

Intelligent Business

Unit 12 Review questions for the Pre-intermediate Coursebook

- 1) Good customer service creates ...
 - a) customer strategy.
 - b) customer satisfaction.
 - c) customer complaints.

- 2) Queries is another word for...
 - a) information.
 - b) questions.
 - c) complaints.

- 3) We weren't satisfied with our holiday. The staff were ... and the rooms were ...
 - a) poor + wrong.
 - b) excellent + useful.
 - c) rude + dirty

- 4) Many customers are afraid to ... complaints.
 - a) make
 - b) offer
 - c) handle

- 5) If you are not satisfied with a product, you can ...
 - a) offer some advice.
 - b) make an apology.
 - c) demand a refund.

- 6) Complete the sentence: 'You will get a discount ...
 - a) if you pay in cash
 - b) if you will ask for one
 - c) if you don't complain

- 7) Which sentence is correct?
 - a) If you needed any more information, I ask the manager.
 - b) If the food is bad, you can ask for your money back.
 - c) If the flight will be cancelled, the airline will refund your money.

- 8) If you try to find a solution to a complaint ...
 - a) customers will get angry.
 - b) customers will have a positive view of your company.
 - c) customers will not apologise.

- 9) Which verb does NOT go together with *apology*?
 - a) make
 - b) satisfy
 - c) offer

- 10) If the service is not up to standard, we will ...
 - a) reimburse you.
 - b) deal with the customer.
 - c) ask for a query.

