

READING COMPREHENSION (RELATIVE CLAUSES)

Name: _____

Date: _____

Read the text and choose the correct relative pronoun to complete it.

Reporting an Issue

Last month, our company received a formal complaint from a client **(who / which / where)** had recently purchased one of our office printers. The client, **(whose / who / when)** order was delivered two days late, explained that the printer did not function as expected. He asked to speak with the employee **(whom / where / that)** he had contacted during the purchase, because he wanted clear answers.

The employee, **(who / which / why)** works in the customer service department, carefully documented every detail. She wrote a report **(that / where / whom)** summarized the situation and included the main reasons **(why / when / which)** the client was dissatisfied. The report, **(which / who / whose)** was sent to the technical team, became an essential part of the investigation. The meeting **(where / who / why)** the issue was discussed took place in the service office, **(which / who / that)** is the place **(where / why / whose)** most customer complaints are reviewed.

The technical team discovered that the malfunction, **(which / when / whom)** was caused by a broken internal part, could be fixed quickly. They replaced the part and tested the printer, **(which / who / whose)** was returned on the same day **(when / which / who)** the client had requested urgent support. The customer, **(who / where / what)** was pleased with the solution, thanked the company, **(whose / which / whom)** promise was to improve the delivery process, **(which / who / why)** sometimes creates difficulties for clients.

Read the text again and answer the questions below.

1. What kind of complaint did the company receive?

- a) Informal
- b) Formal
- c) Verbal only

2. Why was the client dissatisfied?

- a) The printer was delivered late and did not work
- b) The printer was the wrong size
- c) The employee refused to help

3. Who did the client want to speak to?

- a) The employee responsible for the order
- b) The delivery driver
- c) The technical manager

4. What was the role of the employee in customer service?

- a) She repaired the printer
- b) She replaced the order immediately
- c) She wrote a detailed report

5. Why was the report important?

- a) It was used as an advertisement
- b) It was necessary for the technical investigation
- c) It explained the warranty conditions

6. Where was the issue officially discussed?

- a) In the service office
- b) In the client's office
- c) In the delivery warehouse

7. What caused the malfunction?

- a) A software error
- b) A broken internal part
- c) A missing manual

8. What did the technical team do?

- a) Gave a full refund
- b) Repaired the broken part and tested the printer
- c) Replaced the printer completely

9. On what day was the printer returned?

- a) The same day the client requested urgent support
- b) Two days after the complaint
- c) A week later

10. What promise did the company make?

- a) To lower product prices
- b) To replace all old printers
- c) To improve the delivery process

True or False

The complaint was made by a supplier. _____

The client's order arrived two days late. _____

The employee ignored the client's problem. _____

The technical team repaired the printer by changing a part. _____

The company recognized the need to improve its delivery process. _____