

PART TWO

Questions 9 – 14

- Read this article about the importance of getting the little things right at work.
- Choose the best sentence to fill each of the gaps.
- For each gap 9 – 14, write one letter (A – H) on your answer sheet.
- Do not use any letter more than once.
- There is an example at the beginning, (0).

A good recruitment specialist will be able to tell quite a lot about a person from their CV, their interview and how they perform in their assessment day tasks. For example, they will learn about an individual's ability to interact with others, to solve problems, to make important decisions, to present an argument convincingly and to think critically. (0) ^D These include punctuality, attendance, prioritising of work and effective written communication.

I put inverted commas around the word 'little' because, of course, these things are not actually insignificant. They are all things that add up. (9) Competent employees not only help the company to progress, but they are also the ones who advance their own careers most quickly. Let's look at these little things one by one.

Punctuality communicates a sense that you are both dedicated to your job and interested in the work that you do. Lateness creates the opposite impression: that you don't really care. (10) Your colleagues may feel resentful that while they are working hard, you are choosing to work as and when you please. It is likely also that by being late, you will have to work faster to catch up. This may, in turn, cause you stress and result in your producing lower-quality work. (11)

Much the same goes for attendance. While it will be obligatory that you attend some meetings and work engagements, a certain number of others will be optional. By missing these, you send a signal that you have low commitment to your work or that you are not a team player. (12) No-one achieves promotion through the ranks by having a low profile.

The ability to prioritise work tasks is perhaps the most difficult workplace skill to master. Even though we all have a tendency to be drawn to the things we do well and enjoy doing, we generally know that there are various important tasks that should be our priority. But alongside these are many minor tasks which often slip through the cracks. They seem small, but actually, left undone they grow more important and urgent each day. (13) A good employee will have a system for dealing with these. Either it will involve delegating them or it will mean making time for them – returning someone's call just before you go into a meeting, answering a couple of emails before you leave work, etc. Whatever system has been adopted, it will most likely include recording these tasks on a to-do list and checking the list regularly.

Efficient and effective written communication is a key part of daily working life. A recruiter will have had the chance to see a candidate's writing skills in their CV and covering letter. (14) There are many other types of writing, such as emails to colleagues or customers, where an employee must show an ability to be clear, concise – and persuasive, if necessary. Precise and well-crafted writing conveys an impression of an intelligent and incisive mind. Conversely, a poorly written email can make the writer look lazy or poorly educated.

Example:

0	A	B	C	D	E	F	G	H
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- A** It is a pattern that can easily set in and be difficult to break.
- B** More than that, it can also have a detrimental effect on those around you.
- C** It's almost as if they create more work; certainly, they create more stress than they should.
- D** What is far more difficult to evaluate is a person's approach to the seemingly 'little' things at work.
- E** It is very important to ask your employer in these situations if they are satisfied with your performance at work.
- F** However, these are specific writing types and may have been checked and edited by a third party.
- G** Indeed, taken together, they represent a critical yardstick of good employee behaviour.
- H** You also lose out on important opportunities for learning and networking and, ultimately, for your own career prospects.