

Back Office Program
English & Customer Service

March 16th, 2022

Total points: 57 pts

Percentage: 15%

Instructions:

- Deadline: 12:00 p.m. - 10:00 p.m
- This evaluation has **six sections**. Make sure you complete them at all.
- Observe and read the test and the instructions carefully before answering
- Check that you have answered all the questions before submitting the exam.
Once submitted, you lose the right to claim.
- 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: Customer Service. Read the case and answer the questions that follow based on what you read. 3 pts total; 1 point for each correct answer.

Andrew, the assistant manager, and Jodi work with customers from diverse backgrounds. Jodi assumes that the elderly customer cannot hear, so she speaks too loudly. She also assumes that the customer cannot understand, so she speaks at a slow speed. The store is not adequately designed for customers with mobility or motion impairments (a minimum of 36 inches is needed for a standard wheelchair). Andy does a good job moving the display without making the customer feel bad about it. Jodi also assumes that the customer is not familiar with technology, which is offensive to the elderly customer. Andy is engaged in personal chatter with the Muslim couple, which makes them feel uncomfortable. Jodi comes across as condescending to a young customer when she asks him if his parents know where he is spending his money.

Andy: *Ok, so we are an hour to close, do you mind starting some of the items on the closing list?*

Jodi: *Sure. I will wait to take out the garbage though, since we usually get busy on Friday nights.*

Andy: *Sounds good.* (starts to walk away when a customer walks in, the customer is obviously elderly with a walker).

Jodi: (loudly) *Hi and welcome to P-Town, what can I help you with?*

Andy: (sees the customer can't get past a display with her walker, goes over to move the display)

Elderly customer: *Hi, I have my grandson's elementary school graduation tomorrow and want to get him something educational.*

Jodi: (loudly and slowly) *Oh, ok. You know there are many good uses of technology and education nowadays. For example, they have toys that use computers to teach foreign languages. Do you know what software is?*

Elderly customer: *Of course I know what software is. My son works for a large technology company.*

Jodi: (looking embarrassed) *Ok, so how about software to learn a language or for math and reading?* (showing the elderly customer checking out, while a couple walks in)

Male customer: (looking at Andy) *We are looking for that new science kit for kids, do you know the one I am talking about?*

Andy: *Yes, of course, the Fundy Experiment kit? Sure, it's right back here. My son loves this kit. He played with it most of Saturday while my partner and I worked in our garden.* (looking at wife who is wearing traditional Muslim head scarf) *Wow, your dress is really beautiful. I think it's great that you people can get along normally in society.*

Male customer: (looking irritated) *Can you tell me where that kit is located?*

Andy: *Of course. It is on aisle 12. Let me walk back there with you so you can be sure to find it.*

Male customer: *No, that's ok, I've got it.*

Jodi: (busy doing things from their checklist)

Younger customer (about 12 years old): *Umm, Hi. I was hoping you could help me. I am looking for the Starrtown Action figure, but can't find it.*

Jodi: *Of course! Let me show you where those are. Have you been saving up your allowance to buy one?*

Younger customer: *No, I don't get an allowance. I have been doing yard work for the neighbors.*

Jodi: *Does your Mom or Dad know you are spending your hard earned money on toys?*

Younger customer: *Yep.*

Jodi: *Did you hear they are coming out with a new Starrtown action figure next month?*

Younger customer: *Yes I did. I will be working to earn money for that one!*

Jodi: *Yes, I bet! I may even do the same. I think someday they will be collector's items.*

Younger customer: *You might be right, I hadn't thought about that.*

1. When communicating with diverse customers, you should _____.
 - (a) not be concerned about body language
 - (b) use inclusive language
 - (c) tell a joke you think they might find funny

2. When serving diverse customers, you should not _____.
 - (a) use inclusive language
 - (b) pay attention to nonverbal cues
 - (c) assume that the person have difficulties or impossibilities in doing certain things

3. What should have Andy done differently while helping the Muslim customers in this case?
 - (a) come across as condescending
 - (b) not offend modesty
 - (c) not speak loudly

Section 2: The list of phrasal verbs with get and their meanings are given below. Fill in the gaps with the right phrasal verbs and / or tense from the list. 12 points total, 1 point for each correct answer.

List

Phrasal Verb Get	Meaning
get <i>something</i> across/over	Make understandable or communicate
get around	To have mobility
get away	To go on holiday / vacation
get back at someone	To get revenge
get back into	Become interested in something again
get by	To have just enough of something such as money or knowledge
get down to	Start doing something seriously or with a lot of effort
get over <i>something</i>	Recover from something, like an illness or a problem
get round to <i>something</i>	To find time to do something
get through	To survive something
get together	Social meeting
get up	Get out of bed

1. I think it's important to _____ at least once a year.
To have a chance to relax from work.

2. When you are a student you must _____ studying
during exam time. If you don't concentrate hard you will fail.

3. _____ 6 am every day is important for me as I
need to walk the dog and read the paper before work.

4. I never did _____ applying for the job. I was just too busy.

5. I and my friends usually have a _____ every Sunday. We'll just meet for some food and have a chat.

6. It's really easy to _____ my town as it has great public transport.

7. The company never did _____ it's massive drop in the share price. It closed down soon after.

8. I stopped listening to jazz music for many years, but I've _____ it again recently.

9. My family never had much money to live on when we grew up, but we always managed to _____

10. When you do a presentation it's always important to _____ your message _____ clearly.

11. I never liked it when my parents told me what to do, so I used to _____ at them by staying out late with my friends.

12. Developing countries _____ the last recession because their banks still had money.

Section 3: Change the direct speech into Reported Speech. Use **she said** at the beginning of each answer. Use **that** to complete the sentence. 10 points total, 1 point for each correct answer.

1. "I'd never been there before."

2. "He works in a bank."

3. "We went out last night."

4. "I'm coming"

5. "I can help you tomorrow."

6. "They would help if they could."

7. "I'll do the washing-up later"

8. "She hasn't eaten sushi before."

9. "I was waiting for the bus when he arrived."

10. "I didn't go to the party."

Section 4: Answer the agreement of the following sentences using the correct structure of: So, too, either, or neither. 10 points total, 1 point for each correct answer

1. Jenny: John lives in Germany. Me: _____

2. Kate: Lucia will come early tomorrow. Me: _____

3. Michelle: Danny doesn't love chocolate. Me: _____

4. Adrian: Gabriel is an architect. Me: _____

5. Charles: She'd been to Mexico. Me: _____

6. Albert: Emma didn't go to the library yesterday. Me: _____

7. Laura: Joseph can speak French. Me: _____

8. Frank: I'd like a cup of tea. Me: _____

9. Rob: We have to study this weekend. Me: _____

10. Isaac: Chris isn't coming to the class. Me: _____

Section 5: Write **USED TO**, **BE USED TO** or **GET USED TO** in the spaces provided. Make sure you use the correct verb tense. 16 points total, 1 point for each correct answer

1. When I was a teenager I _____ dress up for Halloween, but not anymore.

2. At first I was really nervous about driving in Vancouver, but now I _____ to it.
3. I don't think I'll ever _____ to the rain in Vancouver.
4. Mike is Chinese. He is not _____ speaking English in the office.
5. The smell of fish is awful, but you'll _____ it after a couple of months on the job.
6. There are some things in this life that you'll never _____ to.
7. It will take a while for the office staff to _____ the new computer software.
8. Two years ago, the students _____ have four hours a week of language lessons, but now they have three hours.
9. She _____ to hard work. She grew up in a very poor family.
10. My children _____ to eating hamburgers, but I don't think I'll ever _____ to eating them.
11. People from Africa _____ to hot weather because of the dry and hot climate there.
12. I wasn't happy about working the evening shift but I have _____ to it now.
13. When I was starting to write, I _____ think I would never be as good as Margaret Atwood.
14. Mr. Blundell _____ do lots of interviews when he was the mayor of Vancouver.
15. He never _____ to flying a helicopter, even after years of working as a copilot.

Section 6: Dictation. Listen carefully to the audios and transcribe the message.
Each sentence must be complete and spelled correctly. Use contractions when needed. 6 points total, 1 point for each correct sentence.

Audio # 1.



Audio # 2. 

Audio # 3. 

Audio # 4. 

Audio # 5. 

Audio # 6. 
