



ENGLISH PROGRAM FOR CALL CENTER MINEC-ITCA

ENGLISH TEST 1

STUDENT'S NAME: \_\_\_\_\_

INSTRUCTOR: LIC. NEHEMIAS REYES

LEVEL: A2

GROUP: 05

OBJECTIVE: To evaluate student's progress about unit 1 to 5.

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS. 

1. Which topping is NOT mentioned as one available from this pizza shop?
  - a) Mushrooms
  - b) Bacon
  - c) Italian chicken
2. The man finally orders a pizza with pepperoni and mushrooms on one side and \_\_\_\_\_ on the other.
  - a) Black olives and pineapples
  - b) Green peppers and Italian sausage
  - c) Bacon and ham
3. The man orders \_\_\_\_\_ with his pizza.
  - a) Bread sticks and a beverage
  - b) A drink and chicken sticks
  - c) A salad and orange juice
4. What is the total of his order?
  - a) 15.49
  - b) 15.99
  - c) 15.19
5. What is the man's address?
  - a) 1340 South 16 Eas
  - b) 3040 South 60 East
  - c) 1314 South 16 East

**MATCH. WRITE THE LETTERS NEXT TO THE CONCEPTS.**

1. Empathize..... \_\_\_\_\_
2. Farewell..... \_\_\_\_\_
3. Identity verification..... \_\_\_\_\_
4. Troubleshoot..... \_\_\_\_\_
5. Friendly personalized greeting..... \_\_\_\_\_
6. Echo the problem..... \_\_\_\_\_
7. Offer additional help..... \_\_\_\_\_
8. Discover the call driver..... \_\_\_\_\_

- a. "Hello my name is Mercy! Thank you for calling us . at XYZ."
- b. "How can I help you today?"
- c. "Can you confirm the...(identifier), please?"
- d. "I understand that you're calling us for... (problem summary). Am I right?"
- e. "This sounds Awesome. Had I been in your place, I would have felt the same way."
- f. "Here's what we can do... (give a solution)"
- g. "Is there anything else that you need assistance with?"
- h. "Thank you. Have a nice day!"

**WRITE A PARAGRAPH ABOUT YOURSELF. USE SOME OF THE ADJECTIVES BELOW.**

|             |           |               |            |             |
|-------------|-----------|---------------|------------|-------------|
| Patient     | energetic | friendly      | empathetic | resourceful |
| responsible | outgoing  | knowledgeable | determined | efficient   |

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**READ THE TELEPHONE CONVERSATION AND CHECK TRUE OR FALSE.**

**Junko:** Hello, Junko Mori speaking. How can I help you?

**Andrea:** Hi, Junko, it's Andrea here from Red Band. I'm calling about our latest order.

**Junko:** Everything arrived OK, right? We got the delivery confirmation at our end.

**Andrea:** Yes, everything's fine with the order. I'm calling about the invoice and the payment terms. I need a favor.

**Junko:** A favor? What do you need?

**Andrea:** This is a little, er ... difficult, but I need an extension on the payment terms. I know they're usually 30 days, but we're having some cash flow problems. You'd really be helping us out if you could extend it to 60 days.

**Junko:** I'm not sure if I can do that, Andrea. We've got regulations at our end, and also have to manage our own cash flow.

**Andrea:** I promise this won't become the norm, Junko. Actually, I also want to place another new order. The same size order as last time. It's for an important customer and they pay on delivery.

**Junko:** I see. So your cash flow problem will be solved after this new order is delivered.

**Andrea:** Exactly.

**Junko:** That sounds good. Hold on, Andrea. Let me see what I can do. Yes, I think we can make an exception this time.

**Andrea:** That's great, Junko. I appreciate your help.

**Junko:** And we appreciate your business, Andrea. It works both ways.

**Andrea:** Thanks again, Junko. Can you send me a quick email confirmation of the payment terms extension?

**Junko:** Sure, no problem. We're happy to help you.

**Andrea:** Great. And I'll email you the new order.

**Junko:** Thanks. I'll keep an eye out for it. Talk to you soon. **Andrea:** You, too. Goodbye.

|                                                                     |      |       |
|---------------------------------------------------------------------|------|-------|
| 1. The delivery hasn't arrived yet.                                 | TRUE | FALSE |
| 2. Andrea is having cash flow issues and needs a payment extension. | TRUE | FALSE |
| 3. Andrea usually asks for an extension of the payment terms.       | TRUE | FALSE |
| 4. Andrea has a new order to place, even bigger than the last one.  | TRUE | FALSE |
| 5. Junko can extend the payment terms on the last order to 60 days. | TRUE | FALSE |
| 6. Junko will send Andrea an email confirmation.                    | TRUE | FALSE |