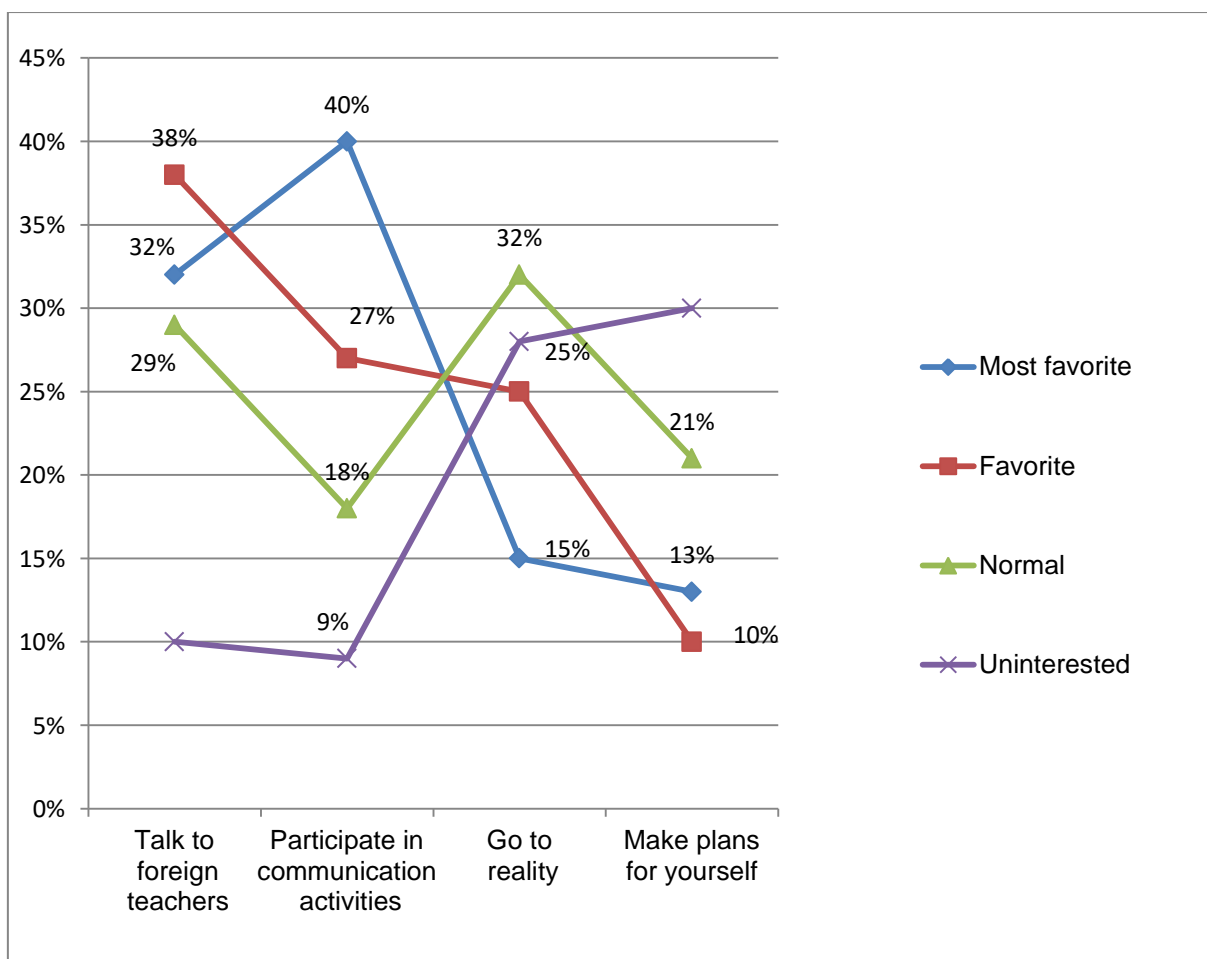
After finding out the common difficulties that students face when doing job interviews, here are some solutions to help students have a good interview. Here is a chart of the methods and the percentage of students agreeing to those solutions.



*Chart 8: The solution for students in job interviews*

32% of students in NA2101N agree with the preparation before the interview. Because preparation is the key to a good reception and a good impression. Comments to improve communication skills account for the highest proportion (35% of students). Effective communication - the first skill employers notice you. So it is very basic and essential. On the other hand, 17% of students choose to be confident in themselves and 16% choose to improve experience. These two methods are not really important but also contribute to creating a perfect interview.

### 2.2.3.9. Activities for improving English in job interviews at Haiphong University of Technology and Management



***Chart 9: Students' opinions about activities for improving English in job interviews at HPU***

From the chart, it can be seen that the most favorite debating activities were Talk to foreign teachers(70%) and Participate in communication activities(67%). According to the collected information of the interview, when asked “What kinds of activities in class do you like most?”. 3students share: “I am interested participate in communication activities. It is a useful way to improve confidence”. Some other students replied that they like go to reality because it helps to accumulate experience for myself and helps us learn more.

In conclusion, the activities for improving English in job interviews in class an important in learning and teaching English. It will bring students and teachers much interest.

### **2.3. Findings and discussion**

The survey is responded by 15 the final year English major students of HPU, which can partially useful to give some suggestions on using some techniques in studying English.

Most of the participants agree that they like learning English and have been learning English for many years. It means that teachers will have many advantages in teaching. Moreover, they have a basic background to study English for specific purpose. Almost them admitted that studying English through the extra- activities help them obtain the knowledge more rapidly and exciting. Furthermore, demanding about studying English through extra-activities creates a pleasant atmosphere in class most pupils agreed or strongly agreed with this statement. It is also a good opportunity for them to work in group. Just only small of pupils feel excited about the current English teaching method so that nearly of participants want to have a new creative English teaching method.

In conclusion, teaching English communication through extra- activities for the final year English major students is an effective way. It is an interesting method that is very helpful for teachers to present speaking skill. Using funny extra-activities in teaching communication skills is very necessary and building a system of techniques to teach English skill through extra- activities for the 1st year English major students is very important. Basing on surveying the current teaching and learning English in HPU, I have already had some research on their attitudes towards learning to communicate in English. In the process of completing this research, I would like to give some useful suggestions to help students majoring in English in their 4th year to improve their communication so that they can use English effectively in job interview.

## **CHAPTER 3: SOME POPULAR MISTAKES MADE BY FINAL YEAR ENGLISH MAJORS IN JOB INTERVIEWS AND SOME SUGGESTED SOLUTIONS**

No one is perfect and we all struggle to make mistakes - especially during a job interview with a fresh graduate. The job interview is a stressful situation for most of us. We want to make a good impression and convince the interviewer of our suitability for the job. We do not have experience in interviews, so most will be surprised, make mistakes the first time.

I did an interview with the NA2101N students about the difficulties they encountered during their part-time job interview. Here are some of the difficulties they have raised:

### **3.1. Some popular mistakes made by interviews**

#### **3.1.1. Lack of communication skills**

##### a) Use inappropriate language

Some of you are familiar with the use of slang in everyday communication. So, you also use slang for the job interview. Consequently, the recruiter does not understand what they mean. It quickly creates a barrier in interviews.

##### b) Speak quickly

Another mistake that students in NA2101N often make is speaking too fast. Speaking too quickly make you appear anxious and it can be difficult for others to understand you. Moreover, speaking quickly lead to wrong words, making your employer misunderstand your meaning.

##### c) Slow reflexes

Slow reflexes are bad for job interviews. One student shared that: “Due to lack of vocabulary, not sure about grammar, when the recruiter asked me, I was confused, thinking and answering the question awkwardly”. Another student

said: It is my habit to think in Vietnamese, then translate it into English and answer. Therefore, the employer rated as poor reflex " .

### **3.1.2. No experience**

Any job, anywhere, the employer always requires experience from the students. But we are still in school, sitting in school, so gaining experience is not easy. If you are lucky enough to be admitted to a certain position in a company, it is difficult for you to participate in important jobs that need high qualifications. Senior employees think that you are young and inexperienced, so you cannot meet the job requirements well.

### **3.1.3. Not confident in yourself**

Lack of confidence is also one of the difficulties that NA2101N students often encounter when going to job interviews. You are often not confident in yourself, anxious, nervous before the interview. This leads to when you are interviewing, you often tremble and forget what you plan to present to the employer or do not show your full ability. That's a pity.

### **3.1.4. Lack of preparation**

An interview is very different from a college or university exam because it doesn't have any framework or curriculum. While a student may prepare in months for their college exam, they do not spend enough time preparing a job interview. One student said: "I go to the interview just because my friends invite me". Another student said: "I go to the interview just for fun, see if the job is right for me". That's why you lack preparation. Lack of preparation in both knowledge and expertise.

## **3.2. Some suggested solutions**

To get a good job, preparing for good interviews is extremely important. The interview is where you present yourself to the recruiter, proving them that

you are the right person for the position they need. Therefore, if you are well prepared, what you show in the interview will be convincing evidence to help employers choose you. Here are some solutions that the researcher offers to help students in class NA2101N have a better job interview.

### **3.2.1. Improve communication skills**

#### a) Use appropriate language

It's a given that you should use professional language during the interview. Be aware of any inappropriate slang words or references to age, race, religion, politics, or sexual orientation—these topics could send you out the door very quickly.

#### b) Speak slowly

- Don't try to speak fast unnecessary. This is where people make mistake. Speaking slowly makes you look like a serious person. It gives better control over your words.

- Take the time to end your words with strong consonants, especially T, D, K, P, R and Z.

- Don't worry so much about individual sounds. Instead focus on stressing the correct syllable. Most listeners can ignore an incorrect sound, but they cannot "decode" a word if the wrong syllable is stressed.

#### c) Talk to foreign teachers

In order to reflex faster, there is no other way you have to communicate much English with foreign teachers. You not only learn the correct pronunciation but also learn the way of speaking that foreign teachers use. Regular practice will make your language reflexes improve every day.

### **3.2.2. Improve experience**

Work experience is the "key" to opening the "job search" door. But for students, it is a great obsession. Here are some suggestions to help students gain effective experience.

#### a) Participate in extracurricular activities:

The experiences do not have to be work experiences, but they can be things you learn from life, in the classroom or in society. Extracurricular activities will give you the necessary skills such as dynamism, developing your own creativity, expanding social knowledge, etc ....Sometimes, this is also the factor that makes employers happy.

b) Internships:

- Internships usually last for 1 semester, mainly in the summer. Internships may or may not be paid, working full-time or part-time.

- The internship is the biggest opportunity to experience, continue with the right job. At the same time during the internship, you can also interact with someone with expertise, take advantage of that to learn from them the necessary skills in the job.

c) Go to reality:

Some professions such as: hotel management, interior design, ... are facilitated to go and you can get experience from there. You will have a true look and experience in the working environment of the industry you choose. From there, you can get the necessary experience for you.

### **3.2.3. Confidence in yourself**

Students need to improve confidence by participating in communication activities. Communication activities can be group activities, oral activities, or extracurricular activities. These activities can help students expand relationships, meet, exchange, learn from other students. Since then, confidently communicate with people, without fear or shyness.

Another way is to stand in front of a mirror and then practice talking or answering interview questions. It helps you build confidence and can self-check all your mistakes.

### **3.2.4. Have preparation**

Preparing for an interview primarily means taking time to thoughtfully consider your goals and qualifications relative to the position and employer. To



accomplish this, you need make a plan for yourself, you should perform research on the company and carefully review the job description to understand why you would be a good fit. Let's look at the steps to preparing for an interview.

a) Carefully examine the job description

During your prep work, you should use the employer's posted job description as a guide. The job description is a list of the qualifications, qualities and background the employer is looking for in an ideal candidate. The more you can align yourself with these details, the more the employer will be able to see that you are qualified. The job description may also give you ideas about questions the employer may ask throughout the interview.

b) Consider why you are interviewing and your qualifications

Before your interview, you should have a good understanding of why you want the job and why you're qualified. You should be prepared to explain your interest in the opportunity and why you're the best person for the role.

c) Perform research on the company

Researching the company you're applying to is an important part of preparing for an interview. Not only will it help provide context for your interview conversations, but it will also help you when preparing thoughtful questions for your interviewers.

Researching the company as much as possible will give you an edge over the competition. Not only that, but fully preparing for an interview will help you remain calm so that you can be at your best.

d) Consider your answers to common interview questions

While you won't be able to predict every question you'll be asked in an interview, there are a few common questions you can plan answers for. You might also consider developing an elevator pitch that quickly describes who you are, what you do and what you want.

## **PART C: RECOMMENDATIONS AND CONCLUSION**

### **1. Summary of the study**

To reach what the author aimed at this study, the study was divided into three parts with their own purpose. The first part briefly covers the theories related to the study. The second part includes 3 chapters. Chapter 1 presents the theoretical basis of English in job interviews. Chapter 2 provides the data and information on English learning and interviews skills for the final year English majors at HPU through questionnaires and interviews. Chapter 3 is some mistakes students make in job interviews. The last chapter is some recommendations and suggestions to improve English learning skills at Haiphong Management And Technology University. Being one of Haiphong Management and Technology University final year English majors, from facing a lot of difficulties in English, together with the deep awareness about the importance of English; the researchers decided to carry out the study with the hope of finding some obstacles that students experience in debating process as well as suggesting some solutions to improve their English ability to stay after graduating, they can be confident in job interviews and find their favorite job.

The study includes three main parts. Part I is the introduction of the research. It introduces to the readers the basic information why this thesis is fulfilled, how it is conducted, and what is conducted for. Part II is the development of the thesis including three chapters. The first chapter provides readers an overview of the theoretical background on which this study bases on. These include definitions of job interviews, how English is used in job interviews. The second chapter examines learning English and teaching English for senior students at HPU. Chapter 3 is some mistakes students make in job interviews and offers solutions to fix them. Accordingly, students' obstacles in the learning English process are lacking basic English skills, possessing stress and nervousness, learning in an unfavorable environment, and lacking general

knowledge. The last part is the discussion and recommendations for the obstacles found above to help learners to overcome these difficulties.

## **2. Limitations of the study**

Although great efforts have been made, this study certainly didn't avoid shortcomings and still leaves much to be desired. The materials supporting the thesis are rather limited, which made some challenges for me to reach convincing conclusion. The limited personal ability of the study can also account for another constraints of the study.

The study was compiled in about two months, and it is my first bests called research so I need more support and materials as well as advice from my supervisor and lectures in Haiphong private university. The survey on ducted in the first term of final year students at HPU; therefore, I just do a survey with 15 students of class NA2101N. The results of survey may not reflect the overview of students' interest in English skills. Besides, the researcher could not cover all the aspects of difficulties.

For these limitations, I would highly appreciate any constructive comments from teachers, friends, students and those who are concerned and interested in this thesis to make it more convincing and useful in process of teaching and learning innovative methods of Ministry of Training and Education.

## **3. Suggestions for further study**

Because of due to time constraints, limited reference resource and especially the researchers' ability, this study could not cover all of aspects of the study. Besides, the study only focuses on effective use of English in job interviews for final year students in HPU in order to help them have the perfect job interview. Moreover, for the further studies, to get better results, the researcher should invite more participants and the data collection method. Together with using survey questionnaires and interviews, observation is also necessary to get more persuasive conclusions. All in all, despite the study can't avoid to the limitation, but the research has been completed under the guiding of the supervisor and self-effort. Any comments and criticism will be highly appreciated for better further.

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