

## **EVOLVE LEVEL 2, Audioscript for Unit 10 Quiz A**

Mr. Peters: Hi there, Tomas. So, today is your first day at the call center. Are you nervous?

Tomas: No, not at all, Mr. Peters. Where would you like me to sit?

Mr. Peters: OK. I'll show you to your seat in a moment, but first I just want to tell you about some office rules.

Tomas: OK, sure.

Mr. Peters: Now, you know what you have to do in your job, don't you?

Tomas: Yes. I have to make calls to the people on the list that I have. I have to use the questions I have on the list, but I don't have to follow the order.

Mr. Peters: Correct! That's right. Now, you may need a break every hour or so. When you need a break, please tell Alexia. She makes a note of when everyone takes a break.

Tomas: OK. And who is Alexia?

Mr. Peters: I'll introduce you to her when she comes back from her break.

Now, you have to be here at 8.45 a.m. every morning because we start the calls at 9 a.m. You need to come at 8.45 because Alexia needs to give you the list of people to call for the day.

Tomas: OK.

Mr. Peters: It might be quite stressful on your first day. But don't worry. We are all here to help you. You may have more questions after you start work. If

you do, then just come to my office. I'm usually busy, but I'll find time for you.