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INSTITUTO NACIONAL DE APRENDIZAJE / LEARNING UNIT # 2

MODULE 3: Desarrollo de procesos de comunicación en inglés a nivel intermedio.



TASK# 1

- **Listen to two phone conversations in which a customer calls her internet and phone provider.**

1. According to the audio, the agents_____.

   have received the same phone call several times

   are having breakfast

   were being trained at that time

   were doing some other tasks at that moment

2. What was the customer´s query? She_____.

   wanted a modern cell phone

   required additional services

   had a problem with the Internet connection

   She forgot the password of the Internet access



3. Based on the audio, the customer service agent offered Angela_____.

   a discount on the next phone bill

   a free dinner at a fancy restaurant

   some links to complain online

   a promotion they have

4. According to the audio, Angela_____.

   doesn´t know how to use her PC

   switched off the router

   has tried to turn off the router before

   turned on the lights of the router

5. Based on the audio, Angela_____.

   accepted a new offer and changed her computer

   had Internet access again

   complained about David´s poor customer service

   called off the Internet contract with the company



TASK# 2

- **Listen to the second phone call and answer the questions.**

LIVEWORKSHEETS

1 What information does the automated message ask for at first?

2 What problem does Angela have when responding to the automated system?



3 Why is Angela pleased to speak to Judith?

4 Why was Angela's phone bill higher than usual last month?

5 What does Angela want the phone company to do?

6 What does the agent advise her to do in future?

LIVEWORKSHEETS

TASK# 3

- **Listen to a meeting between a supplier, Emma, and a customer, Peter. Choose the correct answer.**



1 Which machines did the man order parts for?

BHX455

BHX445

BHX454

BHX195

2 What other problems has Peter had with orders?

they were all wrong

three orders were late

he had to use another supplier

he did not get the e-mail with the orders

3 Why does Peter need Emma to find a solution?

He has lost a lot of customers.

His customers are unhappy.

His customers can't afford his prices.

He thinks the products are very expensive

LIVEWORKSHEETS

4 What does Emma say is the solution?

Peter should speak to a supervisor.

Orders will be delivered by a supervisor.

Her company is setting up a new system.

The customer is going to get a huge discount

5 What is the personal supervisor responsible for?

solving any problems with orders

delivering missing parts

updating other suppliers about stock

replacing those who provide a pity customer service

6 What does Emma say about the missing parts?

She will deliver them personally to Peter.

George will deliver them later that day.

Peter won't have to pay for them.

She will order the parts again next

7 What else does the man need?

batteries

switches

casings

an English course at INA



TASK# 4

- **You will hear eight short recordings twice. For questions 1-8 choose the correct answer.**

1 Why does the man choose Focus Airways?

It offers the cheapest fares on the market.

The usual baggage allowance is 23 kg.

Flights are nearly always on time.

2 What is the customer complaining about?

the food

the seat

lost luggage

3 What does the man want to do?

change phone providers

pay his bill immediately

speak to the manager

4 What has the woman forgotten to order?

mobile phones

business cards

photo frames



LIVEWORKSHEETS

5 What do the man and woman agree on?

Jack shouldn't write the report

to ask someone to help Jack

to give Jack more training

6 What samples do the man and the woman decide to send to customers?

a shopping bag

a T-shirt

a car seat cover

7 Why is the woman worried about the meeting?

She's not sure she can sell her product.

She was rude to the buyer last time.

She's not sure about the quality of her product.

8 How is the man planning to thank a supplier?

an email

a phone call

a newspaper advert

THOSE ACTIVITIES WERE TAKEN FROM:

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