





LISTENING 1

PLAY HERE! 

Listen and choose the correct information for each person.

	EUSEBIO	DIOGO	YOUSSEF	MONICA
				
HOURS OF WORK				
LIKES ABOUT THE JOB				
DISLIKES ABOUT THE JOB				

LISTENING 2

PLAY HERE! 

Listen to four short incidents at reception. Match the incidents with the problems.

INCIDENT 1	Not focused on the job
INCIDENT 2	Laziness
INCIDENT 3	Poor English
INCIDENT 4	No one at the desk

teacher Emma