

READING COMPREHENSION (RELATIVE CLAUSES)

Name: _____

Date: _____

Read the text and choose the correct relative pronoun to complete it.

Reporting an Issue

Last month, our company received a formal complaint from a client (**who / which / where**) had recently purchased one of our office printers. The client, (**whose / who / when**) order was delivered two days late, explained that the printer did not function as expected. He asked to speak with the employee (**whom / where / that**) he had contacted during the purchase, because he wanted clear answers.

The employee, (**who / which / why**) works in the customer service department, carefully documented every detail. She wrote a report (**that / where / whom**) summarized the situation and included the main reasons (**why / when / which**) the client was dissatisfied. The report, (**which / who / whose**) was sent to the technical team, became an essential part of the investigation. The meeting (**where / who / why**) the issue was discussed took place in the service office, (**which / who / that**) is the place (**where / why / whose**) most customer complaints are reviewed.

The technical team discovered that the malfunction, (**which / when / whom**) was caused by a broken internal part, could be fixed quickly. They replaced the part and tested the printer, (**which / who / whose**) was returned on the same day (**when / which / who**) the client had requested urgent support. The customer, (**who / where / what**) was pleased with the solution, thanked the company, (**whose / which / whom**) promise was to improve the delivery process, (**which / who / why**) sometimes creates difficulties for clients.

Read the text again and answer the questions below.

1. What kind of complaint did the company receive?

- a) Informal
- b) Formal
- c) Verbal only

2. Why was the client dissatisfied?

- a) The printer was delivered late and did not work
- b) The printer was the wrong size
- c) The employee refused to help

3. Who did the client want to speak to?

- a) The employee responsible for the order
- b) The delivery driver
- c) The technical manager

4. What was the role of the employee in customer service?

- a) She repaired the printer
- b) She replaced the order immediately
- c) She wrote a detailed report

5. Why was the report important?

- a) It was used as an advertisement
- b) It was necessary for the technical investigation
- c) It explained the warranty conditions

6. Where was the issue officially discussed?

- a) In the service office
- b) In the client's office
- c) In the delivery warehouse

7. What caused the malfunction?

- a) A software error
- b) A broken internal part
- c) A missing manual

8. What did the technical team do?

- a) Gave a full refund
- b) Repaired the broken part and tested the printer
- c) Replaced the printer completely

9. On what day was the printer returned?

- a) The same day the client requested urgent support
- b) Two days after the complaint
- c) A week later

10. What promise did the company make?

- a) To lower product prices
- b) To replace all old printers
- c) To improve the delivery process

True or False

The complaint was made by a supplier. _____

The client's order arrived two days late. _____

The employee ignored the client's problem. _____

The technical team repaired the printer by changing a part. _____

The company recognized the need to improve its delivery process. _____