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https://www.100test.com/kao_ti2020/150/2021_2022__E4_B8_AD_E7_BA_A7_EF_BC_9A_E5_c85_150194.htm Phase II CARD A: WHAT IS IMPORTANT WHEN Planning a presentation Finding out about the audience Researching the topic B: WHAT IS IMPORTANT WHEN...? Aiming to improve customer service Staff training Customer satisfaction C: WHAT IS IMPORTANT WHEN ... Managing a project Encouraging teamwork Keeping to schedule Phase III Card Programme for New Staff The manufacturing company you work for would like to introduce a full programme of training for new staff. You have been asked to help prepare the programme. Discuss the situation together, and decide: What should be covered by the training programme How else new staff can be helped to settle into their jobs as quickly as possible 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com