

## **TB p.92 P9 Positive Feedback**

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. Mrs Michael said that being polite is very important.
5. She said that I was always on time, wich was very important.
6. She said that I was very good at answering the phone.
7. She said that she liked the way I talk to the customers.

c)

Lisas soft skills:

- she was very friendly to customers.
- she was a friendly person
- she was always on time

Lisas hard skills:

- she was good answering the phone
- she know a lot about other countries