

PRACTICE 4

Situation: You are Sales Manager of Mercury plc, a large electronics company.

Your Personnel Department recently sent you two young men who were interested in a full-time job in sales. It was agreed to give them a one-month trial at the end of which one of the men would be offered a full-time position. Your company's Personnel Manager, Ms Katy Dixon, will make this decision but she asks you for your opinion in the form of a report. Use the notes you have kept.

Jake Sinclair and Barry Brewster

Started work in sales on Mon 3 Sept.

Both work directly under my supervision.

JS & BB have been on time every day.

Always ready to start at 9 and willing to stay on after 5pm if required.

Both well-dressed, get on well with colleagues.

J more outgoing (18 months older) than B - most obvious when talking to customers or telephoning. B more reserved, chooses words more carefully. If he can't answer a customer's question he'll say so and find out answer. J will talk & talk.

Write the report.