You are going to read an article in which four people are talking about their job in the retail industry. For questions 1–10, choose from the people (A–D). The people may be chosen more than once.

Which person

1 hadn't originally planned to get a job in retail?

2 believes that customers can sometimes be wrong?

3 is afraid of serving customers who have a complaint?

4 thinks they could have dealt with a difficult situation better?

5 admits to not realising how their job would impact their life outside of work.

6 wishes they could improve the way they deal with customer complaints?

7 feels that they were treated badly?

8 isn't satisfied with their salary?

9 had a sudden realisation about the way they should behave?

10 accepts that their job means that they can't always do what they want?

A Elizabeth Adley

I love customer service, I really do, or I wouldn't have lasted in retail. However, over the years I've learnt there's a line between giving good customer service and letting someone get away with anything just because they're a customer. During my training, my boss told me that 'the customer is always right' but that's not always the case. I remember getting into trouble once for standing up to a shopper who was being unreasonable, which I didn't feel was right. I'm not paid any extra for dealing with rude customers. Recently, a woman started complaining to me about the price of a skirt which I thought was amusing as I don't decide what things cost. However, at that moment, I understood that people just need me to listen, like a friend I suppose, and after that, she went away quite happy in the end.

B Javier Silva

Nobody really understands why I can't come over and watch TV on a Friday or Saturday night and, when I first got the job, friends were convinced I was being anti-social or trying to be difficult when making plans. I must confess that I didn't think that my social life would be quite as affected by the job as it has been. The thing is, because people want to do their shopping when they've finished work, I'm always scheduled to work unsociable hours. I do enjoy my job in retail, but I also know that it's not as well paid as jobs in other industries. I can't always afford to get the things I want and sometimes I have to work extra shifts just to make ends meet. I guess that's the only thing I wish were different really.

C Neslihan Demir

Sometimes people look at me strangely when I tell them what I do for a living, as if it's something I should feel embarrassed about. When I started, it wasn't my dream job or even the field I wanted to work in, but I can pay my bills and I have just enough money to socialise. Of course, I'm not suggesting it's the most exciting job, but it has its moments. Like the time a woman came in to buy a dress. I was supposed to be away with friends that week but had to work at the last minute. She got really irritated because we didn't have the dress in her size and although I spent ages trying to help, I'm not sure I handled it well and felt that I could have been more polite. In the end, she went away empty-handed.

D Antonio Bianchi

People who work in retail love to complain about customers, but I know from first-hand experience that although some customers can be rude and impatient, there actually aren't that many who are. Generally, most people find what they are looking for and leave. I'm grateful, as there's nothing more terrifying than dealing with a shopper who's unhappy with a purchase. Having said that, consumers have rights and I'm the first to complain if standards are low. In actual fact, trying to resolve issues where the customer is unhappy is a big part of my job. My boss says I'll get better at handling these over time, and I really hope that's the case. Thankfully, I haven't had to deal with many, and generally I'm enjoying the job. The only downside is that I miss out on a lot of social events because of work commitments, but I guess that's just the nature of working in retail.

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