

NAME: _____ DATE: _____

CX CASE STUDY: THE MISSING REFUND

Instructions: Read the email thread and complete the blanks using the Adverb Bank at the bottom.

FROM: Customer123@email.com

TO: SupportTeam@CX.com

SUBJECT: Missing Refund - Ticket #4455

Hello Support,

I am writing because I (1) _____ haven't received my refund. I've been waiting (2) _____ two weeks! I have (3) _____ called three times this week, and nobody can help me. Has the manager reviewed my case (4) _____?

FROM: Agent_Sarah@CX.com

TO: Customer123@email.com

SUBJECT: RE: Missing Refund - Ticket #4455

Dear Customer,

I apologize for the delay. I have (5) _____ checked your account status. It shows that our team has (6) _____ seen this specific technical error before. However, I have (7) _____ spoken to the billing department, and they are fixing it now. We have been working on your case (8) _____ 8:00 AM this morning.

ADVERB BANK

[STILL] [FOR] [ALREADY] [YET] [JUST] [NEVER] [JUST] [SINCE]

READING COMPREHENSION

Select the correct answer based on the email:

1. **How long has the customer been waiting?** A) For two weeks / B) Since two weeks
2. **Has this problem happened before?** A) Yes, already / B) No, never
3. **When did the agent talk to billing?** A) A few seconds ago (Just) / B) Not yet

[END OF COPY]