

223 - Bilingual Call Center Worker

A. Match each phrase to the right translation. Une cada frase con la traducción correcta (fíjate en el ejemplo).

1. How may I help you?		¿Me puede dar su número de cuenta?
2. I can check that.		Por favor, espere un momento.
3. I will transfer your call.		Gracias por llamar.
4. Please hold for a moment.		Voy a transferir su llamada.
5. Thank you for calling.		Yo puedo verificar eso.
6. May I have your account number?	1	¿Cómo puedo ayudarle?

B. Complete the dialogue using the words from the box. Completa el diálogo usando las palabras del recuadro (fíjate en el ejemplo).

have - welcome - hold - account - issues -

help - appears - check - name - may

Agent: Good afternoon! Thank you for calling SpeedNet. How may I help you?

Customer: Hi, I'm having _____ with my internet connection.

Agent: I'm sorry to hear that. May I have your _____ and account number, please?

Customer: Sure. My name is Mark Evans, _____ number 45219.

Agent: Thank you, Mr. Evans. I can _____ your connection status. Please _____ for a moment.

Customer: Okay.

Agent: Thank you for holding. It _____ there's an outage in your area. It should be resolved in about two hours.

Customer: Got it. Thank you.

Agent: You're _____. Is there anything else I can _____ you with today?

Customer: No, that's all.

Agent: Thank you for calling SpeedNet. _____ a great day!

- c. Select the correct option (use letters A or B). Elige la opción correcta (usa las letras A o B).

1. _____ **How _____ I be of assistance?**
A. may
B. need

2. _____ **“Bill” significa:**
A. billetera
B. factura o boleta (por algún servicio)