

Listening comprehension

Customer Service

1. Why is the customer calling?

- a. He requested a refund
- b. He requires the fees to be removed
- c. He forgot his bank account password
- d. He requires fees to be decreased

2. What is the cause of the customer's issue?

- a. He didn't pay
- b. He paid before the cut off time
- c. He paid after the cut off time
- d. He paid less money

3. According to the agent, why can't the fees be removed?

- a. Because it is against the bank policies
- b. Because they were valid.
- c. Because they were invalid.
- d. Because the account is blocked

4. What does it mean "I can't afford it"?

- a. I can't pay for it
- b. I can't stand it
- c. I can't support it

5. Why does the customer insist on having the fees removed?

- a. Because it is unfair
- b. Because he needs the money
- c. Because he paid on the due date

6. What is the alternative suggested by the agent?

- a. Sending an apology to the customer
- b. Sending a request to the management
- c. Sending a letter to the management

7. How long would it take until the customer gets an answer?

- a. 30 days
- b. 13 days
- c. 3 days



Math Worksheet How To Customer Service

Huangqi Zhang

Math Worksheet How To Customer Service:

Master VISUALLY Excel 2007 Elaine Marmel,Elaine J. Marmel,2008-03-10 Presents step by step screen shots and instructions on the features and functions of Excel 2007 covering such topics as formatting cells designing worksheets calculating data creating charts analyzing data and working with macros

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Minding your own small business Nancy Holt,Mary Lewis Regal,1979 **Small Business Management and Ownership: Minding your own small business** Nancy Holt,1979 PC World ,1993 **Personal Computing** ,1988

Reviewing **Math Worksheet How To Customer Service**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is actually astonishing.

Within the pages of "**Math Worksheet How To Customer Service**," an enthralling opus penned by a highly acclaimed wordsmith, readers set about an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve into the book's central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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