

B1. II
UNIT 9
Exercise 1

For questions 1 – 11, read the letter below. Use the word given in capitals at the end of each line to form a word that fits the gap in the same line. There is an example at the beginning (1).

A LETTER OF PRAISE	
Dear Conair,	
I (1) RECENTLY flew Conair across Europe for the first time. It was the most	RECENT
(2) _____ trip I have ever had on a plane. I cannot mention	PLEASE
enough positive things about the (3) _____ . To begin with,	FLY
we took off (4) _____. The trip followed all the safety	PUNTUAL
(5) _____ of IATA. In addition, I have to mention that the cabin	REGULATE
(6) _____ were outstandingly polite to all the passengers. There	ATTEND
were many (7) _____ programs for children and adults. I	ENTERTAIN
should not forget to mention the (8) _____ food, as well as the great	IMPRESS
(9) _____ of drinks and beverages, and praise the well written	SELECT
and (10) _____ magazines provided. Overall, I would like to	USE
thank you for a very (11) _____ trip.	ENJOY

Now you

Have you completed the first exercise? Now you must change the letter of praise into a letter of complaint. Pay close attention to all the changes you have to make in order to achieve your goal.

Exercise 2

You are going to read one side of a telephone conversation in which a customer complains about a new television he has bought. Write the missing sentences that you think fit best from the salesperson's side to complete the dialogue.

1- A: _____?

B: Good afternoon, yes, I hope you can help me. I bought a new television at your store two weeks ago, but the sound and picture quality are awful. The picture is always flickering and there's a dark line on the left side of the screen.

2- A: _____?

B: Yes, there is one more thing. It makes an annoying hissing sound on the background.

3- A: _____?

B: Yes, I have an outdoor antenna.

4- A: _____?

B: Of course, the antenna has been adjusted several times but the problem persists.

5- A: _____.

B: Look, don't send anyone to have a look at it. A friend of mine bought the same model and it has the same problems. I want to take it back and have a full refund.

6- A: _____.

B: What do you mean you don't give refunds? This is outrageous.

7- A: _____.

B: Of course I am upset. I want to talk to your manager.

8- A: _____.

B: In a meeting? No, I can't wait until tomorrow. I demand an answer right now.

9- A: _____.

B: 10% is not enough. I want a 20% percent discount and a replacement.

10- A: _____.

B: Ok, tomorrow morning is fine. I will be home waiting for the new television.

11- A: _____.

B: You're welcome.

Exercise 3

Read the following text and choose the correct answer (A, B, C or D) for each question.

The Daily Smile

Two years ago, I started working as a sales assistant in a busy clothing store. Before I began, I thought the job would be simple: you help people find clothes, take their money, and say goodbye. However, I quickly learned that dealing with the public is much more complicated, full of both wonderful moments and difficult challenges.

The best part of my job is definitely the connection with people. There is a great feeling of satisfaction when a customer comes in looking worried about finding an outfit for a special event and you manage to find the perfect dress for them. When they leave the shop smiling and thanking you, it completely changes your mood. Some regular customers even come in just to say hello and chat about their week. These interactions make the long hours standing up worth it.

On the other hand, customer service has a dark side. Not every person who walks through the door is polite. I have had to deal with people shouting because an item is out of stock, or blaming me personally for the store return policy. At first, I used to take these complaints personally and feel upset for the rest of the day. My manager taught me that angry customers are usually just having a bad day themselves, and that the best reaction is to stay calm and listen.

Ultimately, working with customers has changed how I behave when I am the shopper. I am always much more patient now if there is a long queue or if a waiter makes a mistake. I know exactly how hard their job is, and a little kindness goes a long way.

1. What is the writer trying to do in the text?

- A. complain about the low salary of sales assistants.
- B. explain the reality of working in customer service.
- C. give advice on how to find a job in a clothing store.
- D. encourage shoppers to spend less money.

2. Before she started her job, the writer believed that

- A. the work would not be very difficult.
- B. she would have to work very long hours.
- C. finding clothes for customers would be hard.
- D. customers would always be difficult to please.

3. Why does the writer enjoy helping customers find outfits?

- A. She receives a financial bonus for every sale.
- B. It allows her to practice her fashion skills.
- C. Making a stressed customer happy makes her feel good.
- D. She enjoys gossiping with the regular visitors.

4. What did the writer learn from her manager about angry customers?

- A. She should call for security immediately.
- B. Their anger is rarely a personal attack on her.
- C. The store policy should be changed for them.
- D. It is best to ignore them until they leave.

5. Which of the following is the best description of the writer?

- A. A sales assistant who dislikes her job because people are frequently rude to her.
- B. A professional shopper who prefers buying things online to avoid long queues.
- C. A former shop worker who thinks customer service is too stressful for young people.
- D. An experienced worker who understands both the rewards and difficulties of retail.