

Customer Service: Sample Conversation Comprehension- Teacher Version

Listen to and read the conversation and answer the questions./
Escucha y lee la conversación y contesta las preguntas.

[Recording of sample conversation: Customer Service](#)

-Hello.

-Hi, what can I help you with today?

-I would like to return this item, please.

Would you like it back on your card or in cash?

-I would like it in cash, please?

-Sign here, please.

-Do you need help with anything else?

-I need to exchange these for a different size. I have them with me.

-I can help with that. Anything else?

-That is all, thank you.

-Have a great afternoon!

1. What does the customer want to do first?/¿Cuál quiere hacer el cliente primero?

The customer would like to...

- A. check out.
- B. return an item.**
- C. exchange an item.
- D. find the customer service desk.

2. Which would the customer prefer?/¿Cuál prefiere el cliente?

- A. cash back**
- B. a store credit
- C. to use a credit card
- D. the charge refunded on their card

3. The salesperson asks for a receipt./La dependiente le pide un recibo.

- A. True
- B. False**

4. The salesperson asks the customer to.../La dependiente le pide al cliente...

- A. show an I.D.
- B. sign their name.**
- C. give her the item.

5. What does the customer want to do second?/¿Cuál quiere hacer el cliente segundo?

The customer would like to...

- A. check out.
- B. return an item.
- C. exchange an item.
- D. find the customer service desk.

6. What is the reason?/¿Cuál es la razón?

- A. They are perfect.
- B. They were damaged.
- C. They are too big/small.
- D. They are her favorite color.

7. The conversation takes place in the...

- A. morning.
- B. middle of the day.
- C. evening.