

# 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

**AN Whitehead**



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In a global defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their capability to kindle emotions, provoke contemplation, and ignite transformative change is really awe-inspiring. Enter the realm of "**Math Worksheet How To Customer Service**," a mesmerizing literary masterpiece penned by a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve to the book is central themes, examine its distinctive writing style, and assess its profound effect on the souls of its readers.

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