

**Back Office Program**  
**English & Customer Service**

Dec. 8th, 2021

Total points: 46

Percentage: 10%

Student's name: \_\_\_\_\_

**Instructions:**

- Deadline: 12:00 p.m. / 9:30pm
- This evaluation has four different sections. Make sure you complete them at all.
- Please read the instructions for each section before answering.
- To submit the test click on the **"Finish"** button at the end of the worksheet.
- **Tests** submitted after the deadline will not be graded.

**Section 1:** The 15 questions will test your knowledge of **Simple Past Tense** and **Present Perfect Tense**. Complete the sentences with the appropriate option. Only one option is correct. 15 pts total, 1 pt. each correct answer.

**1) Where ..... you born?**

- a.were
- b.have
- c.did

**2) A: Where ..... that jacket? B: In that new clothes shop in Piazza Kennedy.**

- a.did you buy
- b.have you bought
- c.have you buyed

**3) I'm enjoying my holiday. I ..... any problems so far.**

- a.haven't had
- b.didn't have
- c.don't have

**4) She ..... English before she retired when she was 65 years old.**

- a.has taught
- b.taached
- c.taught

**5) It ..... last week.**

- a.hasn't rained
- b.weren't rain
- c.didn't rain

**6) ..... to the cinema yesterday.**

- a.I went
- b.I've gone
- c.I've been

**7) ..... my keys last week.**

- a.I lost
- b.I've lost
- c.Have I lost

**8) Shall we go home now? No, let's stay on the beach. My bathing suit  
..... yet.**

- a.haven't dried
- b.didn't dry
- c.hasn't dried

**9) So nice to see you again! We ..... each other for ages!**

- a.haven't saw
- b.didn't see
- c.haven't seen

**10) Last night, I ..... (be) very tired so I ..... (go) to bed very early.**

a.was / went

b.have been / went

c.were / went

**11) I ..... mobile phones when I was young.**

a.didn't have

b.haven't had

c.didn't had

**12) My cousin ..... his car.**

a.already hasn't sold

b.yet hasn't sold

c.still hasn't sold

**13) He ..... in Canada for 10 years but he lives in New York now.**

a.lived

b.have lived

c.has lived

**15) Mary ..... her project.**

a.has still finished

b.has already finished

c.has yet finished

**Section 2: Order of adjectives.** Drag the words in the correct order. 6 pts total, 1 pt.  
each correct answer.

1) Chinese - delicious - food

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2) horrible - green - trouser

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3) bed - a - comfortable - new

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4) silly - young - woman - a

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5) sky - beautiful - blue - a

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6) big - a- nice - dinner

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**Section 3: Listening comprehension.** Listen to someone leaving a message then answer the questions by selecting True or False. 4 pts total, 1 pt. each correct answer.

**1. Are the sentences true or false?**

|                                                       | <b>Answer</b> |              |
|-------------------------------------------------------|---------------|--------------|
| 1. Maria's in a meeting.                              | <b>True</b>   | <b>False</b> |
| 2. Peter's number is 07460 990128.                    | <b>True</b>   | <b>False</b> |
| 3. Peter needs to give Maria the new project figures. | <b>True</b>   | <b>False</b> |
| 4. Peter might be in a meeting later that afternoon.  | <b>True</b>   | <b>False</b> |

**2. Listen again to the previous audio. Write a number (1–6) in the blanks to put the sentences in the correct order. 6 pts total, 1 pt. each correct answer.**

\_\_\_\_\_ Thank you. Goodbye.

\_\_\_\_\_ I'm sorry. She's not here at the moment. Would you like to leave a message?

\_\_\_\_\_ That's fine. I'll tell her you called. Goodbye.

\_\_\_\_\_ It's OK. She already has my number.

\_\_\_\_\_ Yes, please. Could you tell her that Peter Griffin called?

\_\_\_\_\_ Sure. Would you like to leave a number?

#### Section 4: Production

Instruction: Answer the questions below based on the topics studied in class. 15 pts total, 5 pts each correct and complete question answered.

1. Mention **five** of the 11 strategies studied in class for promoting a positive service culture. 5 pts total, 1 pt. each correct answer.

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2. What are **five** different examples of types of rewards companies use for their employees. 5 pts total, 1 pt. each correct answer.

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3. What are **five elements or characteristics** that the customers want from the customer service representatives? 5 pts total, 1 pt. each correct answer.

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