



WEEKLY HOMEWORK

I. BUSINESS VOCABULARY

Read the sentences and choose the right word or expression.

He's _____ of the **escalation department**.

- a) in charge
- b) charge
- c) in control

I'd like to _____ you to Lisa, our **CUSTOMER SERVICE specialist**.

- a) Introduce
- b) Meet
- c) assist

I'm _____ **SUPERVISOR** at IBEX. (There are many managers there)

- a) The
- b) An
- c) a

I'm _____ **SITE DIRECTOR** at Sitel NICARAGUA (There is only one CEO)

- a) A
- b) The
- c) an

II. GRAMMAR REVIEW | MIX TENSES

Choose the most suitable future forms for the gaps below.

1. What time _____ work on Monday?

b) I'm not going to do

- a) do you finish

c) I'm not doing

- b) will you finish

- c) are you going to finish

4. It's really hot. _____ the window, please?

a) Are you going to open

2. _____ this weekend?

b) Will you open

- a) Do you go out

c) Do you open

- b) Will you go out

- c) Are you going out

5. I don't think I _____ come tomorrow.

a) I'm being able to

3. I'm sorry I made you so angry.

b) I am able to

I _____ it again

c) I will be able to

- a) won't do



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

Hi, my name is Alex. I'm talking to you from Vienna, and today, I have the question, "Would you like to own cryptocurrency?" This _____ and, I think, complex topic that a lot of people are getting into now. Especially since the rise of cryptocurrency with the likes of Bitcoin and so on.

Honestly, I _____. Mostly because I feel that this is part of the _____. we are going to and, while it's really difficult to describe the _____. what cryptocurrency could represent to us as a new economic means, it might be good to be prepared if something like that could happen.

It's very interesting because cryptocurrency has _____. And it is risky for sure because of that lack of a controlling force. You don't know if the value is going to fall or it's going to rise as it did with Bitcoin where _____. Nonetheless, I think I would like to own, eventually, because I do see cryptocurrency as part of the future of our _____.
_____.

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: "**Would you like to own crypto currency?**" 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](#)