

Exercise #3

Communication with ESL Customers

Instructions: Read each question and fill in the letter for the most appropriate answer from the choices.

1. I should respond to an ESL customer in a _____ manner.
 - a. positive
 - b. negative
 - c. neutral

2. Speaking too _____ may be heard as anger.
 - a. softly
 - b. haltingly
 - c. loudly

3. When you repeat yourself, say it _____ each time.
 - a. a different way
 - b. the same way
 - c. using complicated phrases

4. Other cultures may view _____ differently than you. Be patient.
 - a. time
 - b. fashion
 - c. cars

5. Keep language simple and avoid _____.
 - a. slang and jokes
 - b. abbreviations and jargon
 - c. all of the above

6. Short sentences with _____ syllable words are best.
 - a. 2-3
 - b. 0-1
 - c. 4-5

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7. Instructions should be given in _____ order.
 - a. reverse
 - b. logical
 - c. Dewey decimal

8. Using a library can be a _____ process. Be understanding and empathetic.
 - a. challenging
 - b. complicated
 - c. all of the above

9. List below other tips you have learned about dealing with ESL customers that you can share with the class.