

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:

I usually answer -----

I sometimes solve -----

I rarely have -----

Options:

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

4. Short Answer:

What skills does Janet need?

5. Paragraph:

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