Section 1: Customer Service Agent – Janet Abbot

1. Multiple Choice:
Where does Janet work?

- In a shop
- At HelpLine ✅
- In a technical office

2. Checkboxes:
What does Janet do? (Tick the correct ones)

- ✅ Answers customer phone calls
- ❌ Designs marketing campaigns
- ✅ Writes reports
- ❌ Develops software
- ✅ Helps with common questions

3. Paragraph (Matching Task):
Match the sentence halves:

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I usually answer __________
I sometimes solve __________
I rarely have __________
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Options:

- A) technical issues
- B) customer emails and phone calls
- C) the same day twice

4. Short Answer:
What skills does Janet need?

LIVEWORKSHEETS

5. Paragraph:

Which skill is most important for a customer service agent? Why?

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