

Back Office Program
English & Customer Service
January 18th, 2022
Total points: 58
Percentage: 15%

Student's name: _____

Instructions:

- Deadline: 12:00 p.m. - 10:00 p.m.
- This evaluation has five 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: In this section you will read a sentence that has one blank spot. There will be four choices of words or phrases to choose from. You will have to choose the one that you think completes the sentence. It must be grammatically correct. 15 pts total, 1 pt. each correct answer.

1. Alison, like her sister Jessica, ____ studying to be a lawyer.

- A. also
- B. have been
- C. are
- D. is

2. Mary Ann ____ for an audition for a play on Thursday.

- A. is going
- B. goes
- C. has gone
- D. is going to

3. The company must ____ fifty new employees by September 15, next year.

- A. hires
- B. hired
- C. hire
- D. to hire

4. The cheese and crackers are snacks that the associates ____ during the seminar tomorrow.

- A. can eat
- B. to eat
- C. were eating on
- D. are eaten

5. The interns used to meet with Mr. Calkins weekly to discuss ____ progress.

- A. its
- B. their
- C. theirs
- D. them

6. I see you did a lot of shopping! What did you ____ ?

- A. receive
- B. get
- C. sold
- D. provided

7. My mother is coming today! Her flight ____ at 2 pm.

- A. had arrived
- B. has arrived
- C. has been arriving
- D. arrives

8. My father ... to be a teacher, but now he has retired.

- A. used
- B. got used
- C. is used
- D. didn't use

9. What do they think I ____ do about the current situation?

- A. wouldn't
- B. has to
- C. should
- D. have

10. You naughty kids! You've ____ my lamp!

- A. breaked
- B. broken
- C. have been breaking
- D. been breaked

11. Andy ____ listen to his father because he is giving him very good advice about work.

- A. didn't have to
- B. must
- C. Can't
- D. had to

12. By the year 2050, scientists _____ a cure for cancer.

- A. will have discover
- B. have will discovered
- C. will have discovered
- D. discovered

13. A: Excuse me. You _____ smoke in the hotel. It is forbidden,

B: I'm sorry, I didn't know.

- A. can
- B. needn't
- C. have to
- D. cannot

14. Bill and Jane were very tired because they _____ on stage for hours.

- A. have dance
- B. was dancing
- C. dance
- D. have been dancing

15. It was too late for me to persuade Matt to return because he _____ on the bus when I _____ him on his mobile phone.

- A. had gotten / called
- B. was getting / had called
- C. will get / call
- D. has got / am calling

Section 2: Complete the sentences with the modal verbs of deduction from the parenthesis. Only one option per sentence is correct. 10 pts total, 1 pt. each correct answer.

1. The phone is ringing. It _____ (can / must / can't) be Charlotte; she said she would call this morning.
2. She _____ (must / can't / might not) be in love with him. She told me she hates him.
3. He _____ (can't / must / might) be at the gym right now. Sometimes he goes there at this time.
4. This is not possible. You _____ (must / might not / can't) be serious!
5. If he drives a jaguar, he _____ (might / can't / must) be quite rich.
6. You should pick up the phone. It _____ (can't / can / might) be an important call.
7. He _____ (can / might / must) know the answer, he's the best in the class.
8. You _____ (can / might/ can't) be right, but it's better if we check.
9. He _____ (must / might not / can't) be in class. I saw him at the library a minute ago.
10. A: Who's at the door? B: I don't know; it _____ (can't / must / may) be John.

Section 3: Listen to the recording. Then fill in the blanks with verbs given below in the past tense. 15 pts total, 1 pt. each correct answer.



watch	have	brush	arrive	is	get up	go	clean
go	have	go	get	go	take	have	go

Yesterday I _____ (1) at half past six. First I _____ (2) to the kitchen and _____ (3) a cup of tea and toast for breakfast. Then I _____ (4) to the bathroom and _____ (5) my teeth. After that, I _____ (6) dressed and _____ (7) my hair.

At half past seven I _____ (8) to work. I _____ (9) the bus to Cabramatta. I _____ (10) at work at ten to eight. At twelve o'clock I _____ (11) lunch and at four o'clock I _____ (12) home.

At seven o'clock I _____ (13) dinner with my family and then we _____ (14) TV. At a quarter past eleven I _____ (15) to bed.

Section 4: Match the dialogues with their corresponding answers. Only one option per sentence is correct. 10 pts total, 1 pt. each correct answer.

. 1. Will you tell me your secret?	()	a) I would rather fly and be bulletproof. I hope that answers your question.
. 2. Let's go for a walk!	()	b) I would rather watch a movie.
. 3. I'm about to go to the minimart. Do you need anything?	()	c) Would you prefer an aisle or window?
. 4. What do you think about this soccer game? ()		d) Forget about that. Why don't we go out and celebrate?
. 5. Why don't we play cards tonight?	()	e) I'm afraid you will have to wait.
. 6. Would you please open the door?	()	Someone is in there.
. 7. Do you mind if I use the bathroom?	()	f) I would prefer to stay home. It's too sunny, and I'm tired.
. 8. Would you rather be Batman or Superman? ()		g) It's pretty boring. I like video games better than sports.
. 9. I can't believe they forgot my birthday!	()	h) Bring me a can of soda, please.
10. I would like to book a flight to New York, please.	()	i) Give me a second!
		j) I would rather not talk about that.

Section 5: Read the cases and answer the questions that follow. 8 pts total; 1 pt. each correct answer.

Case 1. Amica Insurance

Amica Mutual Insurance Company of America was founded in Providence, Rhode Island in 1907 by a visionary businessman (A.T. Vigneron) who saw an opportunity with the invention of the “horseless carriage” (the automobile). Vigneron had two founding principles:

1. To seek out responsible policyholders.
2. Treat customers with respect by providing the best service possible.

As a result of these concepts, Amica is the oldest mutual insurer of automobiles in the United States today, with over 3,000 employees nationwide. It now provides homeowners, automobile, marine, and excess liability insurance and does business in all states, except Hawaii.

According to their website, “From the start, the companies' mutual insurance model created a different kind of workplace. The focus at Amica was on policyholders and their interests, not stockholders. New employees were quickly trained in the “Amica way” of providing efficient and respectful service. In addition, policyholders received dividends, which were first declared in 1908 and have been paid on most policies every year since.”

Apparently, their efforts have paid off because they have been in business and have expanded their operations over the past 100+ years. Their website says that they strive to deliver “exceptional service to policyholders.” The impact of their efforts in this area is the receipt of the J.D. Power Award for service in their 2009 National Automobile Insurance Study. Amica was rated as one of the best insurance companies in the United States for the 10th year in a row. Additionally, Consumersearch.com (a website that rates and compares insurance companies) reports the following about the Amica:

- Outstanding customer service
- Pays claims promptly
- Low prices

A major part of the Amica philosophy on servicing policyholders is the fact that they do not use intermediaries or agents to sell products. Unlike with many insurance companies, if someone contacts Amica by telephone, e-mail, or U.S. mail, they get an Amica representative who is empowered to answer questions rather than taking information and having you wait to speak to a particular person.

Update

Amica received the J.D. Power 2017 award for “Highest in Customer Satisfaction Among Auto Insurers in the New England Region.” This is the 18th year in a row that the company received an award for customer satisfaction with auto insurers. According to Amica chairman, Robert A. DiMuccio, “All of our employees – whether on the front lines or in a support role – have played a part in this recognition. I also want to thank our customers, who recognize the value of service and responded so positively.”

The J.D. Power Auto Insurance Study which is the basis for this award measures customer satisfaction in the following areas: interaction, policy offerings, price, billing process and policy information, and claims.

1. The 2017 J.D. Power Award recognized Amica for customer interaction. One way to foster this interaction is by making customers feel like they are part of the conversation and asking their opinion. This is known as building _____.
 - A. paraphrasing
 - B. conflict
 - C. rapport
 - D. small talk

2. When a customer calls Amica on the telephone, he or she is connected directly to an Amica representative who has the knowledge and empowerment to answer questions. In this type of interpersonal communication, the channel is the _____.
 - A. Amica representative
 - B. telephone
 - C. customer
 - D. conversation

3. Amica representatives are able to provide customer-centered service because they are empowered to provide information. What is an example of a customer-centered response an Amica representative might provide?
 - A. I'll send out a form that you have to complete and sign.
 - B. When I have the time, I will provide you with the insurance quotes you are looking for.
 - C. The company insists that all current clients return this form within two weeks.
 - D. As a knowledgeable customer, you'll appreciate the benefits of this new plan. May I share it with you?