

Lesson 14: Skills and Professions

By Xandra

1. Dialogue

First, repeat after your tutor. Then, practice each role.

Mayumi is a new employee and is currently in training to become a customer service representative. Henry is giving her some advice about the skills required in this job.

Henry: In our profession, it's imperative to have patience. Are you patient enough, Mayumi?

Mayumi: Yes. I think I am.

Henry: Then how would you treat a caller who can't speak English well?

Mayumi: I would listen very carefully, and I would speak slowly so he could understand me.

Henry: Precisely! Customer Service is all about communication skills. Patience helps you think of what to do in a challenging situation.

Mayumi: Sir, is it advisable to ask an irate customer to call another time?

Henry: I would **discourage you from doing** that. The customer service representative must do his best to address the complaint first and foremost. Putting off a dissatisfied customer will not solve anything.

Mayumi: I see. Thank you, sir. These tips are very helpful.

2. Today's Phrase

First, repeat after your tutor. Then, make a few sentences using Today's phrase.

1. My mother **discouraged me from working** overseas.
2. The government **discouraged** travelers **from going** to Syria.
3. Political instability **discouraged** investors **from doing** business in the country.

* **discouraged A from ~ing** / Aに~するのをやめさせる(思いとどまらせる、やる気をくじく)

3. Your Task

You're a manager at a department store. One of the sales people (=your tutor) looks glum and unsociable. You've noticed that the customers don't want to approach him/her. Give him/her some advice on how to look friendly, and lecture her on the importance of having a welcoming attitude to the customers.

4. Let's Talk

How are skills developed?

What skills have you developed over time? Explain your answer.

Why did you choose your current profession?

5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of imagerymajestic / FreeDigitalPhotos.net