

Englisch

8.02 B9

- 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 ~~was~~ very important.
 5. She said that I was always on time, which is very important.
 6. She said that I was really good at answering the phone.
 7. Mrs. Michael said that she liked the way I talked to the customers.

c) Mrs. Michael mentioned politeness, friendliness and good communication with customers as soft skills.
Mrs. Michael said that Lisa know a lot about other countries. This is a hard skill.