

### Exercise 3

You will listen to extracts from a talk about customer satisfaction.

Read the information. Then look at questions 1–5. Listen and match the underlined words with the words and phrases the speaker uses.

It's important to decide what key information you need to listen for as this will help you to focus your attention while listening. However, the speaker probably won't use the same words which appear in the questions. Instead, he or she will paraphrase them (use other words or phrases with a similar meaning).

1 What is the general focus of Giles Watson's training session?

2 What does Giles think is the key part of making customers feel happy?

3 In another session, Giles will offer some advice in ...

4 What does Giles say is the most difficult thing to achieve?

5 What experience has Giles had of unpleasant customers?

crucial	give tips	main challenge	main reasons	overall theme	remind
you	rude	the basics	the most important aspect	uninterested	

1. Instead of 'general focus', Giles says:	
2. Instead of 'the key part', he says:	
3. Instead of 'offer advice', he says:	
4. Instead of 'most difficult thing', he says:	
5. Instead of 'unpleasant', he says:	