


- 1 always being busy
- 2 difficult customers
- 3 changes to orders
- 4 computer crashes
- 5 rude people
- 6 missing documents
- 7 delivery delays
- 8 machinery not working



B  CD1.30–1.33 **Listen to four people. Look back at Exercise A. Where does each of them work (a–d), and which problems do they mention (1–8)?**

1 *Person c, problems 7, ...*

CD1 TRACK 30

PERSON 1

Well, I think the biggest problem is when we have late deliveries. Then there isn't enough stock to sell to customers. We also sometimes get difficult customers who want you to spend a lot of time with them, or who want their money back for no reason!



CD1 TRACK 31

PERSON 2

I have big problems with the computer system. It seems to crash once or twice a week. When this happens, it means I can't work. The other big problem is we have a lot of documents, which are sometimes difficult to find. It's a big office, and a lot of documents go missing when people don't return them.



CD1 TRACK 32

PERSON 3

Well, we're always very busy. It's never quiet. I guess the worst problem, apart from that, is people who are rude to you on the phone. People think they can say anything because they can't see you. Sometimes it's difficult to be polite to all the customers.

CD1 TRACK 33

PERSON 4

Well, it can be very noisy at times, but for me, that's not a problem. I think it's normal. The worst problem is when the machinery breaks down and we can't work. We have to stop production and call the engineers. The other big problem is when customers want to change their orders.

Which of these adjectives describe work in a call centre?

badly paid boring interesting noisy quiet relaxing stressful well paid

Workplace problems

Reply 1

'At our call centre, 150 agents work in one large room. A lot of them are women or students. The workstations are very close together, so it's very noisy. We wear headphones, but they're not good enough. I'm only 21, but my doctor says I have hearing problems. Sitting at a workstation for many hours causes other health problems. Most of my colleagues have backache. I often get headaches from looking at the computer screen for too long.'

Birgit, 21, Stuttgart, Germany

Reply 2

'The job is well paid, but the hours are long. We work nine hours a day, but we often work overtime. The call centre is a long way from my home. It takes me two hours to commute to work, so my real working day is often 13 hours. Difficult customers are another problem. Our customers in the UK are often very rude. It's not easy to talk to customers when they're angry and don't want to understand. A lot of my colleagues want to leave and find another job, but it's not easy to find such well-paid work.'

Vijay, 27, Mumbai, India

Reply 3

'A lot of the work in a call centre is very boring. You do the same job day after day. On a typical day, each of us takes up to 200 calls. We're often on the phone for four or more hours continuously. Most of the calls are complaints, and we're expected to solve each problem within two minutes. When one call finishes, another call starts immediately. You don't get time to think. It's very stressful. Another problem is there's no possibility of promotion. It's just a job, it's not a career. Nobody stays in the job very long, so the company is constantly recruiting and training new staff.'

Kevin, 26, Sydney, Australia

Complete these sentences with either the present simple or the present continuous form of the verbs in brackets.

- 1 We normally ... *hold* ... (*hold*) our sales conference in Mumbai, but this year we (*hold*) it in Delhi.
- 2 Although we (*use*) our own sales representative at the moment, we generally (*use*) agents in China.
- 3 Tatsuo (*work*) for a financial magazine. At the moment, he (*write*) an article on insider trading.
- 4 Usually our Sales Director (*deal*) with important customers, but I (*deal*) with all enquiries while she is on holiday.
- 5 I (*come*) from Poland, but at the moment I (*live*) in Germany.
- 6 John Lewis (*want*) to continue with expansion this year.

Match the sentences (1–7) with the sentences (a–g).

- | | |
|--|--|
| 1 I think Alpha Tours is too expensive. | a) We need more detail. |
| 2 It's too far to walk. | b) Please book my flight with a different company. |
| 3 The office is really too small. | c) It takes three minutes to make ten copies. |
| 4 The interviewer talks too fast. | d) Let's take a taxi. |
| 5 There isn't enough information in this report. | e) It's difficult to understand her. |
| 6 They say the Royal Hotel isn't good enough. | f) There isn't enough space for all the staff. |
| 7 This machine's too slow. | g) They want to stay at the Astoria. |

Choose the best word (a, b or c) to complete each sentence.

- 1 You always say business is not very good. Come on, try to be a bit more *positive*.....
a) positive b) negative c) boring
- 2 I don't like my new office chair. It's not enough.
a) narrow b) rude c) wide
- 3 Yasmina always does a lot of work and she works so fast! She's very,
isn't she?
a) modern b) positive c) efficient
- 4 The trade show was really exciting, but the speech at the beginning was
quite
a) boring b) cheap c) interesting
- 5 Jeff doesn't like his new job. He says it's stressful and paid.
a) well b) badly c) rude
- 6 Tickets for the concert are too Let's take our visitors to a
restaurant instead.
a) easy b) expensive c) difficult
- 7 Can you help, please? These instructions are very !
a) unpleasant b) clear c) confusing

Complete the job advertisement below with either the present simple or the present continuous form of the verbs in the box.


be consider employ have grow look need offer offer prepare

Sales Manager

■ We¹ one of the largest mobile-phone retailers in Europe.
■ We² independent and impartial advice on mobile phones.
■ We³ more than 800 stores in 10 countries, and we⁴ fast.
■ We⁵ over 3,000 workers. Currently, we⁶ the next stage in our development, and we⁷ for major growth outside Europe.

■ We⁸ for people who are reliable, confident and enthusiastic. We⁹ experienced people who want to work for an expanding company.
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Ring 020 7946 0008 for an information pack.

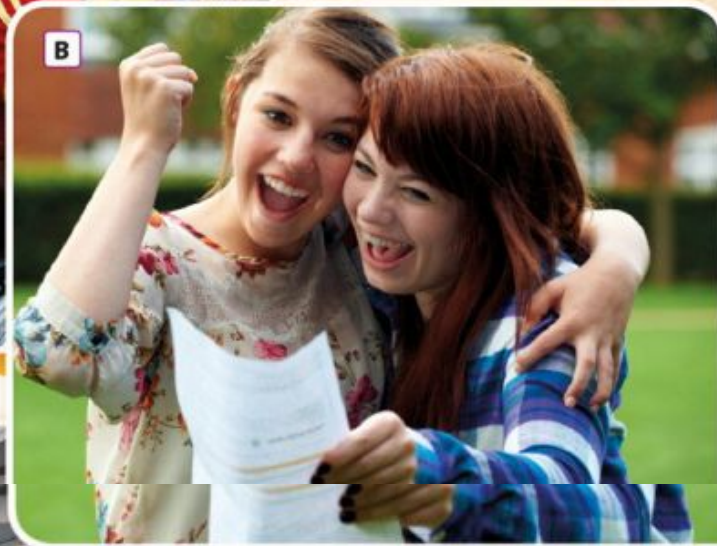
 1.04 **VOCABULARY** Check the meaning of all the adjectives below. Can you match any of them with the photos in exercise 1?

Adjectives to describe feelings anxious ashamed bored confused
cross delighted disappointed embarrassed envious excited
frightened proud relieved shocked suspicious upset



A Positive feelings

B Negative feelings




Adjectives to describe feelings anxious ashamed bored confused
cross delighted disappointed embarrassed envious excited
frightened proud relieved shocked suspicious upset



anxious delighted embarrassed frightened
proud relieved ~~shocked~~ upset

- 1 The waiter was really rude to me when I asked for a glass of water. I was a bit *shocked*.
- 2 I got a new smartphone for my birthday. I was _____.
- 3 My dad started to dance at my party and all my friends saw him! I was really _____!
- 4 My little brother won a singing competition. I was very _____.
- 5 Our dog is very old and is really ill. I think he might die. We're very _____.
- 6 I've got a difficult, important exam tomorrow. I'm feeling a little bit _____.
- 7 I went on the tallest, fastest ride at the theme park. I was really _____.
- 8 I left my mobile on the bus, but someone found it. I was extremely _____.

 1.04 **VOCABULARY** Check the meaning of all the adjectives below. Can you match any of them with the photos in exercise 1?

Adjectives to describe feelings anxious ashamed bored confused
cross delighted disappointed embarrassed envious excited
frightened proud relieved shocked suspicious upset

I am ...

How do you feel when ...

- 1 you have an exam in ten minutes?
- 2 your exam finishes?
- 3 you see a large spider in your bedroom?
- 4 friends or family members are arguing?
- 5 you arrive at a party?
- 6 you can't sleep?