



WEEKLY HOMEWORK

I. BUSINESS VOCABULARY

Read the sentences and choose the right word or expression.

James always does _____ well.

- A) Job
- B) Working
- C) his job

You should always call the customer by his/her _____, not his/her first name.

- A) last name/surname
- B) second name
- C) familiar name

I remember faces very well. = I'm _____.

- A) good with faces
- B) good at faces
- C) good in faces

Do you have any _____ on you?

- A) cards of business
- B) work cards
- C) business cards

II. GRAMMAR REVIEW | MIX TENSES

WRITE the most suitable PAST SIMPLE OR PRESENT PERFECT forms for the gaps below.

1) _____ painting the bedroom yet?'
'Not yet. I'll finish it tomorrow.'

2) I _____ much last year, but I _____ a lot this year.

3) _____ a holiday recently?

4) We _____ last week. We _____ here for 5 days.

5) Mr. Barnes is very important in this company. He _____ here for 30 years.



III. LISTENING ACTIVITY 1

Play the **AUDIO** and write down the price you hear

- a) That will be  _____
- b) That comes to  _____
- c) That will be  _____
- d) That comes to  _____

IV. LISTENING ACTIVITY 2

Listen and write down the customer's answers to the questions he or she is being asked.

	<p>Agent: May I have your name? Customer:  _____</p>
	<p>Agent: May you confirm you address? Customer:  _____</p>
	<p>Agent: May I have your email address? Customer:  _____</p>
	<p>Agent: Could you please provide your PHONE NUMBER IN CASE THIS CALL GETS DISCONNECTED Customer:  _____</p>
	<p>Agent: My bad Pop, How can I help you? Customer:  _____</p>



V. LISTENING ACTIVITY 3

Watch and listen to the following video and complete the blanks.

WATCH NOW 

Write down new expressions and learn them

Question: Would you like to live on a desert island?

Would I like to live on a desert island? It's a great question. When I was younger, I used to really want to live on a desert island. I thought it would be one of the most fun things in the world, as long as I could take some good music and a great selection of books. I'm a massive reader, I love reading.

Even though I read an obscene amount of books, up to 15 or 20 books a month, some months, I just never seem to have as much time as I want to read the books that I want to read. I once calculated how many books have been published, how many books are being published every year. It would take more than a lifetime to read all the books I want to read because there's stuff to do in life as well. So I always thought I'd want to go and live on a desert island with all the books I could take with me and just read everyday and do sit ups and get healthy and get a nice suntan.

Now I'm a little older. A lot older, it's my birthday today. And I have a family and I have friends and things to do, and to be honest, it's still tempting, but I probably wouldn't... I would.

VI. SPEAKING ACTIVITY

Click on the microphone and make sure you speak for 30 seconds.

If you stop speaking for 2 seconds the microphone will stop recording and you will see your answer, so make sure about the following:

- *Speak clearly and aloud*
- *Use vocabulary from the previous activity*
- *Speak for 30 seconds with no pauses*

Now it is your turn to answer the question: **“Would you like to live on a desert island?”** use as many expressions as you were able to learn in the previous activity.



If you get 6 or ABOVE that means that you are almost ready to work in a call center. You only need preparation.

Therefore I invite you to join our **PRIVATE PREPARATION COURSE YOU CAN CHAT WITH US**



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