



## Answer Key

### Activity – Speaking Well

1. Member of the public.
2. Co-worker
3. Manager
4. Team leader
5. Trainee

### Activity – Communication Skills

1. Most / least / most / listen / 16
2. Answers will vary.
3. Answers will vary.

### Activity – Paraphrasing

- Answers will vary.

### Activity – Soft Skills

1. Answers will vary.
2. Answers will vary.
3. It sends the message that you are not punctual, don't care about the job, don't take the job seriously, etc.
4. Answers will vary.
5. Answers will vary.

### Activity – Answering Questions

The following answers are not acceptable:

- *What do you want*
- *Meh, I don't know*
- *Do ya know where to go*