

Instructions:

- Deadline: 12:00 p.m. - 10:00 p.m.
- This evaluation has **7** different **sections**. Make sure you complete them at all.
- Observe and read the test and the instructions carefully before answering
- Check that you have answered all the questions before submitting the exam.
Once submitted, you lose the right to claim.
- 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: Customer Service. Read the cases and answer the questions that follow based on what you read. 8 pts total; 1 pt. each correct answer.

Case 1. Listening to the Customer

Andrew, the assistant manager at P-Town, shows his excellent listening skills with an employee. Andrew showed very good nonverbal listening skills such as making eye contact and leaning forward. He could have improved by not cutting Jodi off at first, and allowing her to finish her thought. He told her he understood her situation and asked for suggestions on what he might be able to do to help.

Andrew: (sitting at a desk) Hi, Jodi. Come on in.

Jodi: Hey Andy. I want to talk with you about something.

Andrew: Of course. Come on in and grab a seat.

Jodi: Thanks. I am hoping you can help me with something. I am having an issue with Latisha. She is a nice person and all, but constantly bosses everyone around. I think a few of us are tired of it.

Andrew: Can you be more specific? (leans forward in his chair)

Jodi: (picking at her fingernails) Yes. Yesterday, we were really slow and she tried telling us . . .

Andrew: (interrupting) Oh, is this about that customer who was angry with Latisha yesterday?

Jodi: No, uh, this was yesterday when Latisha started delegating what chores we should do from our closing to-do lists.

Andrew: Ok, so you are frustrated because you feel Latisha is bossy?

Jodi: Yes, exactly.

Andrew: I know that can be hard. Can you tell me what you would like me to do?

Jodi: I'm not sure. Maybe talk with her?

Andrew: Sure, I can do that. Give me a couple of days, ok, and if you don't see improvement, let me know and we will take it from there.

Jodi: (smiling) Thank you. I really appreciate you taking the time to chat with me.

Andrew: No problem. See you out on the floor in a little bit.

1. The steps to the listening process include all of the following EXCEPT _____.

- attending to the message
- stating the problem
- comprehending or assigning meaning
- hearing and receiving the message

2. What did Andrew use open-end questions for?

- to close an order
- to identify customer needs
- to gain agreement
- to verify information

3. Which of the following is a technique that Andrew could have used in this situation to become a more effective listener?

- avoiding eye contact with Jodi
- not asking Jodi for suggestions
- not interrupting Jodi to ask the question
- leaning backward when seated

4. What did Andrew use close-ended questions for?

- to verify information
- to close an order
- to gain agreement
- to give the customer an opportunity to speak

Case 2. Service Breakdown and Service Recovery

Latisha works with a difficult customer, then experiences a service breakdown and then a service recovery. Latisha asks the customer what she is looking for (open ended) and says "I assume this is all you needed today?" to close the conversation and move to helping the next customers. Latisha is customer-focused, tells the customer what she can do rather than what she cannot do. She also asks if an alternative product would work for the customer, subtly allowing the customer to feel ownership of the solution.

Latisha: Is this the kind of doll you were looking for, Ms. Patterson?

Customer: (enthusiastic Oh yes, this product looks great. I am so excited toy manufacturers are making nostalgic toys. I remember when I was a girl having a doll exactly like this. Although, I don't think the facial features were exactly the same, but no matter, I know my daughter will love this.

Latisha: I am glad to hear it!

Customer: You may not be old enough, but do you remember this doll from the 1960s? Heck, I am lucky I remember anything from the 1960s. That was a great time, but could never happen today due to laws and restrictions. Funny how things change, don't you think?

Latisha: (other customers are milling around in the background) Yes, Ms. Patterson. I assume this is all you needed today?

Customer: Yes, thank you for your help.

The next day

Customer: I am very disappointed. Do you remember I came in yesterday and purchased this doll for my daughter? Well she played with it for 10 minutes and the arm popped off! My daughter was very upset.

Latisha: Oh, I am so sorry to hear that, Ms. Patterson, I know how excited you were about this toy. I can exchange the doll for you, or with your receipt I can offer you a refund.

Customer: I threw away the receipt.

Latisha: No problem. Do you want to exchange it for another? You know, sometimes manufacturers do have defects and that could be the case here. Do you care to try another one?

Customer: Sure.

Latisha: Great, I will go grab another one. (coming back with a new doll in hand) Ms. Patterson, it appears we are sold out of the blonde doll, but what do you think about the brunette doll?

Customer: I really wanted the blonde one, since my daughter is blonde.

Latisha: Ok, how about I go ahead and return this item and we can order a blonde one for you. I will waive the shipping cost and overnight it, so it should arrive by tomorrow. Does this work for you?

Customer: (smiling) That sounds great. Thank you!

5. The situation described in this case can best be described as which of the following?

- prohibition in service
- rude or inconsiderate customer
- service breakdown
- customer defection

6. Which is NOT an example of a way to manage talkative customers?

- Be short with the customer so he or she understands you are busy.
- Remain warm with the customer.
- Manage the conversation.
- Use closed-ended questions.

7. In this situation, Latisha handled the service breakdown in the right way by _____.

- asking open-end questions
- sharing personal problems
- promoting small talk
- suggesting other options

8. Affirming that Latisha is a customer-focused service provider means that she _____.

- does not care about the customer
- uses non-verbal language
- sometimes tries to satisfy the customer
- cares more about the customer than any other aspect

Section 2: Count and noncount noun. Write **C** for **countable** or **N** for **non-countable** according to the nouns. 15 pts total; 1 pt. each correct answer.

a) Water _____

b) Pizza _____

c) Honey _____

d) Oil _____

e) Money _____

f) Boy _____

g) Coffee _____

h) Rice _____

i) Student _____

j) Car _____

k) Sand _____

l) Tree _____

m) Sugar _____

n) Milk _____

o) Apple _____

Section 3: Indefinite Articles. Fill in the Blanks with appropriate indefinite Article 'a' or 'an'. 12 pts total; 1 pt each correct sentence.

1. (1) old man wanted to see you in the morning.

2. John built (2) yard for his cattle.

3. She ate only (3) orange for her breakfast.

4. My grandmother told me..... (4) story.
5. Mr. Nautiyal bought (5) new car.
6. My son is.....(6) M.A from Agra University.
7. Rohan is (7) intelligent son of..... (8) poor farmer.
8. Neha lodged (9) F.I.R. against the cheat.
9. Pass me (10) slice of bread.
10. Rita has gone on (11) month's vacation.
11. Narayanpur is (12) small village.
12. Visitors can meet the patient only twice.....(13) day.

Section 4: Comparative-Superlative. Fill the blanks with the right form of the adjective in brackets. 10 pts total; 1 pt each correct sentence.

1. Your bag's zip is _____ (easy) to close than mine.
2. My mother's advice is always _____ (useful).
3. This summer is _____ (dry) than ever.
4. It is _____ (difficult) rule of all.
5. This pen writes _____ (good) than my previous one.
6. This athlete is _____ (strong) than his competitor.
7. This pupil is _____ (clever) in the class.
8. This is _____ (old) castle in Britain.
9. Health is _____ (important) than money.
10. This path is _____ (narrow) than the parallel one.

Section 5: Match the Behavior Style with the characteristics, according to Chapter 6 of Connect. Write R for Rational behavior, I for Inquisitive, D for Decisive and E for Expressive behavior. 10 pts total; 1 pt each correct sentence.

	() Enthusiastically explains the situation.
	() Seeks to avoid conflict, just wants a solution.
Rational	() Intermittent smiling, verbalizing dissatisfaction.
Inquisitive	() Direct eye contact.
Decisive	() Focuses on facts
Expressive	() Seeks systematic solution.
	() Firm, active handshake.
	() Shows patience
	() Sarcasm
	() Avoids conflict or disagreement

Section 6: Passive Voice. Rewrite the sentences using passive voice. Keep the tense of the verbs. 14 pts total; 1 pt each correct sentence.

1. He sends e-mails.

2. We cut the grass.

3. They prefer chocolate.

4. I am cooking dinner.

5. I fix computers.

6. DaVinci painted La Mona Lisa.

7. He stole my wallet.

8. They water the plants every day.

9. Somebody has killed the president.

10. The boss fired John.

11. Cristina invited Julie and Luke to a party.

12. Somebody speaks English here.

13. Amy reads a lot of books.

14. She writes a report every Friday.
