

Listening comprehension

Customer Service

1. Why is the customer calling?

- a. He requested a refund
- b. He requires the fees to be removed
- c. He forgot his bank account password
- d. He requires fees to be decreased

2. What is the cause of the customer's issue?

- a. He didn't pay
- b. He paid before the cut off time
- c. He paid after the cut off time
- d. He paid less money

3. According to the agent, why can't the fees be removed?

- a. Because it is against the bank policies
- b. Because they were valid.
- c. Because they were invalid.
- d. Because the account is blocked

4. What does it mean "I can't afford it"?

- a. I can't pay for it
- b. I can't stand it
- c. I can't support it

5. Why does the customer insist on having the fees removed?

- a. Because it is unfair
- b. Because he needs the money
- c. Because he paid on the due date

6. What is the alternative suggested by the agent?

- a. Sending an apology to the customer
- b. Sending a request to the management
- c. Sending a letter to the management

7. How long would it take until the customer gets an answer?

- a. 30 days
- b. 13 days
- c. 3 days



Math Worksheet How To Customer Service

David W. Howell, Howell, David W., CTC

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Master VISUALLY Excel 2007 Elaine Marmel, Elaine J. Marmel, 2008-03-10 Presents step by step screen shots and instructions on the features and functions of Excel 2007 covering such topics as formatting cells designing worksheets calculating data creating charts analyzing data and working with macros

The Complete Learning Disabilities Directory Grey House Publishing, 2007-09

Resources in Education, 1991

Monthly Catalog of United States Government Publications United States. Superintendent of Documents, 1985 February issue includes Appendix entitled Directory of United States Government periodicals and subscription publications September issue includes List of depository libraries June and December issues include semiannual index

Monthly Catalogue, United States Public Documents, 1985

Teaching Children Mathematics, 1997

The Software Encyclopedia, 1988

The Software Encyclopedia 2000 Bowker Editorial Staff, 2000-05

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The Science Teacher, 1996

Illinois Chemistry Teacher, 1992

Bowker's Law Books and Serials in Print 1993 Bowker Editorial Staff, 1993-02

International Business and Trade Directories Richard Gottlieb, 2003

Report, 2005

Training, 2001

Performance Appraisals Priscilla Anne Glidden, 1996

Complete Learning Disabilities Directory 2010 Laura Mars-Proietti, Richard Gottlieb, 2009 This is the most comprehensive directory of Programs Services Curriculum Materials Professional Meetings Resources Camps Newsletters and Support Groups for teachers students and families concerned with learning disabilities This edition is distinguished by its recognition by the National Center for Learning Disabilities as well as a Glossary of Terms This information packed directory includes information about Associations Organizations Schools Colleges Testing Materials Government Agencies Legal Resources and much more For quick easy access to information this directory contains three indexes Entry Name Index Subject Index and Geographic Index With every passing year the field of learning disabilities attracts more attention and the network of caring committed and knowledgeable professionals grows every day This directory is an invaluable research tool for these parents students and professionals

Film and Video Finder, 1997, 1997

Corporate Practice Series, 1978

Passport David W. Howell, Howell, David W., CTC, 2003 Passport An Introduction to the Tourism Industry Third Canadian Edition is designed to give students planning a career in tourism a readable overview of the industry today With the many recent changes that have taken place in this industry in Canada and abroad this market leading text examines these changes and provides students with a foundation of how to succeed in this ever increasing and most demanding job market The addition of new Web features makes this text the most current one available today

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