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a)

1. Mrs Michael said that I was a very friendly person.
2. She said that I could work well with other people.
3. She said that I know a lot about other countries.
4. She said that being polite was very important too.
5. She said that I was always on time which was very important.
6. She said that I was really good at answering the phone.
7. She said that she liked the way I talked to customers.

c)

Soft skills:

- very friendly person
- work well with other people
- being polite
- always on time

Hard skills:

- know a lot about other countries
- really good at answering the phone
- she liked the way I talked to costumers