



## WEEKLY HOMEWORK

### I. BUSINESS VOCABULARY

Read the sentences and choose the right word or expression.

1. **skills involve listening, speaking, observing, and empathizing.**
  - A) Communication skills
  - B) Building Rapport
  - C) Problem-solving skills
  
2. **They're the abilities that let you break information down into smaller sets to draw conclusions**
  - A) Communication skills
  - B) Building Rapport
  - C) Problem-solving skills
  
3. **It helps you to establish good interpersonal relationships, and this can open many doors for you.**
  - A) Communication skills
  - B) Building Rapport
  - C) Problem-solving skills

### II. GRAMMAR REVIEW | MIX TENSES

Choose the present perfect simple or present perfect continuous to complete the sentences below. If both tenses are possible, use the present perfect continuous.

I **'ve been cycling / cycled** and my legs are really tired now.

I'm sorry I'm late, **have you waited / have you been waiting** for a long time?

How long **have you known / have you been knowing** Peter?

Somebody / **has been eating / has eaten** my cookies. There are none left.

Somebody / **has been eating / has eaten** my cookies. There are very few left.



### 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.

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



## 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: What is your ideal hotel?**

Hi, my name is Tina. I'm from the \_\_\_\_\_ and the question is what is your ideal hotel?

Well, this, my answer changes \_\_\_\_\_. If I want to go on a \_\_\_\_\_, I want a nice hotel in a \_\_\_\_\_ and people that clean up after me. But if I'm traveling and I'm \_\_\_\_\_, I want a cheap place that's safe. I don't care about \_\_\_\_\_. A fan is perfect for me. It's nice if it \_\_\_\_\_.

## 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: **“What is your ideal hotel?”** 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**