



WEEKLY HOMEWORK

I. BUSINESS VOCABULARY

Read the sentences and choose the right word or expression.

1. **skills involve listening, speaking, observing, and empathizing.**
A) Communication skills
B) Building Rapport
C) Problem-solving skills

2. **They're the abilities that let you break information down into smaller sets to draw conclusions**
A) Communication skills
B) Building Rapport
C) Problem-solving skills

3. **It helps you to establish good interpersonal relationships, and this can open many doors for you.**
A) Communication skills
B) Building Rapport
C) Problem-solving skills

II. GRAMMAR REVIEW | MIX TENSES

Choose the present perfect simple or present perfect continuous to complete the sentences below. If both tenses are possible, use the present perfect continuous.

I 've **been cycling / cycled** and my legs are really tired now.

I'm sorry I'm late, **have you waited / have you been waiting** for a long time?

How long **have you known / have you been knowing** Peter?

Somebody / **has been eating / has eaten** my cookies. There are none left.

Somebody / **has been eating / has eaten** my cookies. There are very few left.



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 your 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: How can I help you? Customer: _____</p>
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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: What is your ideal hotel?

Hi, my name is Tina. I'm from the _____ and the question is what is your ideal hotel?

Well, this, my answer changes _____. If I want to go on a _____, I want a nice hotel in a _____ and people that clean up after me. But if I'm traveling and I'm _____, I want a cheap place that's safe. I don't care about _____. A fan is perfect for me. It's nice if it _____.

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: “**What is your ideal hotel?**“ 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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