NAME: _____

CALL CENTER 1

UNIT 13: CALL TYPES

INBOUND OR OUTBOUND?

1 Read each situation. Write inbound or outbound.

1. A costumer calls to ask about their mounthly bill. _____
2. An agent calls a customer to offer a new phone plan. _____
3. A costumer calls because their internet is not working. _____
4. A company calls a customer to confirm an appoinment. _____
5. A customer calls to make a complaint. _____

2 Read the job application letter. Then choose the best answer.

Dear Hiring Manager,

I am writing to apply for the **billing** position. My last job was in the **customer service** department at Bright Company. I mainly received **inbound calls**. I also made some **outbound calls**. I gave customers **advice** and helped them with **complaints**. Before that, I worked in **outbound sales.** I handled customer orders and completed **transactions**. I also worked briefly in **account maintenance**. The position requires some **tech support**. I do not have experience in this area, but I am willing to learn.

Sincerely,

Alex Rivera

1. What position does Alex want?

2. Where did Alex work last?

3. What calls did Alex mainly receive?

4. What did Alex do in outbound sales?

LIVEWORKSHEETS