

ALX Recruitment.

Hello, this is Janet Byers from HR at PRO Limited.

Oh, hello, Janet. It's David. How can I help you today?

Oh, hi, David. We're looking for a Team Leader and were hoping you could help.

We'll certainly do our best. Is this for the Sales Department again?

Actually, it's for Customer Services.

Right. Is it a permanent position?

No, just for 4 months over the summer period.

I see. And the ideal starting date?

Well, the current member of staff was going to leave on the 3<sup>rd</sup> of April, but can stay now until the end of the month. So, if we said the 1st of May, that'd be great.

OK. Does the new person need any particular qualifications or skills?

They'd need to have a diploma or a degree but the subject isn't important. They'll be liaising with all kinds of clients and staff so the key thing is communication. They need excellent abilities in that area. Some kind of management background would also help, but it's not essential.

Fine.