



CUSTOMER SERVICE

Please choose or write the correct answer

1. How would you say ? “¿puedo preguntar su nombre?” (formal)
 - a. Can I ask your name?
 - b. Could I ask your name?
 - c. May I ask your name?

2. What's L.A.S.T ?
 - a. Laugh –act-sing –talk
 - b. Listen-apologize-solve-thank
 - c. Listen-ask-say-thank

3. How would you say ? “gracias por su paciencia”
 - a. Thanks for your understanding
 - b. Thanks for your patience
 - c. Thanks a lot

4. How would you write? “we are doing everything we can to resolve your problem quickly”
 - _____.

5. How would you write? “ entiendo su frustracion”
 - _____

6. How would you write ? “Entiendo completamente”
 - _____

7. Listen and choose the correct answer <https://voca.ro/1b4cXTjVW9XR>
 - a. I can't definitely help you with that
 - b. I can definitely help you with that
 - c. I can definitely help you with this



8. Listen and choose the correct answer <https://voca.ro/189JfxJv6PN1>

- a. I'm so glad to be a part of it
- b. I'm so glad to be of help
- c. I'm so glad to be with you

9. How would you write? "se lo aseguro"

- _____

10. Write what you listen <https://voca.ro/1mf8zaaj9Q6Y>

- _____

11. What's the correct modal to say: "usted debe estar callado en la biblioteca" (obligation)

- a. You should be quiet in the library
- b. You may be quiet in the library
- c. You must be quiet in the library

12. What's the correct modal to say: "ellos deberian participar mas"

- a. They shouldn't participate more
- b. They should participate more
- c. They could participate more

13. What's the correct modal to say: "el podria contestar"

- a. She could answer
- b. He could answer
- c. He couldn't answer

14. What's the correct modal to say: "puede que mi amigo asista"

- a. My friend might assist
- b. My friend may assist
- c. My friend may not assist

15. Which sentence is more informal?

- a. Can I go out from the meeting?
- b. Could I go out from the meeting?
- c. May I go out from the meeting?