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)

**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!