



ESPE

UNIVERSIDAD DE LAS FUERZAS ARMADAS

INNOVACIÓN PARA LA EXCELENCIA

LISTENING EXERCISE

Exercise Specifications

Level: B1 (Intermediate)

Age Group: 16-25 years old (Young adults/University students)

Topic: Part-time job interview

Instructions for Students

You will hear a conversation between a manager and a job applicant. Listen carefully and fill in the 10 missing words in the transcript below. You will hear the conversation two times.

Manager: Good morning! Thanks for coming in today. Please, have a seat.

Applicant: Good morning! Thank you _____ (1) having me.

Manager: So, I see you're interested in the weekend cashier position. Have you _____ (2) in retail before?

Applicant: Yes, I worked at a bookstore last summer. I was responsible _____ (3) handling transactions and helping customers find books.

Manager: That's great experience. _____ (4), this position requires working both Saturday and Sunday. Would that work with your schedule?

Applicant: Actually, I'm available on Saturdays, _____ (5) I have classes on Sunday mornings. Could I possibly work Sunday afternoons instead?

Manager: Let me check... Yes, we could _____ (6) that work. The Sunday shift starts at 2 PM. Now, tell me, how do you usually _____ (7) with difficult customers?

Applicant: I try to stay calm and listen to their concerns. _____ (8) understanding their problem, I can usually find a solution that makes them happy.

Manager: Excellent approach. One more thing—can you _____ (9) next Monday for training?

Applicant: Absolutely! I'm looking forward _____ (10) it.

Manager: Perfect! We'll send you an email with all the details.