

Back Office Program
English & Customer Service

Dec. 8th, 2021

Total points: 46

Percentage: 10%

Student's name: _____

Instructions:

- Deadline: 12:00 p.m. / 9:30pm
- This evaluation has four different sections. Make sure you complete them at all.
- Please read the instructions for each section before answering.
- To submit the test click on the **"Finish"** button at the end of the worksheet.
- **Tests** submitted after the deadline will not be graded.

Section 1: The 15 questions will test your knowledge of **Simple Past Tense** and **Present Perfect Tense**. Complete the sentences with the appropriate option. Only one option is correct. 15 pts total, 1 pt. each correct answer.

1) Where you born?

- a.were
- b.have
- c.did

2) A: Where that jacket? B: In that new clothes shop in Piazza Kennedy.

- a.did you buy
- b.have you bought
- c.have you buyed

3) I'm enjoying my holiday. I any problems so far.

- a.haven't had
- b.didn't have
- c.don't have

4) She English before she retired when she was 65 years old.

- a.has taught
- b.taached
- c.taught

5) It last week.

- a.hasn't rained
- b.weren't rain
- c.didn't rain

6) to the cinema yesterday.

- a.I went
- b.I've gone
- c.I've been

7) my keys last week.

- a.I lost
- b.I've lost
- c.Have I lost

**8) Shall we go home now? No, let's stay on the beach. My bathing suit
..... yet.**

- a.haven't dried
- b.didn't dry
- c.hasn't dried

9) So nice to see you again! We each other for ages!

- a.haven't saw
- b.didn't see
- c.haven't seen

10) Last night, I (be) very tired so I (go) to bed very early.

a.was / went

b.have been / went

c.were / went

11) I mobile phones when I was young.

a.didn't have

b.haven't had

c.didn't had

12) My cousin his car.

a.already hasn't sold

b.yet hasn't sold

c.still hasn't sold

13) He in Canada for 10 years but he lives in New York now.

a.lived

b.have lived

c.has lived

15) Mary her project.

a.has still finished

b.has already finished

c.has yet finished

Section 2: Order of adjectives. Drag the words in the correct order. 6 pts total, 1 pt.
each correct answer.

1) Chinese - delicious - food

2) horrible - green - trouser

3) bed - a - comfortable - new

4) silly - young - woman - a

5) sky - beautiful - blue - a

6) big - a- nice - dinner

Section 3: Listening comprehension. Listen to someone leaving a message then answer the questions by selecting True or False. 4 pts total, 1 pt. each correct answer.

1. Are the sentences true or false?

	Answer	
1. Maria's in a meeting.	True	False
2. Peter's number is 07460 990128.	True	False
3. Peter needs to give Maria the new project figures.	True	False
4. Peter might be in a meeting later that afternoon.	True	False

2. Listen again to the previous audio. Write a number (1–6) in the blanks to put the sentences in the correct order. 6 pts total, 1 pt. each correct answer.

_____ Thank you. Goodbye.

_____ I'm sorry. She's not here at the moment. Would you like to leave a message?

_____ That's fine. I'll tell her you called. Goodbye.

_____ It's OK. She already has my number.

_____ Yes, please. Could you tell her that Peter Griffin called?

_____ Sure. Would you like to leave a number?

Section 4: Production

Instruction: Answer the questions below based on the topics studied in class. 15 pts total, 5 pts each correct and complete question answered.

1. Mention **five** of the 11 strategies studied in class for promoting a positive service culture. 5 pts total, 1 pt. each correct answer.

2. What are **five** different examples of types of rewards companies use for their employees. 5 pts total, 1 pt. each correct answer.

3. What are **five elements or characteristics** that the customers want from the customer service representatives? 5 pts total, 1 pt. each correct answer.
