

READING, p. 45

TASK 1 Find the words and phrases which mean the following:

Paragraph 1

1. _____ = to be responsible for a lot of bad things that have happened
2. _____ = a) to make something or someone become gradually less effective, confident, or successful, b) to dig under something, especially so that it becomes weaker
3. _____ = unsuccessful or useless
4. _____ = a good quality or habit that a person has, especially a moral one such as honesty or loyalty
5. _____ = a) a worried feeling you have because you think something bad might happen, b) something you are worried about
6. _____ = if a number or an amount _____, or if you _____ it, it becomes four times bigger than it was
7. _____ = a count of all the people in a place
8. _____ = wasting money or other things; rozhazovačný
9. _____ = cheeky

Par 2

1. _____ = a) (HR) the process of reducing the number of people who are employed by an organization by not replacing people who leave their jobs b) the process of making an enemy physically and mentally weaker by continuously attacking them

Par 3

1. _____ = a state characterized by nervousness, impatience, anxiety, boredom
2. _____ = to exceed

Par 5

1. _____ = something that is intended to impress and interest you but is really not useful at all

Par 9

1. _____ = a) to deal successfully with a difficult situation or problem, b) to be on top of sth
2. _____ = something that develops from something else

TASK 2 Answer the following questions.

1. What are India's call centres responsible for? What new culture did they help to create?
2. The number of staff working in Indian call centres has already reached its peak and is declining now. T/F

3. There is a very high staff turnover at these Indian centres. T/F
4. What are the reasons behind the economic restlessness in India?
5. Entrepreneurs who wish to found a new call centre are advised to do so in Bangalore. T/F
6. What problem were the founders of a recently opened call centre in the Rajasthan capital of Jaipur faced with?
7. HR are managers are more comfortable coping with problems created by the shortage of supply than with problems of attrition. T/F
8. Some companies have introduced salsa classes to attract more women to the workplace. T/F
9. How do Indian call centres try to attract and more importantly keep their employees?
10. How does a call centre proceed in the case of an abusive call?
11. The abusive calls account for about 2% of the total number of phone calls. T/F
12. What is the typical Indian response to anger?
13. Call centres frequently hire part-time older employees, including housewives. T/F
14. Some business people are planning to open a call centre on campus as the rent would be lower here than in city centres. T/F
15. Owners of Indian call centres have found out people want a flexible workplace. T/F
16. What are the two major problems that Indian call centres are trying to surmount?
17. Call centre attrition is worse in India than in the West. T/F