



WEEKLY HOMEWORK

I. BUSINESS VOCABULARY

Read the sentences and choose the right word or expression.

1. James always does _____ well.

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

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

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

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

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

II. GRAMMAR REVIEW | MIX TENSES

Choose during, for, while to complete the sentences below.

1. She has been sleeping **during / for / while** ten hours.
2. I lived in London **during / for / while** over two years.
3. I met George **during / for / while** my trip to Barcelona.
4. The singer fell ill **during / for / while** they were on tour.
5. She gets up at 6 and meditates **during / for / while** an hour before going to work.

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.

	Agent: May I have your name? Customer: _____
	Agent: May you confirm you address? Customer: _____
	Agent: May I have your email address? Customer: _____
	Agent: Could you please provide your PHONE NUMBER IN CASE THIS CALL GETS DISCONNECTED Customer: _____
	Agent: How can I help you? Customer: _____

V. LISTENING ACTIVITY 3

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

Write down new expressions and learn them

WATCH NOW

Question: Are you good at saving money?

Hello, my name is Bianca and I'm from North Carolina in the United States. My question is, are you good at saving money?



And I _____ at saving money now than I used to be. So years ago, it was almost as though money were burning a hole in my pocket and I just had to spend it to get rid of it.

There are other times though when I _____. So it was really difficult to put away a sizable nest egg, to build a sizable nest egg. Now however, I am much more self-controlled, much _____. So it's easier to save and I would say I've gotten much better.

I actually enjoy it. I enjoy knowing that I have money saved away for a rainy day in case I need it or I have _____. I also enjoy knowing that I have money socked away just in case someone else needs it and I can help them.

And I would say that a budget has really helped with this. _____ and sticking to a budget, as well as reviewing my finances regularly. Whether that's daily or every other day or every few days.

That way I can see my trends in spending. I can curtail unnecessary spending. And I can also see if I've just been making _____. So yes, I would say that now I'm good at saving money. Thank you so much for watching this. And what about you? Are you good at saving money?

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: **“ARE YOU GOOD AT SAVING MONEY?”** 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**



Click the whatsapp logo