Sylvie is conducting an appraisal with Julio. Complete the words 1-7 in their conversation.

Sylvie So, Julio, what do you consider were your [1]**s**_____ and [2]**f**_____ this year?

Julio I think I've performed quite well and reached my sales targets. And if I'd secured the Zipco contract, I'd [3]**h**_____ **b**_____ salesperson of the month.

Sylvie Yes. I must say, we're very [4]**h**_____ with your achievements. Are there any areas you feel you need to [5]**i**_____ on?

Julio Yes. I sometimes have difficulty closing a sale. I know my performance has been good, but I would like some help. What's the [6]**b**_____ **w**_____ to deal with apprehensive clients?

Sylvie There are quite a few approaches you could take. You [7]**o**_____ to observe some of your colleagues and see what they do.

Julio That sounds like a good idea.

LIVEWORKSHEETS