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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 likes the way I talk to the customers.

c.) She mention very friendly person, being polite, on time, really good at answering the phone.