

**WEEKLY HOMEWORK****I. BUSINESS VOCABULARY**

Read the sentences and choose the right word or expression.

1. James always does \_\_\_\_\_ well.

- A) Job
- B) Working
- C) his job

2. You should always call the customer by his/her \_\_\_\_\_, not his/her first name.

- A) last name/surname
- B) second name
- C) familiar name

3. I remember faces very well. = I'm \_\_\_\_\_.

- A) good with faces
- B) good at faces
- C) good in faces

**II. GRAMMAR REVIEW | MIX TENSES**

Choose during, for, while to complete the sentences below.

1. She has been sleeping **during / for / while** ten hours.

2. I lived in London **during / for / while** over two years.

3. I met George **during / for / while** my trip to Barcelona.

4. The singer fell ill **during / for / while** they were on tour.

5. She gets up at 6 and meditates **during / for / while** an hour before going to work.

**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.



**Agent:** May I have your name?

Customer: \_\_\_\_\_



**Agent:** May you confirm your address?

Customer: \_\_\_\_\_

**Agent:** May I have your email address?

Customer: \_\_\_\_\_

**Agent:** Could you please provide your **PHONE NUMBER IN CASE THIS CALL GETS DISCONNECTED**

Customer: \_\_\_\_\_

**Agent:** How can I help you?

Customer: \_\_\_\_\_

#### V. LISTENING ACTIVITY 3

Watch and listen to the following video and complete the blanks.

**WATCH NOW**

Write down new expressions and learn them

**Question:** Are you good at saving money?

Hello, my name is Bianca and I'm from North Carolina in the United States. My question is, are you good at saving money?



And I \_\_\_\_\_ at saving money now than I used to be. So years ago, it was almost as though money were burning a hole in my pocket and I just had to spend it to get rid of it.

There are other times though when I \_\_\_\_\_. So it was really difficult to put away a sizable nest egg, to build a sizable nest egg. Now however, I am much more self-controlled, much \_\_\_\_\_. So it's easier to save and I would say I've gotten much better.

I actually enjoy it. I enjoy knowing that I have money saved away for a rainy day in case I need it or I have \_\_\_\_\_. I also enjoy knowing that I have money socked away just in case someone else needs it and I can help them.

And I would say that a budget has really helped with this. \_\_\_\_\_ and sticking to a budget, as well as reviewing my finances regularly. Whether that's daily or every other day or every few days.

That way I can see my trends in spending. I can curtail unnecessary spending. And I can also see if I've just been making \_\_\_\_\_. So yes, I would say that now I'm good at saving money. Thank you so much for watching this. And what about you? Are you good at saving money?

## 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: "**ARE YOU GOOD AT SAVING MONEY?**" 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**



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