



LIFE AT THE CALL CENTER

John has worked at a call center for two years. He has answered many calls and helped many customers. Mary, his colleague, has been there for five years. She has trained new employees and has learned a lot about customer service. They both have made many friends at work. The call center has been busy, and John and Mary have stayed late many times. They have enjoyed their time there and have gained valuable experience. Every day, they have new challenges but also new successes.

VOCABULARY:			
Call center	Centro de llamadas	Employees	Empleados
Answered	Contestada	Learned	Aprendió
Customers	Clientes	Friends	Amigos
Colleague	Colega	Busy	Ocupado
Trained	Entrenado	Experience	Experiencia

