

### EVOLVE LEVEL 3, audioscript for Unit Quiz 9A

Eric: Hi Stephanie, welcome to EricSports24. You'll be working in reception with Danielle and

Matt:

Danielle and

Matt: Hey!

Stephanie: Hi!

Eric: Now, Stephanie, you'll be responsible for taking calls and giving information to customers. It's important to be friendly and cheerful at all times. Try to be helpful when the customers ask you questions, but if you don't know the answer, it's better to be honest. You can always call back with the information.

Stephanie: That won't be a problem. I used to work in a store, so I'm comfortable answering questions. Of course, if I don't know the answer, I'll ask!

Eric: Good. Some customers will want to book a court to play basketball, and you'll need to use a special computer program for that. It's pretty simple. We always send a copy of the reservation by email to the customers, including the time and the court number. This is important because it helps prevent problems later.

Stephanie: I think I can handle that. I'm very confident with computers.

Eric: Great. Now, Stephanie, sometimes a new customer will want to look around the gym, and you'll need to show them all the facilities we have. Start here in reception and go to the basketball and tennis courts, the workout areas, the swimming pool, the juice bar, and back to reception.

Stephanie: That concerns me a little. I don't know where everything is.

Eric: Of course you don't! This is your only first day at work. Danielle will show you around. Ask her any questions you like. Danielle's been with us for five years. When you've

finished, meet me in the café and I'll give you a copy of your contract. Remember, Stephanie, I opened this gym to encourage people to move more and stay in shape. Some people need a lot of support, so always be positive and talk to the customers. That's why we hired you, because you are sociable and friendly. OK, Stephanie, have fun and I'll see you later!

Stephanie: Thanks, Eric!