

**Listen and complete the missing words in the interview.**

A: Mr Thomas? Welcome to customersFirst! Very nice to meet you.

B: Good to meet you too, Mrs Brightman.

A: Did you have any problems finding us?

B: Not at all. Your directions were fine.

A: Good. So, let's get started and talk about the customer care manager job. I can see from your \_\_\_\_\_ [1] that you've got excellent \_\_\_\_\_ [2] and a very good background in customer care. First, why did you decide to work in customer service?

B: Well, I really like direct \_\_\_\_\_ [3] with people. I think I'm \_\_\_\_\_ [4] at dealing with all kinds of situations with customers.

A: So, what qualities and \_\_\_\_\_ [5] could you bring to customer care?

B: Well, I like talking to people; I'm really \_\_\_\_\_ [6]. Also, I can organize and manage teams well.

A: OK. Do you like dealing with staff and customers?

B: Oh, yes. I like working with other people. And I'm a good \_\_\_\_\_ [7] solver. I like finding creative \_\_\_\_\_ [8].

A: This job really needs someone who can do more than one thing at the same time. Is that something you can do? A: Of course. I'm very comfortable with \_\_\_\_\_ [9].

B: And are you good at customer \_\_\_\_\_ [10]?

A: Definitely. I always do my best to make sure the customer is \_\_\_\_\_ [11]

B: That's exactly the kind of person we need for this job. So, what do you do in your \_\_\_\_\_ [12] time?

A: I \_\_\_\_\_ [13] playing tennis and going to classical music concerts.

B: Really? I like tennis and classical music too.

A: Well, we all need lots of \_\_\_\_\_ [14] outside work if we want to have a good work-life balance.

B: Yes, I think so too. Well, Mr Thomas, I think you are an excellent \_\_\_\_\_ [15] for the position. As you know, there are a number of other ...