A DAY IN THE LIFE OF A CALL HANDLER

Listen to Nick as he explains his life as a call handler for the Avon and Somerset police service.Complete the following sentences with suitable information.

A day in the life of Nick, Call Handler - YouTube

1. Nick has been a call handler for _____ His job involves taking_____ for a _____ service.
2. The calls might be made by a range of different users, from _____ to _____ including _____.
3. He Works closely with other _____ but also with _____.
4. What motivates him to do his job is the fact that what he _____ will make a _____ to people's lives.
5. One of the challenges he faces in his job is talking to people who are _____,_____ or _____.
6. He _____shiftwork but he recommends to learn when and how to _____ and _____ at the beginning of doing this type of work.
7. His coworkers and he often meet socially such as _____ or _____ in order to _____.
8. He recommends people interested in this kind of job to learn how to _____.
9. Before working as a call handler, Nick worked as a _____ so he was accustomed to _____. Besides being a police _____, he was familiar with how the police worked.