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.