

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 knew a lot about other countries.
4. She said being polite was very important to.
5. She said that she liked the way I talked to the customers.
6. She said that I was really good at answering the phone.
7. She said that I was always on time, which was very important.

b)

hard skills	soft skills
know a lot about other countries	teamwork (could work well with other people)
	be on time
	friendly
	be polite
	the way I talk to the customers
	answering the phone