**A1AH Lesson this week:**

1. **If people work or study abroad what problems can they face?**
2. **Do you think you will take part in the Erasmus+ programme to study a semester abroad?**
3. **What is counselling? (20/2) – open questions - examples, to paraphrase**
4. **Why is customer support important?**
5. **Do you have any experience with call centres? As a customer or an employee?**
6. **Why is the article headline “Manila Calling”?**
7. **Several key words – outsourcing, margin, SWOT (strengths, weaknesses, opportunities, threats), diversify – spread risk**
8. **About the article – 22/2,3,4**

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