

Covering for Your Manager

You have one minute to read through this task.

— Information Exchange

Your manager is going on a business trip for one week and would like you to look after the office while he/she is away. The Examiner is your manager and you are meeting him/her to discuss your responsibilities.

FIND OUT THIS INFORMATION:

1 main task for the week

2 meetings planned

3 visitors to the office

You will then be asked for your opinion on this information.

— Discussion

Now discuss this topic with the Examiner.

| How can you avoid problems when your manager is away?

Communicative Activity

For the last part of the test you will imagine you are in a situation which is described in this task sheet. *[Hand over Part 3 Task Sheet.]*

[Allow one minute.]

OK? Remember that I am your manager and that you are meeting me to discuss what you should do when I am out of the office. So please start when you are ready.

Allow the candidate to take the initiative to start off and direct the exchange, but prompt him/her if necessary.

YOU WILL NEED THIS INFORMATION:

- 1 The most important thing is to keep an eye on the staff and to be available to give any help they need; there isn't too much to do while I'm away.
- 2 There are only two meetings scheduled: the weekly progress and planning meeting on Monday morning and the sales meeting on Thursday afternoon. The agendas are both ready.
- 3 On Tuesday a sales rep from one of the suppliers is giving a product presentation and on Thursday morning there's a software engineer coming to install a new spreadsheet programme. My secretary has the details.

Then move on to the following question: **Do you think you'll be able to manage next week?**

Allow the candidate to give a brief answer to this topic. (approx. 20 seconds).

Now we will move on to the discussion topic: **How can you avoid problems when your manager is away?**

— Discussion prompts

- Get clear instructions
- Have a contact number
- Make sure all the staff understand the situation

This should last about 1 – 1½ minutes. Make comments rather than just asking questions, but keep your involvement to a minimum.

OK. That's the end of the test. Thank you very much.