

## Simulacro 1 - T2 HHCC

### TIPO TEST

1. What is a common expression to BEGIN a presentation?

- a. Let's move on to...
- b. Let's kick off by...**
- c. To sum up...
- d. In a nutshell...

2. Complete the sentence: Let me start by \_\_\_\_\_

- a. explaining**
- b. explain
- c. explains
- d. explained

3. The main idea of a presentation is...

- a. takeaway**
- b. scope
- c. outline
- d. deviate

4. A division of information into parts so that you can see all the details is...

- a. recap
- b. outline
- c. scope
- d. breakdown**

5. Start talking about something irrelevant to the topic.

- a. recap
- b. outline
- c. deviate**
- d. takeaway

6. Complete the sentence: Despite \_\_\_\_\_, we still went to the park.

- a. ... the bad weather...**
- b. ... it was raining...
- c. ... it rained...
- d. ... there was bad weather...

6. Complete the sentence: I want to go. \_\_\_\_\_, I have to visit my parents.

- a. despite
- b. but
- c. however**
- d. although

7. Complete the sentence: \_\_\_\_\_ Ram hadn't studied, he passed the exam.

- a. **Even though**
- b. However
- c. But
- d. On the other hand

8. Complete the sentence: \_\_\_\_\_ having a headache, I had a great time.

- a. **Despite**
- b. Although
- c. But
- d. Nevertheless

9. Willingness to give your time and energy to something:

- a. assets
- b. **commitment**
- c. favourably
- d. lodge

10. What is the first step when dealing with complaints?

- a. **Listen**
- b. Apologize immediately.
- c. Follow up
- d. Delegate the issue

11. What should you do when dealing with complaints?

- a. Interrupt the customer
- b. Take it personally.
- c. **Defuse customer frustration**
- d. Showing lack of empathy

12. What is a common way to START a meeting?

- a. Turning to...
- b. Let me wrap up by...
- c. I would like to conclude by...
- d. **Let's get down to business.**

13. Saying exactly what you mean:

- a. tactful
- b. **direct**
- c. dishonest
- d. misleading

14. Giving help and care in a particular situation:

- a. **supportive**
- b. tactful
- c. honest
- d. superficial

**15. Showing a lack of deep thought or understanding:**

- a. misleading
- b. dishonest
- c. direct
- d. **superficial**

**16. Which of the following sentences is an example of diplomatic language?**

- a. **If you could give me the report by 4 pm, I would be very grateful.**
- b. If you don't give me the report by 4 pm, there will be consequences.
- c. Are you able to give me the report by 4 pm or what?
- d. I want the report by 4 pm on my desk.

**17. Which of the following expressions is used to be less certain?**

- a. In a nutshell...
- b. **As far as I know...**
- c. Turning to...
- d. To wrap up...

**18. Which expression means “resolve any small problem”?**

- a. **tie up any remaining loose ends**
- b. stick to the agenda
- c. see where we are
- d. get the ball rolling

**19. Which expression means “start the meeting properly”?**

- a. make a start without them
- b. **get the ball rolling**
- c. a lot to get through
- d. came up

**20. Which expression means “assess our position or progress”?**

- a. build rapport
- b. **see where we are**
- c. make concessions
- d. make a deal

**21. Which expression means “re-negotiate an agreement”?**

- a. reach a stalemate
- b. make compromise
- c. make counter-proposals
- d. **return to the negotiating table**

**22. Which negotiation tactic is this: “appear as if you are ready to break off the negotiation unless your interests are met”?**

- a. **take it or leave it**
- b. negotiation nibbling
- c. good cop bad cop
- d. negotiation silence

**23. Which negotiation tactic is this: “add extra false interests to your agenda which you can bargain with without affecting your real interests”?**

- a. negotiation nibbling
- b. negotiation decoy**
- c. negotiation limits
- d. the extreme offer

**24. Complete the expression. “So, let’s \_\_\_\_\_ down to business, then”.**

- a. get**
- b. make
- c. reach
- d. be

**25. Complete the expression. “Will you be willing to meet us \_\_\_\_\_?”**

- a. room
- b. for
- c. agree
- d. halfway**

## **PARTE PRÁCTICA**

**1. 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**

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 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 **get back to you** (5) as soon as possible.

(Later that day)

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 **follow up** (6) 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 **let us know** (7) if there's anything else we can help you with. Have a great day!