



Saint Vincent Technical School
Sister of Charity of Ste J.A.

Besançon – Baskinta

English revision worksheet

Class : BP1 BP2 BT1 BT2 BT3 **Permitted Documents :**
Subject : English
Specialty :IT
Teacher :Marie-jeanne karam
Duration :
Date : 29-10-2019

English revision worksheet (BT2)

Customer service: problem solving

Informing a Customer that an Ordered Item Isn't Available

As any industry specialist will attest to, the business world is naturally unpredictable; unforeseen obstacles and dilemmas are common, and can affect even the best-prepared individuals. Accordingly, it's how one responds to unexpected business setbacks that defines his or her career.

The importance and prevalence of phone calls in business has been detailed in previous lessons, but the process of using a phone call to inform a client of an order mishap has not.

In short, in the situation that an item (or items) ordered by a customer is unavailable and/or cannot be delivered as scheduled, it's the duty of the business professional responsible for overseeing the transaction to promptly call this customer and fill him or her in. Phone calls are the best form of communication in this instance, as they are inherently personal and demonstrate focus and compassion. Moreover, high-quality customer care is arguably the most significant part of a successful company-client relationship.

Consider the following example, wherein a customer support professional contacts a client to inform her that her order cannot be fulfilled as was initially planned:

Customer support: Hello, Mrs. Davis? This is Todd Jasper from LDT Appliances, how are you doing?

Mrs. Davis: I'm doing well, thank you for asking. How can I help you? Customer support: I'm calling in regards to the order you placed last week. Unfortunately, we encountered an unexpected delay from one of our suppliers, and we won't be able to deliver your product as scheduled.

Mrs. Davis: Really? I was hoping to have my stuff here on the scheduled delivery date—I was planning on it.

Customer support: I understand, and I wholeheartedly apologize for the inconvenience. We've already spoken with our supplier, and the earliest we can deliver your current order is next Thursday. Will that work?

Mrs. Davis: Thank you for your apology, but I really need the order here by this Friday. I might have to purchase through another company.

Customer support: Your business means a lot to us, Mrs. Davis, and to meet your schedule's needs, I can offer you a similar product—in fact, a newer model that we briefly discussed when you were ordering—to be delivered by this Friday at no additional cost, as we have it in stock. I can also offer you a full refund, if you'd like.

Mrs. Davis: Really? That'd be great—the other product, that is. Thank you so much for getting this worked out! I don't know what I'd do without the item!

Customer support: It's my pleasure. I'll have one of our delivery professionals contact you soon.

Mrs. Davis: Fantastic. Thanks again!

It should be expected that customers, when informed that their order will not be fulfilled, will be upset—in fact, something would be wrong if they weren't upset! But, if customer support professionals remain calm and courteous during the corresponding conversation, the situation can be resolved and a solution that works for everyone involved can be reached.

Please answer the following questions:

Question 1:

What should a business professional do if an order cannot be fulfilled as scheduled?

- 1 Nothing - wait for the customer to call
- 2 Cancel the transaction immediately
- 3 Contact the customer by phone and explain the situation, with the goal of reaching a helpful solution
- 4 Order the same item from another company at a loss

Question 2:

What is the typical tone of customers faced with an unexpected order delay?

- 1 Happy
- 2 Frustrated
- 3 Relieved

4 Excited

Question 3:

If a client is uninterested in receiving his or her order with a delay, what should the customer support professional do?

1 Hang up the phone

2 Offer a full refund

3 Offer a similar product

4 2 and 3

Question 4:

What are the main benefits of reliable customer support?

1 Trust among clients and an enhanced business reputation

2 There are no benefits of reliable customer support

3 Much larger profits in a matter of minutes

4 None of the above

Question 5:

What tone should be used by customer support professionals calling a client to tell him or her about an order delay?

1 One that's professional, direct, and caring

2 One that's inattentive

3 One that's annoyed

4 One that's overjoyed

Grammar:

Fill the gaps with the correct tenses.

1- I (learn) ----- English for seven years now.

- 2- But last year I (not / work) ----- hard enough for English, that's why my marks (not / be) ----- really that good then.
- 3- As I (pass / want) ----- my English exam successfully next year, I (study) ----- harder this term.
- 4- During my last summer holidays, my parents (send) ----- me on a language course to London.
- 5- It (be) ----- great and I think I (learn) ----- a lot.
- 6- Before I (go) ----- to London, I (not / enjoy) ----- learning English.
- 7- But while I (do) ----- the language course, I (meet) ----- lots of young people from all over the world.
- 8- There I (notice) ----- how important it (be) ----- to speak foreign languages nowadays.
- 9- Now I (have) ----- much more fun learning English than I (have) -----before the course.
- 10- At the moment I (revise) ----- English grammar.
- 11- And I (begin / already) ----- to read the texts in my English textbooks again.
- 12- I (think) ----- I (do) ----- one unit every week.
- 13- My exam (be) ----- on 15 May, so there (not / be) ----- any time to be lost.
- 14- If I (pass) ----- my exams successfully, I (start) ----- an apprenticeship in September.
- 15- And after my apprenticeship, maybe I (go) ----- back to London to work there for a while.
- 16- As you (see / can) -----, I (become) ----- a real London fan already.

2- Fill in the blank with the form of the noun in parentheses that is appropriate to the grammatical context of the sentence and the meaning of the passage as a whole.

Diabetes: Beyond the Basics

Because diabetes can cause devastating _____ (damage, damages) to virtually all body _____ (system, systems), people with diabetes should not underrate the seriousness of their disease. Learning to live with a chronic _____ (illness, illnesses) such as diabetes must be an ongoing process.

The Hospital's Center for Family Life Education is sponsoring a five-part educational series on diabetes. The series will begin on April 30 and continue through May 29. The _____ (program, programs) will be held in the second floor classroom of the Education Center from 7-9 p.m.

The diabetes series is free and open to the public and will be of specific _____ (interest, interests) to people who have diabetes and their families and friends.

3-Are the following nouns count or noncount? Put an N next to the noncount nouns and a C next to the count nouns. If the noun can be either noncount or count depending on the context, put a D next to it.

1. world
2. textbook
3. vinegar
4. flame
5. poetry
6. applause
7. thought
8. banana
9. conduct
10. progress
11. biology
12. essay
13. gem
14. shopping

Writing:

In a paragraph of about 300 words, discuss your business plans for the coming years. What are you planning to do in the future? Are you launching any new products or services?

Pray for Lebanon

