

a)

- 1.Mrs Michael said that I was 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 that being polite was very important to.
- 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:

- 1.She was polite
- 2.She was a friendly person.
- 3.She was always on time.
- 4.She can work well with other people.
- 5.She talked good with customers.
- 6.She was really good at answering the phone.

Hard skills:

- 1.She knew a lot about other countries.