



This is my shop!

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Hello!

My name's Tom, I'm 17 years old and I live in London.

I'm a shop assistant at Harrods, I love my job! I work at a tech store, I interact with people to provide excellent customer service and information about products as well as handling and resolving complaints. What I like most is talking to people because greeting and serving customers is very entertaining.

Thank you!

Tom

Answer the following questions:

1. What is Tom's job?

- a) He's a shop manager
- b) He's a shop assistant
- c) He's a customer

2. Where does Tom live?

- a) America
- b) Ireland
- c) UK

3. Does he like his job?

- a) Yes, he does.
- b) No, he doesn't.

4. What is Tom's favourite part of the job?

- a) Providing information about products
- b) Resolving complaints
- c) Interacting with people