

Name: _____

Course: _____

Date: _____

READING 1- PAGE 82

- **1. What is the main purpose of the text?**
 - a) To explain why companies make so many mistakes
 - b) To show how customers can complain in a smart way
 - c) To describe the daily work of customer service staff
 - d) To warn people not to complain too often
- **2. Why does the text say many complaints are not effective?**
 - a) They are usually about unimportant problems
 - b) Companies do not care about customers at all
 - c) They are mixed with many others and lack impact
 - d) Workers do not know how to read them
- **3. What should a customer do before asking for a refund?**
 - a) Post the complaint on social media
 - b) Check quickly what result they want
 - c) Call different departments at the same time
 - d) Wait until the company answers first
- **4. Why is it better to complain to a specific person?**
 - a) It makes the company look more serious
 - b) It reduces the cost of the complaint
 - c) It helps the complaint reach the right desk faster
 - d) It allows you to skip customer service
- **5. How does the text suggest customers should behave when complaining?**
 - a) Firm but calm
 - b) Emotional and direct
 - c) Quiet and apologetic
 - d) Funny and informal
- **6. What is the benefit of setting a deadline in a complaint?**
 - a) It forces the company to agree with you
 - b) It shows you are angry about the problem
 - c) It gives the company time to prepare excuses
 - d) It creates pressure to reply on time

READING 2 - PAGE 83

- 1. What is the main reason the customer writes this email?**
 - a) To ask how to use the washing machine correctly
 - b) To complain about a product that did not work and ask for a solution
 - c) To explain why she bought the machine during a sale
 - d) To thank the store manager for his help
- 2. Why does the customer believe the problem is not her fault?**
 - a) She did not like the design of the machine
 - b) She used the machine many times before it failed

- c) She checked the connection and the machine still had no power
- d) She followed advice from a technician

3. Why does the writer disagree with the sales manager's explanation?

- a) She thinks sale items should be cheaper
- b) She believes the machine was damaged during delivery
- c) She feels the store should never sell discounted products
- d) She believes the store policy allows returns, even for sale items

4. What does the writer include to support her complaint?

- a) Photos of her house
- b) Copies of documents and an advertisement
- c) Messages from other customers
- d) A repair report from a technician

5. How does the writer describe the manager's behavior?

- a) Helpful and patient
- b) Professional but quiet
- c) Unfriendly and unkind
- d) Confused and inexperienced

6. What does the customer expect the company to do next?

- a) Repair the washing machine at her home
- b) Replace the machine with a newer model
- c) Collect the machine and return her money within a short time
- d) Apologize but take no further action