

Customer Service Listening Comprehension

Before listening :

Search for [Spear & Jackson](#): what do they do (what is their business line)?

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Comprehension questions

1. Who offered the shears to Jackie?
2. What happened to them?
3. What did Jackie do?
4. How long did it take her to have an answer?
5. What happened next?
6. True or False?
 - a) She had to provide a proof of purchase T F
 - b) She received the spare part by courier T F
7. All in all, was it a good or bad customer service?