1. What kind of job does Guadalupe have?

a. customer service representative.

2. Circle one. Guadalupe works….

a. from home

b. at her store

c. from home and at her store

3. “Some of Guadalupe’s duties were offer her \_\_\_\_\_\_A\_\_\_\_\_\_ with paying bills, \_\_\_\_\_\_B\_\_\_\_\_ issues with devices, and \_\_\_\_\_C\_\_\_\_\_\_ with her customers.

|  |  |  |  |
| --- | --- | --- | --- |
| Look into | Assistance | Drop in | Follow up |

4. Was the person who called Guadalupe a man or a woman?

5. What kind of problem did the caller have?

6. What was the solution to the caller’s problem?