Interactive Worksheet Class 4.

Name: _____

Subject: English for Call Centers.

Topic: Tools and Equipment.

Vocabulary

Match the words or phrases with the definitions (A–F).

calculator | computer | phone | keyboard | display monitor | mouse

A a large overhead screen

B a device for storing and processing data

C a device used to perform mathematical calculations

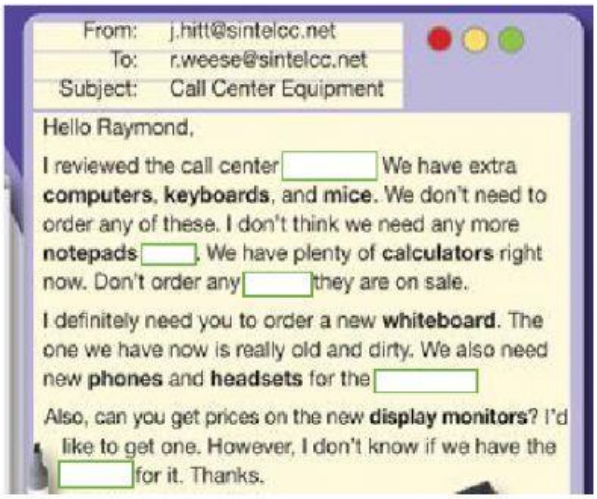
D keys used to enter data into a computer

E a handheld device used to operate a computer

F a device used to make and receive telephone calls

Listening

Listen and fill in the gaps with the information from the audio.



LIVEWORKSHEETS

Listen to a conversation between an assistant and a call center director. Mark the following statements as True or False.

1 The man wants to change the equipment order.	True	False
2 The call center needs new headsets.	True	False
3 The woman wants to cancel the order for whiteboards.	True	False

Extended Listening Practice:

Question: Do you prefer shopping in a mall or online?

Hello. My name is Sara. I'm Belgian and I'm (1)_____ living in Denmark. The questions I'll be (2)_____ is do you prefer shopping in (3)_____ mall or online?

And for me it (4)_____. I usually do my shopping online (5)_____ because I find it easier to find things I need. So it (6)_____ time, it's less stressful and you can usually (7)_____ the things cheaper.

On the other (8)_____, I do like shopping in the mall well, especially if you go with a friend, boyfriend, girlfriend, (9)_____ member, because it can just be such a (10)_____ way to spend the time together, especially if you go into (11)_____ fun stores and you can (12)_____ through itmes together, have a good (13)_____, and you do definitely get some (14)_____ of things that you wouldn't have (15)_____ thought of, so it's a good way of (16)_____ your horizon.

But yeah, so (17)_____ browsing and experience, I'd say the mall. (18)_____ actual buying things, I usually (19)_____ online.

LIVEWORKSHEETS