

**ENGLISH CONVERSATION CLASS****ADVANCED LEVEL****12/05/2025-16/05/2025****TOPIC: Leadership****Watch this video and answer the questions:****<https://youtu.be/jT-L688zLr0?si=YB4kfBzqSgPFNdZI>**

- 1. What makes the Four Seasons hotel special according to the speaker?**
  - a) The beds are extremely luxurious**
  - b) The staff creates a positive environment**
  - c) The hotel has a large coffee selection**
- 2. How does Noah describe his experience at the Four Seasons?**
  - a) He likes his job but finds it stressful**
  - b) He loves his job and feels comfortable being himself**
  - c) He prefers working at another hotel**
- 3. What does Noah say managers at the Four Seasons do for employees?**
  - a) Give strict orders to improve performance**
  - b) Ask them what they need to do their job better**
  - c) Only focus on senior staff members**
- 4. How does Noah describe working at another hotel?**
  - a) He feels encouraged and motivated**
  - b) He feels watched and avoids attention**
  - c) He prefers the structure of his other job**
- 5. What comparison does the speaker make between "like" and "love" regarding work?**
  - a) "Like" is based on emotional satisfaction, while "love" is logical**
  - b) "Like" is a rational preference, while "love" is an emotional connection**
  - c) Both mean the same thing in the context of a job**
- 6. Why does the speaker find Noah's perspective important?**
  - a) It highlights the role of leadership in shaping employee experience**
  - b) It shows that customer service is based only on personal effort**
  - c) It proves that employees should not have a choice about their work**
- 7. What key lesson does the speaker take from this experience?**
  - a) Employee satisfaction depends largely on leadership, not just personal motivation**

- b) All hotels provide the same work environment**
- c) Customers should blame employees for bad service**