

Asignatura	Datos del alumno	Fecha
Nombre de la asignatura HHCC	Apellidos:	
	Nombre:	

Parte práctica Examen 2T HHCC

Debéis escribir las respuestas **en este mismo documento** para posteriormente subirlo a Canvas en formato **WORD o PDF**.

En el siguiente ejercicio hay 8 huecos. Para aprobar esta parte, se deberá contestar correctamente al menos a 4 de ellos.

Exercise:

Fill in the gaps with the words and expressions from the box.

can you tell me exactly - let us know - frustrating - get back to you - amend - apologize - follow up - in

Customer:

Good morning. I recently ordered a laptop from your store, but I have a serious issue with it.

Customer Service Representative:

I'm really sorry to hear that. I understand how **frustrating** (1) this must be for you. Could you tell me a little more about what happened?

Customer:

Yes, when I turned it on for the first time, the screen was completely black. I tried charging it, but nothing happened.

Customer Service Representative:

I see. **Can you tell me exactly** (2) what happened when you first noticed the issue?

Customer:

I plugged it in, but the battery didn't charge. I also noticed a small crack on the screen.

Customer Service Representative:

I sincerely **apologize** (3) for this inconvenience. Let me talk with our technical team to see what we can offer you to **amend** (4) the situation. Would it be okay if I call you back **in** (5) a few hours with a solution?

Customer:

I would really appreciate that.

Customer Service Representative:

Thank you for giving us the opportunity to resolve the problem. I will review the situation and **let us know** (6) as soon as possible.

(Later that day)

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Customer Service Representative:

Hello again. I've spoken with our team, and we will send a replacement laptop to resolve the issue. Let me confirm your shipping address.

Customer:

That sounds good. Thank you for handling this so quickly.

Customer Service Representative:

You're welcome.

Days later...

I just wanted to **get back to you** (7) with you after you receive the new laptop to make sure everything is working properly. Would that be alright?

Customer:

Yes, that would be great. Thanks again for your help!

Customer Service Representative:

My pleasure. Please **follow up** (8) if there's anything else we can help you with. Have a great day!