

CHOOSING JOBS



Countdown

- 1** Read the profiles of people talking about their jobs in finance. Match the profiles a–h with the jobs 1–8.

| | |
|--------------------------------|----------|
| 1 an equity trader | <u>a</u> |
| 2 a customer advisor in a bank | _____ |
| 3 an insurance broker | _____ |
| 4 an accountant | _____ |
| 5 an investment banker | _____ |
| 6 an auditor | _____ |
| 7 a company treasurer | _____ |
| 8 an analyst | _____ |

- 2** Work in pairs. Which of the jobs in **1**

- | | |
|----------------------------------|--------------------------|
| ● appeals to you the most? | ● is the most stressful? |
| ● requires the longest training? | ● is the best paid? |

The world of global finance



a 'I buy and sell shares on the stock market in New York.'
Louise Plotkin,
New York



b 'I advise companies about mergers, finance, and raising money from investors.'
Raoul Lopez,
São Paulo

c 'I have to investigate company accounts to check if they are true and accurate.'
Jose Matos de Selva,
Barcelona

d 'I manage the daily cash flow of the company.'
Natalia Welter,
Munich



e 'In my job I serve customers who come into the branch to withdraw cash or open accounts.'
Laurent Rousselet,
Ivory Coast

f 'I analyse companies and sectors and I forecast trends in the economy.'
Olga Zubkov, Moscow



g 'I help companies to prepare accounts and advise on tax.'
Hussein Ali Habib,
Oman



h 'I advise customer the best place to insurance for the car or flat.'
Hiromi Osawa, Osaka



3 What are you looking for in a job? Which **four** of these features are most important to you? Rank the features 1–4 (1= most important).

- to work in a local company near my home ☐
- to work in a large international company ☐
- to work long hours, but get a big salary ☐
- to have evenings and weekends free ☐
- to work directly with customers and the public ☐
- to work with statistics and tables ☐
- to work with companies' financial accounts ☐
- to work on the financial markets ☐
- to have a lot of responsibility early in my career ☐

Vocabulary

Describing a job

2 Complete the sentences with the best verb.

In my job I have to ...

advise answer serve

- 1 _____ customers on their choice of financial products
- 2 _____ customers who need cash or to make payments
- 3 _____ telephone enquiries

analyse forecast set

- 4 _____ what will happen to consumer demand for the next twelve months
- 5 _____ the financial results for last year
- 6 _____ a budget for spending in each department

borrow issue lend raise

- 7 _____ shares or bonds
- 8 _____ capital by issuing shares on the financial markets
- 9 _____ money to customers
- 10 _____ money from the banks in short-term loans

investigate manage prepare

- 11 _____ the accounts at the end of each quarter
- 12 _____ the accounts to check for accuracy
- 13 _____ the cash in our current accounts.

3 Now, using the verbs in the boxes below, complete the two job adverts from an Internet website for financial recruitment.

| | | | |
|--------|--------|---------|-------------|
| advise | answer | borrow | investigate |
| lend | manage | prepare | serve |

An exciting opportunity has arisen at one of the UK's largest banks within a lively call centre environment on the inbound / outbound customer service department.

As a customer relationship trainee, you will have to

_____ ¹ customers who want to carry out transactions, _____ ² questions, and _____ ³ them on the right products to suit their needs. The work involves making quick decisions about customers who want to _____ ⁴ money on their credit cards and deciding who to _____ ⁵ money to by using our credit check systems. **NO COLD CALLING INVOLVED!!**

Supporting our marketing division, you will have to

_____ ⁶ reports on internal errors and _____ ⁷ customer complaints plus _____ ⁸ a database of customer usage.

Previous call centre / sales experience is preferred, but not essential, as full training is provided.

If you are interested in the above role, please call immediately on 0234 326 7635.

advise manage raise set

International opportunities for young graduate accountants to train in a multinational accountancy team. Working in São Paulo, Brazil, you will be responsible for advising international companies on their operations in the country. Key tasks include presenting solutions to clients on

how to _____⁹ cash flow more efficiently

how to _____¹⁰ capital from the banks

how to _____¹¹ budgets and implement control systems

how to _____¹² clients on better tax planning.

It's my job

- 1** Look at the list of qualities that could be important to work in financial markets. Mark them VI (very important), QI (quite important), or NI (not important). Then compare your answers in pairs.

- | | | | |
|---|--|-------|--------------------------|
| 1 | having a lot of experience in business or finance | _____ | <input type="checkbox"/> |
| 2 | being able to get on well with your clients | _____ | <input type="checkbox"/> |
| 3 | being good at working in a team | _____ | <input type="checkbox"/> |
| 4 | being good at socializing | _____ | <input type="checkbox"/> |
| 5 | being good at listening to and remembering information | _____ | <input type="checkbox"/> |
| 6 | being able to think quickly | _____ | <input type="checkbox"/> |
| 7 | being good at taking risks | _____ | <input type="checkbox"/> |

- 2** Now read an interview with Jilly Atkins, a bond trader who works in the debt markets, buying and selling government debt. Tick (✓) the qualities in **1** that she mentions.

Jilly Atkins

Before you got your job, did you study business or finance at college?

No, actually, I didn't. In fact, when I applied for my first job, I really had no experience in finance. I just looked on the Internet to see which finance jobs paid the best. I saw that as a bond trader you could earn £100,000 after only two years in the job. So I decided that was the job for me!

What skills and qualities were they looking for?

I hope I impressed them. You definitely need good personal skills in this job because everything depends on contacts. You have to be good on the telephone so people want to call you with a deal. But it's not only in the office. If you want to make a lot of money, you also have to socialize and network with clients at night. That means lots of eating in restaurants. That's where you hear the best news. You're always competing with other banks for the same business so you have to keep the clients very happy. It's fun, but hard work.

It's a very demanding job. Do you work a long day?

Yes, I do. We start work every day at 7.00 a.m. We have to go to the morning briefing, when the analysts tell

us about information in the news that is important for prices. Then the head of the division explains the strategy for the day. We begin to call people at 7.40 and the markets open at 8.00 when we make the first deals. The phone never stops and we have to keep a lot of information in our heads.

How much money are you dealing in?

We are trading in tens of millions and that means you can't make any mistakes. The profit on a deal is so small that we have to trade in very large quantities to make money. So the ability to think fast and decide things quickly is essential.

I think I know what you will say to this question ...

Is your job interesting?
Yes, of course, it's absolutely fascinating.





- 3 Read the interview again and write T (true) or F (false).
- 1 Jilly chose her job mainly because of the salary.
 - 2 Nearly all the trading takes place outside the office.
 - 3 Clients normally prefer to deal with just one bank.
 - 4 Traders need to have an excellent memory.
 - 5 Traders often make a big profit on a single deal.



● Language spot

Question types

1 Look at these questions the interviewer asks Jilly.
Which ones can she answer *yes* or *no*?

- 1 Before you got your job, did you study business or finance at college?
- 2 What skills and qualities were they looking for?
- 3 Do you work a long day?
- 4 How much money are you dealing in?
- 5 Is your job interesting?

How are *yes* / *no* questions different from information questions?

2 Make these statements into *yes / no* questions.

1 You can earn a lot.

2 An insurance broker works with insurance policies.

3 They work for Paribas.

4 She is an analyst.

5 I have to socialize with clients.

6 The share price could rise considerably.

3 Ask information questions to get the answers below.

1 Q: _____

A: They sell a range of insurance products.

2 Q: _____

A: She earns £50,000 a year.

3 Q: _____

A: We have ten branches in Spain.

4 Q: _____

A: It takes two years to train as a broker.

5 Q: _____

A: I decided to become an accountant because I love working with numbers.

Reading

What can you expect from a career in banking?

You are going to read two reports from a university magazine on careers in banking. Helen works in the corporate finance department of an investment bank and Angus is a customer service advisor in a retail bank.

2 Work in pairs and complete the questions below.

- 1 Who _____ work for?
- 2 When (start) _____ in the morning?
- 3 What sort of skills _____ need?
- 4 What tasks _____ in the office?
- 5 What kind of reports _____?
- 6 How many customers _____ each day?
- 7 How much _____ earn?
- 8 How often _____ meetings?
- 9 How many hours _____ in a day?
- 10 How long (take) _____ get home?

5 Now work together and find the words in the two texts to match the definitions.

Someone who ...

- 1 has finished university is a _____.
- 2 is starting in a company is _____.
- 3 works well with customers has _____.
- 4 doesn't make mistakes is _____.
- 5 works well with other colleagues is a _____.
- 6 is enthusiastic about their job is _____.

**Helen Marshall (2003–06)
Analyst, Morgan Straits**

If you join an investment bank as a graduate trainee, you can expect to work long hours. It's part of the culture.

My day starts at about 8.00 a.m. when I check my email and voicemail to see who wants information immediately. It can continue until about 1.00 in the morning if we are working on a big merger. Fortunately, I live only twenty minutes from the bank. I usually get my main work from my boss at the daily team meeting at 10 o'clock, which can be a comparative analysis of companies or completing a report on a loan application for a big company.

As an analyst, you need to be good at statistics because you spend a lot of the day working at the computer on tables or spreadsheets. It's also important to be well organized and a good team player because you depend on your colleagues to meet deadlines.

It is a very exciting job because you learn very quickly and they are good at giving you training – I have already done courses on how to value companies and on accountancy. But there is not much chance of meeting with customers, so you can feel isolated at times. After a year, I still love the excitement of the job and the salary is great, £40,000. But if you are thinking of joining an investment bank, make sure you are well motivated and good at computer skills before you start.



● Language spot

Present Simple v Present Continuous

1 Look at these sentences.

I am well organized.

I start work at 9.00 a.m.

I work for an insurance company.

This week, I am preparing a report for my manager.

In my country, the markets close at 5.00 p.m.

We are not receiving any mail due to the current postal strike.

Complete the rules with *Present Simple* or *Present Continuous*.

- 1 We use the _____ to talk about our skills and abilities.
- 2 We use the _____ to talk about daily routines.
- 3 We use the _____ to talk about what we are doing 'now' or what is happening 'now'.
- 4 We use the _____ to talk about facts.
- 5 We use the _____ to talk about temporary situations and arrangements.

2 Jilly Atkins, the bond trader, receives a call from another broker. Complete the dialogue using the correct form of the verbs in brackets.

Ed Hi, Jilly. Are you having¹ (you / have) a busy day?

Jilly Of course. You know this job, Ed. There's always something going on. This morning the markets _____² (go up), but I _____³ (lose) money on a dollar trade.

Ed What do you normally do for lunch? _____⁴ (you / have) it in the canteen?

Jilly Oh, I usually _____⁵ (go) to a restaurant, but today I _____⁶ (not do) anything special.

Ed _____⁷ (you / want) to meet up for lunch? I _____⁸ (have) a few ideas I want to talk about. I've heard the Japanese government _____⁹ (think) about changing its policy on currency reserves. Usually, they _____¹⁰ (buy) dollars, but now they _____¹¹ (begin) to move into euros. It could be interesting.

Writing

A covering letter

When you apply for a job, you normally send a CV and a covering letter.

- 1 Complete the covering letter by choosing the correct verbs. (Use the explanations in *Language spot* on p.9.)

Ms M Wilson
JBD Bank
56 Cheapside
LONDON EC4Y 2WD
23 June 20—

Dear Ms Wilson,

I *write / am writing*¹ to apply for the job of customer advisor, as advertised on your website on 13 June (reference WRF/236).

I *am / am being*² numerate, I *have / am having*³ good personal skills, and I am very interested in banking. I *like / am liking*⁴ contact with customers and I am good at communicating with people.

As you can see from my CV, I studied economics at school and I *now study / am now studying*⁵ for a diploma in business studies. I *think / am thinking*⁶ this gives me a good background for the job.

I *currently work / am currently working*⁷ part-time in a bookshop, so I *have / am having*⁸ experience of dealing with customers and handling money. Every day I *prepare / am preparing*⁹ the cash balance when we close the shop. Presently, during the holiday period, I *also help / am also helping*¹⁰ my uncle with his accounts on the computer.

I would be very pleased to have the opportunity to discuss this application further. You can contact me by email at: jsmith@meganet.com.

I look forward to hearing from you.

Yours sincerely,

James Smith

James Smith

Over to you

In a job interview, you have to explain why you want to do a job and why you would be good at it.

Choose your favorite job from the previous lesson. Use the *Useful language* below to help you think of ideas

Useful language

- I would like to be a ... because I want to ...
- In this job you need to ...
- I like / enjoy / am good at
 - analysing figures and data
 - selling things
 - working on computers
 - solving problems
 - working with people in a team.
- At the moment I am studying ...
- For me, the most important thing is ...
- I think this job will help me to ...
- I think a ... needs to be ...