

# Welcome to English for Call Centers



# What we need:

- Basic English reading skills.
- Computer with Internet, webcam and headset.



What to expect:

Students will develop the necessary English language skills to communicate and solve problems in a call center position.



**HELLO!**

# Skills we will develop:



1. To maintain control of calls.
2. To express yourself confidently with callers.
3. To handle the pressure of multitasking efficiently.

# Videos



# Linkography

## Computer Knowledge:

<http://www.gcflearnfree.org/computers>

## Pronunciation:

<http://howsay.com>

<http://soundofenglish.org/pronunciation/index.htm>

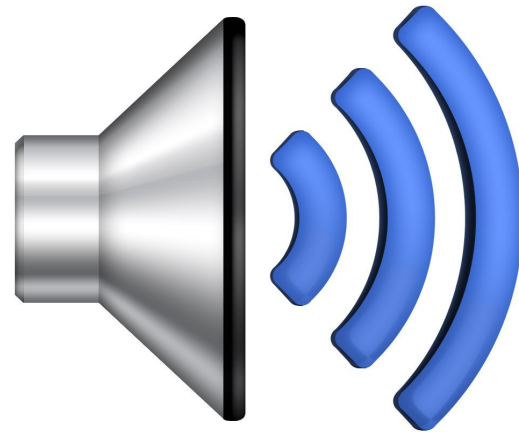
## Grammar:

<http://edufind.com/english/grammar>

<http://englishclub.com/grammar>

## Typing:

<http://www.typingtest.com>



# Test 1

Read through the links. Practice your computer knowledge, pronunciation, grammar, and typing skills.

When you feel ready, click “Take test.” You will be scheduled with a teacher to verify your skills and be graded.