

Section 1: Customer Service Agent – Janet Abbot

1. Multiple Choice:

Where does Janet work?

- In a shop
- At HelpLine ☒
- In a technical office

2. Checkboxes:

What does Janet do? (Tick the correct ones)

- ☒ Answers customer phone calls
- ☐ Designs marketing campaigns
- ☒ Writes reports
- ☐ Develops software
- ☒ Helps with common questions

3. Paragraph (Matching Task):

Match the sentence halves:

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I usually answer _____

I sometimes solve _____

I rarely have _____

Options:

- A) technical issues
- B) customer emails and phone calls
- C) the same day twice

4. Short Answer:

What skills does Janet need?

5. Paragraph:

Which skill is most important for a customer service agent? Why?