

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.



- 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?

**Angela**



## 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



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

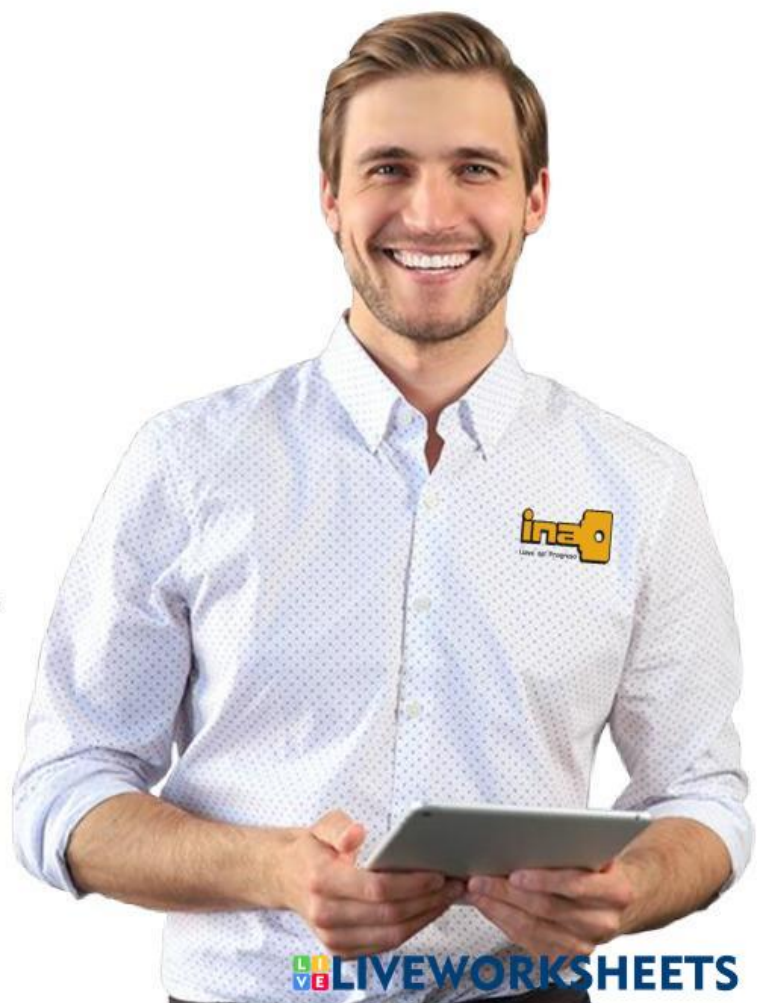
speak to the manager

4 What has the woman forgotten to order?

mobile phones

business cards

photo frames



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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