

Worksheet 1

Simple Present Tense

Subject (singular) + verb (present tense) + s + object
Subject (plural) + verb (present tense) + object

Simple Present Tense is used;

- To talk about habits and routines
- To state facts or general truths
- To give instructions or directions
- To talk about schedules or timetables

Activity 1

Complete the sentences using the correct form of the verb.

1. Call Center agents (answer) customer calls every day.
2. We (verify) the customer's identity before accessing the account.
3. The bank (provide) 24 hour online banking service.
4. Employees (follow) the data protection policy.
5. A Call Center agent (record) customer requests accurately.
6. Employees (wear) their ID cards during work hours.
7. Call Center agent usually (record) every call, because it is a banking policy.
8. Agents (document) every customer interaction in the system including online banking.
9. Normally employees (lock) their computer screens whenever they leave the table.
10. Call center agents never (disclose) customer passwords.