

 Page 2 – Customer Support Department

1. What is Amara's main responsibility?
 - A. Repair network switches
 - B. Handle customer complaints
 - C. Install fibre optic cables
 - D. Test signal strength
2. After receiving the complaint, which department does Amara contact?
 - A. Logistics
 - B. Procurement
 - C. Network Operations
 - D. Human Resources
3. Which communication skill is MOST important in this situation?
 - A. Listening carefully
 - B. Drawing diagrams
 - C. Writing computer programs
 - D. Designing circuits
4. Which sentence is written in the **active voice**?
 - A. The issue is forwarded to Network Operations.
 - B. The customer's information is recorded.
 - C. Amara records the customer's information.
 - D. The complaint is resolved.

 Page 3 – Network Operations Department

1. What problem does Kenji identify?
 - A. Missing delivery
 - B. Hardware failure
 - C. Wrong purchase order
 - D. Damaged cable
2. Who receives Kenji's report?
 - A. Procurement
 - B. Customer Service
 - C. Maintenance Department
 - D. HR
3. Why does Kenji save the monitoring report?
 - A. To print it
 - B. For future analysis
 - C. To email customers
 - D. To replace equipment
4. Which verb is NOT an imperative?
 - A. Check
 - B. Record
 - C. Report
 - D. Reports

Page 4 – Maintenance Department

1. Why does Silas switch off the power first?
 - A. To save electricity
 - B. To improve speed
 - C. For safety
 - D. To update records
2. Which equipment is replaced?
 - A. Router
 - B. Fibre cable
 - C. Network switch
 - D. Modem
3. What does Silas do after reconnecting the cables?
 - A. Leaves immediately
 - B. Tests the connection
 - C. Calls Procurement
 - D. Places another order
4. Which sentence uses the **active voice**?
 - A. The power supply is switched off.
 - B. The network connection is verified.
 - C. Silas reconnects all cables correctly.
 - D. The maintenance record is updated.

Page 5 – Logistics Department

1. What does Elias check first?
 - A. Signal strength
 - B. Delivery order
 - C. Customer complaint
 - D. Purchase order
2. Why does Elias inspect the equipment?
 - A. To identify damage
 - B. To install software
 - C. To configure Wi-Fi
 - D. To test internet speed
3. Which department receives Elias' update?
 - A. Maintenance
 - B. Procurement
 - C. HR
 - D. Testing
4. Which word is an **imperative verb**?
 - A. Delivery
 - B. Equipment
 - C. Check
 - D. Warehouse

Page 6 – Procurement Department

1. What does Maya check first?
 - A. Delivery truck
 - B. Current inventory
 - C. Network signal
 - D. Customer records
2. Who does Maya contact?
 - A. CEO
 - B. Customer
 - C. Supplier
 - D. Technician
3. Why does Maya monitor the delivery status?
 - A. To keep the project on track
 - B. To reduce electricity
 - C. To repair cables
 - D. To train staff
4. Choose the correct imperative.
 - A. Contacts the supplier.
 - B. Contacting the supplier.
 - C. Contact the supplier.
 - D. Contacted the supplier.

Page 7 – Fibre Optic Services

1. Why does Hassan measure the cable length?
 - A. To save electricity
 - B. To ensure correct installation
 - C. To update inventory
 - D. To contact customers
2. Where is the cable connected?
 - A. Router
 - B. Ceiling
 - C. Termination point
 - D. Warehouse
3. Why does Hassan label both ends of the cable?
 - A. For identification
 - B. For decoration
 - C. To increase speed
 - D. To reduce costs
4. Which sentence is an imperative?
 - A. Hassan measures the cable.
 - B. The cable is connected.
 - C. Measure the cable length.
 - D. The cable was measured.

Page 8 – Wireless Communication

1. What is Elena installing?
 - A. Fibre cable
 - B. Network switch
 - C. Wireless access point
 - D. Server
2. What does Elena do before switching on the power?
 - A. Configures the settings
 - B. Connects the Ethernet cable
 - C. Tests the signal
 - D. Updates the report
3. What is recorded at the end?
 - A. Customer complaint
 - B. Inventory
 - C. Installation details
 - D. Purchase order
4. Which sentence uses the **imperative**?
 - A. Elena connects the Ethernet cable.
 - B. The Ethernet cable is connected.
 - C. Connect the Ethernet cable.
 - D. The cable was connected.

Page 9 – Testing & Quality Assurance

1. Why does Leo prepare the testing equipment?
 - A. To test the signal
 - B. To repair cables
 - C. To order equipment
 - D. To answer customers
2. What does Leo compare?
 - A. Prices
 - B. Signal readings
 - C. Inventory
 - D. Delivery dates
3. Who receives the final report?
 - A. Procurement
 - B. Customer
 - C. Management
 - D. Supplier
4. Which sentence is written in the **passive voice**?
 - A. Leo prepares the equipment.
 - B. Leo measures the signal.
 - C. **The signal strength is measured.**
 - D. Leo submits the report.

 Page 10 – Customer Support

1. What does Amara confirm with the customer?
 - A. The delivery
 - B. The payment
 - C. Internet service is restored
 - D. Inventory level

2. When does Amara close the complaint?
 - A. After receiving payment
 - B. After replacing equipment
 - C. After confirming customer satisfaction
 - D. After ordering equipment

3. According to the passage, what ensures customer satisfaction?
 - A. New equipment
 - B. A series of procedures
 - C. Low prices
 - D. Fast delivery

4. Which sentence is written in the **passive voice**?
 - A. Amara calls the customer.
 - B. Amara closes the complaint.
 - C. **The issue is resolved.**
 - D. Amara confirms the service.

Answer Key:

Page	Q	Q2	Q3	Q4
1				
Page 2	B	C	A	C
Page 3	B	C	B	D
Page 4	C	C	B	C
Page 5	B	A	B	C
Page 6	B	C	A	C
Page 7	B	C	A	C
Page 8	C	B	C	C
Page 9	A	B	C	C
Page 10	C	C	B	C