TEST ON UNIT 5:

CUSTOMER SERVICE

1) Complete the gaps with one suitable phrase or word. The meanings of the phrases and words you need to use are in the box below:

Say you are not happy with something	Inform a company that something is wrong
Give detailed information about a problem	A reduced price
A department that answers customers' questions	Suggest an answer to a problem
Ask customers what they think about your company	Your money back
Ask for more information about something that isn't clear	A new product in exchange

a. Mike: Hi, I'd like to r_____ __ _____, please.

Company: Ok, sir. This is the Sales Department, you need to speak with someone in _____ _____ . I'll put you through.

b. Company: How can I help you, sir?

Mike: I would like to m_____ __ _____ about a product I bought from you last week. It is not working as it should.

Company: I see. Could you please _____ ____ _____ in more detail?

c. Company: Ok, sir. I'm afraid we can't _____ __ _____ to this problem.

Mike: Ok, so I demand a _____. I paid too much for this.

Company: Mmm, we don't do that, sorry. But we can send you another.

Mike: Ok, and can I get a c_____ _____ for my next purchase, too?

Company: Sorry, we can only offer you a 10% _____ .

d. Company: Thank you for calling, sir. Can you please answer a short service before you go? We always like to _____ _____ from our customers.

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2) Complete using the correct form of the adjective in parentheses. Remember you can use less and the least as well:

Buying online is usually _____ (expensive) than buying in a shop. Shops offer _____ (high) prices because they have many more costs than online companies. Of course, you get _____ (professional) advice when you buy in a shop, but it is not _____ (practical) as online shopping.

What I like about shops is that it is usually _____ (difficult) to return or exchange a product than online.

Which is the _____ (risky) online company to buy from? Well, maybe Amazon is one of the _____ (reliable) companies in the market at the moment, but there are many others.

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