

IDIOMS	MEANING
1. Back to the drawing board ____	a. Start a task with energy and focus
2. Ball is in your court ____	b. Feel very happy or successful
3. Bite the bullet ____	c. Accept a difficult situation and face it calmly
4. Get my ducks in a row ____	d. Take responsibility for the next step
5. Hang in there ____	e. Stop discussing or addressing past issues to avoid conflict
6. Hit the ground running ____	f. Stay focused and alert
7. Let sleeping dogs lie ____	g. Use maximum effort and resources to achieve something
8. On top of the world ____	h. Return to the beginning to make improvements
9. Pull out all the stops ____	i. Prepare everything in advance to ensure success
10. Stay on the ball ____	j. Persist and remain strong in a challenging situation
11. Throw in the towel ____	k. Admit defeat or give up

Choose the correct option

After receiving complaints about the new product, the team had to go _____ to make improvements.

- a. Stay on the ball
- b. Back to the drawing board
- c. Throw in the towel

The client was upset, but we encouraged our team to _____ and remain professional during the call.

- a. Hang in there
- b. Pull out all the stops
- c. Let sleeping dogs lie

To impress the new client, we need to _____ and deliver excellent service from the start.

- a. Hit the ground running
- b. Get my ducks in a row
- c. Bite the bullet

The customer has already submitted their feedback; now the _____ to address their concerns.

- a. Ball is in your court
- b. That'll be the day
- c. Back to the drawing board

After the system outage, the support team had to _____ before contacting customers with updates.

- a. Stay on the ball
- b. Get my ducks in a row
- c. Pull out all the stops

The client threatened to cancel their subscription, but we decided to _____ and not bring up their past complaints.

- a. Let sleeping dogs lie
- b. Throw in the towel
- c. Hang in there

After solving a major customer issue, the team felt _____ for maintaining a high satisfaction score.

- a. On top of the world
- b. Bite the bullet
- c. Hit the ground running

When the customer demanded immediate resolution, the agent promised to _____ to ensure their problem was fixed quickly.

- a. Throw in the towel
- b. Pull out all the stops
- c. Let sleeping dogs lie

Handling difficult clients is part of the job, so the team needs to _____ and face the challenges calmly.

- a. Bite the bullet
- b. Stay on the ball
- c. Get my ducks in a row

Maintaining focus and responding quickly to customer inquiries is crucial for staying successful in this role. Remember to always _____.

- a. Throw in the towel
- b. Stay on the ball
- c. Hang in there