

▶ You will hear extracts from an interview. Jenny is interviewing Melanie Smith for a call centre position. Listen to the first extract and match the numbers to what they represent.

- | | |
|-----------------------------|--------------------------------------------------|
| five <input type="radio"/> | <input type="radio"/> days a week |
| eight <input type="radio"/> | <input type="radio"/> years in previous company |
| seven <input type="radio"/> | <input type="radio"/> team leaders |
| ten <input type="radio"/> | <input type="radio"/> years with present company |
| six <input type="radio"/> | <input type="radio"/> call centre operators |

Listen to the second extract and select the call centre problems they discuss.

- Difficulties with customer complaints
- Staff shortages
- High absenteeism
- Staff relationships
- Stress



Listen to the third extract and complete the sentences.

1. "I particularly _____ dealing with customers."
2. "I have an _____ to build a good rapport with people with telephone."
3. "I believe I am _____ at it."
4. "My _____ has a good job in this area."
5. "My company did ask me if I would _____."