

Customer Service Phone Call Quiz

Listen to the dialogue and complete the quiz

1. What is the name of the caller?

- A) Jane
- B) Janet
- C) Janine
- D) Julie

2. Which company does Janine work for?

- A) Smith and Partners
- B) Smith and Decker Associates
- C) Smith and Sons
- D) Smith and Williams

3. When was the furniture ordered?

- A) Yesterday
- B) Last week
- C) Last month
- D) Two days ago

4. What was wrong with the delivery?

- A) The furniture was damaged
- B) The furniture was late
- C) The furniture was incomplete
- D) The wrong furniture was delivered

5. Who is helping to resolve the issue?

- A) Cathy
- B) Catherine
- C) Carol
- D) Claire

6. When did the furniture arrive?

- A) Two days ago
- B) Last week
- C) Yesterday
- D) Today

7. How does Cathy respond to the problem?

- A) She says she'll call back later
- B) She promises to fix the issue quickly
- C) She blames the delivery company
- D) She asks to speak to a manager

8. How does the conversation end?

- A) With an apology
- B) With a thank you
- C) With a complaint
- D) With a warning