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## Unit 1 – Jobs in a shop

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- Describe the skills and qualities a shop assistant needs (*Speaking A2*)
- Talk about your daily routine at work (*Speaking A2*)
- Describe how to spot a shoplifter (*Speaking A2*)
- Describe advantages and disadvantages of buying clothing online (*Speaking A2*)
- Make up short sales dialogues at the cash desk (*Speaking A2*)
- Write a short text about your daily routine at work (*Writing A2*)
- Read an article about shoplifting (*Reading A2*)
- Listen to a telephone conversation and complete an order form and a customer complaint record (*Listening A2*)
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