IEFP

Final test E-commerce, Customer Service and Politeness

Name: _____

Multiple Choice

1. What does e-commerce mean?

a) Electronic commerce
b) Easy commerce
c) European commerce
d) External commerce

2. Where can customers access an online store?

a) In a shopping mall
b) Through a website on the Internet
c) By telephone only
d) Through postal mail

3. What can you use to find products on a website?

a) Search box
b) Printer
c) Calculator
d) Telephone

4. Good customer service means:

a) Being polite and helpful
b) Ignoring customers
c) Speaking very fast
d) Ending calls quickly

5. Good customer service helps:

a) Reduce sales
b) Create loyal customers
c) Increase complaints
d) Eliminate communication

6. Which title is commonly used for a woman in business situations?

a) Miss
b) Mrs
c) Ms
d) Madam only

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7. Which expression is the most polite?

a) I want help.
b) Give me my order details.
c) I would like some help, please.
d) Tell me now.

8. Which sentence is more polite?

a) Give me your order number.
b) Tell me your order number.
c) Could you give me your order number, please?
d) I need your order number now.

True or False

9. The shopping basket allows customers to review their purchases.

10. Customer care is only the responsibility of customer service representatives.

11. Smiling can improve your tone of voice during customer interactions.

12. Sir can be used to address an adult male.

13. Could you tell me...? is less polite than direct questions.

14. Good customer service can encourage customers to recommend a business.

Complete the sentence

15. Customers often read _____ before buying products online.

Options: reviews / passwords / invoices / discounts

16. The final step in an online purchase is _____.

Options: payment / search / delivery / registration

17. Could I have your order _____, please?

Options: basket / number / website / review

18. If there is a problem with an order, a customer may ask for a _____.

Options: password / search / refund / basket

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19. Put the dialogue in order

A. Thank you. One moment, please.

B. Hello, can I help you?

C. Yes, here it is: #58291.

D. I would like to check the status of my order.

E. Sure, no problem. Could you give me your order number, please?

F. Everything is correct. Your order will arrive tomorrow.

20. Short Writing

Write **3 to 5 sentences** replying to a customer who wants to know the status of an order.

Use:

- a greeting
- a polite question
- the order number
- a closing sentence

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