

Reading: From Shy Beginner to Confident Team Player (B1)



Read this story about Anna. As she starts a new job at a hotel in Berlin's hippest district Friedrichshain, she struggles with shyness and low self-confidence. With the help of her friendly coworkers, she slowly becomes more optimistic, responsible, and confident about her future.

When Anna started her new job at a small hotel in Berlin, she felt both excited and nervous. She was naturally shy, and her shyness sometimes made it difficult to speak to new people. However, her manager, Mr. Keller, was very sociable and cheerful. His sociability and positive energy made everyone feel comfortable.

On Anna's first day, Mr. Keller introduced her to the team. Maria, the receptionist, was known for her thoughtfulness and generosity. She always helped new workers and was very patient when Anna asked questions. Ben, the cook, was creative and enthusiastic. His creativity could be seen in the colourful dishes he prepared every day.

At first, Anna lacked self-confidence. She worried that she was not intelligent enough for the job. But Maria spoke to her honestly and said, "You are more intelligent and responsible than you think." Her honesty touched Anna deeply.

One evening, the hotel became extremely busy because an important music festival was taking place in the city. A guest became angry because his room was not ready. Anna stayed calm and showed great patience. She listened sympathetically and tried to solve the problem. Mr. Keller later praised her maturity and responsibility.

"You were very professional," he said. "Many people become pessimistic in stressful situations, but you stayed optimistic and realistic."

Little by little, Anna became more self-confident. Her ambition also grew. She wanted to become the hotel manager one day. To improve her English, she spoke with foreign guests every day. Her flexibility helped her adapt to unexpected problems, and her punctuality impressed everyone because she was never late.

A few months later, the hotel organized a charity event. Ben had the idealistic idea of cooking free meals for homeless people. Some workers thought the plan was unrealistic, but Anna supported him loyally. Her loyalty and enthusiasm encouraged the others to join.

During the event, Anna met an old man named Viktor. Even though he lived on the street he was modest, serious, and very honest. He told her stories about his difficult life and his bravery during dangerous times in his home country. Anna listened with sympathy and respect.

Not everyone in the hotel was easy to work with, however. One employee, Karl, was stubborn and pessimistic. His stubbornness often caused arguments. He complained about almost everything and believed the charity event would fail. But after the event became successful, even Karl admitted that he had been too negative.

At the end of the evening, Mr. Keller thanked the whole team. "This hotel works because of your cheerfulness, creativity, responsibility, and loyalty," he said. Anna smiled. For the first time in many years, she truly felt mature, optimistic, and ready for the future.

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Now answer the questions. Choose A, B or C. Only one answer is correct.

1. Why was Anna worried when she began her new position?

- A) She disliked hotels and tourism.
- B) She had trouble feeling relaxed around strangers.
- C) She wanted to work in another city.

2. What was special about Mr. Keller's personality?

- A) He was famous for being very strict.
- B) He preferred avoiding conversations with workers.
- C) He made people feel comfortable and positive.

3. How did Maria support Anna?

- A) She patiently guided her through the new tasks.
- B) She told her to solve problems alone.
- C) She competed with her for promotion opportunities.

4. Why did Anna doubt herself at first?

- A) She questioned her own abilities.
- B) She disliked speaking foreign languages.
- C) She thought the work was boring.

5. What did Anna do when a guest complained angrily?

- A) She ignored the guest completely.
- B) She stayed calm and tried to help.
- C) She asked Karl to handle the situation.

6. What future plan motivated Anna?

- A) She planned to open a music club.
- B) She wanted to become a professional cook.
- C) She hoped to manage the hotel someday.

7. Why did some employees disagree with Ben's project?

- A) They believed the idea would not work well.
- B) They thought the event was too expensive for guests.
- C) They wanted a sports event instead.

8. What is the main message of the story?

- A) Success only comes from intelligence and ambition.
- B) Support from others can help a person grow in confidence and maturity.
- C) Working in a hotel is too stressful for shy people.