Customer Service

WORKSHEET

Günlük İngilizce Konuşma B1 · Ders 15

Name: _____ Class: _____ Date: _____

A Vocabulary

Match each word or phrase with its meaning. *(Her kelimeyi ya da ifadeyi anlamıyla eşleştirin.)*

1. refund	a) not working correctly
2. receipt	b) a promise to repair or replace a product for a period of time
3. faulty	c) money that you can only spend in the same shop
4. warranty	d) money that is paid back to you
5. on hold	e) waiting on the phone to speak to someone
6. store credit	f) a piece of paper or an email that proves you paid

B Dialogue check

Read the dialogue again. Are these sentences true or false? *(Diyaloğu tekrar okuyun. Cümleler doğru mu, yanlış mı?)*

1. Emre spent forty minutes on the phone with customer service. ( )
2. The first agent solved Emre’s problem immediately. ( )
3. Emre had kept the receipt as an email. ( )
4. The company agreed to give Emre his money back. ( )
5. Emre is going to write to the complaints team tonight. ( )

C Grammar: reported speech

Report what the people said. Write one word in each gap. *(Söylenenleri dolaylı anlatımla aktarın. Her boşluğa bir kelime yazın.)*

1. “I can’t help you.” → She said she _____ help me.
2. “We don’t give refunds.” → He told me they _____ give refunds.
3. “I’m checking your order.” → She said she _____ checking my order.
4. “You will receive an email.” → He said I _____ receive an email.
5. “Do you have the receipt?” → He asked me if I _____ the receipt.
6. “The parcel arrived yesterday.” → She told me the parcel _____ arrived the day before.

D Word order

Put the words in the correct order to make sentences. *(Kelimeleri doğru sıraya koyarak cümle kurun.)*

1. *me. / couldn’t / help / said / She / she*

.....

2. *He / receipt. / told / keep / the / me / to*

.....

3. *for / hold / was / ages. / on / I*

.....

4. *you / put / Could / manager? / through / the / to / me*

.....

5. *a / I’d / make / like / complaint. / to*

.....