

## Worksheet 2

# Simple Past Tense

**Subject + verb (past tense) + object**

**Simple Past Tense is used;**

- To describe completed actions in the past
- To talk about past habits or routines
- To describe a sequence of past events

### Activity 1

Complete the following call note taken down yesterday.

1. The customer ..... (call) about a missing transaction.
2. I ..... (verify) the customer's identity.
3. The customer ..... (tell) me that the debit card was blocked.
4. I ..... (send) a replacement card request to the Card Center.
5. I ..... (update) the customer record before ending the call.
6. The call center agent ..... (verify) the identity of the customer before informing the account balance.
7. We ..... (solve) the issue and send updated document to HR department.
8. A customer from Galle ..... (complain) about an unauthorized transaction using her debit card.
9. The agent ..... (greet) the customer as soon as he answered the call.
10. A customer ..... (get) an issue on his mobile banking app.