

## **Question 1 (5 points)**

1. Oral communication depends on clarity, tone, pronunciation, and body language **True**
2. A panel interview involves only one interviewer and one candidate. **False**
3. The body stage of an interview includes greeting and introduction. **False**
4. A professional CV for students should be more than one page long. **False**
5. A professional email must use formal language and avoid spelling and grammar mistakes. **False**

## **Question 2 (2 points)**

Give two examples of written communication tools.

Two examples of written communication tools are:

- **Emails**
- **Curriculum Vitae (CV)**
- **(reports, letters)**

## **Question 3 (3 points)**

You are asked the following interview questions:

*“Why do you want this job? and What are your strengths?”*

Write a short and professional answer (4–5 lines) showing good communication skills.

### **Model Answer:**

I want this job because it allows me to develop my communication skills and gain professional experience. I am motivated to work in a professional environment and contribute positively to the company.

My strengths are good communication skills, confidence, and the ability to work well with others. I am also organized and able to listen carefully to customers' needs.

## **Question 4 (5 points)**

You are applying for the position of **Customer Service Assistant** in a company.

Write a **professional email** to apply for this position, respecting the conventions of formal professional communication.

**Subject: Job Application – Customer Service Assistant**

**Dear Sir/Madam,**

I am writing to apply for the position of Customer Service Assistant in your company. I am highly motivated and interested in working in a professional environment where I can develop my skills.

I believe that my communication skills and my ability to work with customers make me suitable for this position.

Thank you for your time and consideration. I look forward to your reply.

**Best regards,**

[Student's Full Name]

### **Question 5 (5 points)**

A student wants to apply for a job but does not have a well-prepared Curriculum Vitae.

Write the main sections of a professional CV. Then mention three conditions that must be respected to make a CV professional

#### **Main Sections of a Professional CV:**

- Personal information
- Career objective
- Education
- Work experience
- Skills
- Trainings / activities

#### **Three Conditions of a Professional CV:**

- Clear and simple format
- No spelling or grammar mistakes
- Organized structure