ENGLISH PROGRAM FOR CALL CENTER MINEC-ITCA

ENGLISH TEST 1

STUDENT'S NAME: _____

INSTRUCTOR: LIC. NEHEMIAS REYES          LEVEL: A2          GROUP: 05

OBJECTIVE: To evaluate student's progress about unit 1 to 5.

## LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS. 🔊

1. Which topping is NOT mentioned as one available from this pizza shop?

    a)  Mushrooms

    b)  Bacon

    c)  Italian chicken

2. The man finally orders a pizza with pepperoni and mushrooms on one side and _____ on the other.

    a)  Black olives and pineapples

    b)  Green peppers and Italian sausage

    c)  Bacon and ham

3. The man orders _____ with his pizza.

    a)  Bread sticks and a beverage

    b)  A drink and chicken sticks

    c)  A salad and orange juice

4. What is the total of his order?

    a)  15.49

    b)  15.99

    c)  15.19

5. What is the man's address?

    a)  1340 South 16 Eas

    b)  3040 South 60 East

    c)  1314 South 16 East

MATCH. WRITE THE LETTERS NEXT TO THE CONCEPTS.

1. Empathize………………………… _____
2. Farewell………………………… _____
3. Identity verification………………..… _____
4. Troubleshoot…………………….. _____
5. Friendly personalized greeting……. _____
6. Echo the problem……………….. _____
7. Offer additional help……………. _____
8. Discover the call driver………….. _____

a. "Hello my name is Mercy! Thank you for calling us . at XYZ."

b. "How can I help you today?"

c. "Can you confirm the…(identifier), please?"

d. "I understand that you're calling us for… . (problem summary). Am I right?"

e. "This sounds Awesome. Had I been in your place, I would have felt the same way."

f. "Here's what we can do… (give a solution)"

g. "Is there anything else that you need assistance with?"

h. "Thank you. Have a nice day!"

WRITE A PARAGRAPH ABOUT YOURSELF. USE SOME OF THE ADJECTIVES BELOW.

| Patient | energetic | friendly | | empathetic | resourceful |
| responsible | | outgoing | knowledgeable | determined | efficient |

READ THE TELEPHONE CONVERSATION AND CHECK TRUE OR FALSE.

**Junko:** Hello, Junko Mori speaking. How can I help you?

**Andrea:** Hi, Junko, it's Andrea here from Red Band. I'm calling about our latest order.

**Junko:** Everything arrived OK, right? We got the delivery confirmation at our end.

**Andrea:** Yes, everything's fine with the order. I'm calling about the invoice and the payment terms. I need a favor.

**Junko:** A favor? What do you need?

**Andrea:** This is a little, er ... difficult, but I need an extension on the payment terms. I know they're usually 30 days, but we're having some cash flow problems. You'd really be helping us out if you could extend it to 60 days.

**Junko:** I'm not sure if I can do that, Andrea. We've got regulations at our end, and also have to manage our own cash flow.

**Andrea:** I promise this won't become the norm, Junko. Actually, I also want to place another new order. The same size order as last time. It's for an important customer and they pay on delivery.

**Junko:** I see. So your cash flow problem will be solved after this new order is delivered.

**Andrea:** Exactly.

**Junko:** That sounds good. Hold on, Andrea. Let me see what I can do. Yes, I think we can make an exception this time.

**Andrea:** That's great, Junko. I appreciate your help.

**Junko:** And we appreciate your business, Andrea. It works both ways.

**Andrea:** Thanks again, Junko. Can you send me a quick email confirmation of the payment terms extension?

**Junko:** Sure, no problem. We're happy to help you.

**Andrea:** Great. And I'll email you the new order.

**Junko:** Thanks. I'll keep an eye out for it. Talk to you soon. Andrea: You, too. Goodbye.

| | | |
|---|---|---|
| 1. The delivery hasn't arrived yet. | TRUE | FALSE |
| 2. Andrea is having cash flow issues and needs a payment extension. | TRUE | FALSE |
| 3. Andrea usually asks for an extension of the payment terms. | TRUE | FALSE |
| 4. Andrea has a new order to place, even bigger than the last one. | TRUE | FALSE |
| 5. Junko can extend the payment terms on the last order to 60 days. | TRUE | FALSE |
| 6. Junko will send Andrea an email confirmation. | TRUE | FALSE |