2 Customer support

Yes/No questions

1 **Complete the table with these auxiliary verbs: *are, did, did, do, does, had, had, has, have, is, was, were, would.***

Present simple	_____ you work there? _____ she work there?
Present continuous	_____ you working there now? _____ he working there now?
Past simple	_____ you work there before? _____ she work there before?
Past continuous	_____ you working there then? _____ he working there then?
Present perfect	_____ you ever worked there? _____ she ever worked there?
Past perfect	_____ you already worked there? _____ she already worked there?
Modals	_____ you work here next year?

Now complete the rule using these words: *subject, main verb, auxiliary verb.*

You form *yes/no* questions using:
_____ + _____ + _____.

2 **Read Frank's answers in the telephone conversation, then write Geeta's questions using the same tense.**

Geeta: (1) _____ this software from us?
Frank: Yes, I bought it from you.
Geeta: (2) _____ a guarantee?
Frank: Yes, I have a two-year guarantee.
Geeta: (3) _____ restarting the computer?
Frank: Yes, I've tried doing that.
Geeta: (4) _____ at your computer right now?
Frank: Yes, I'm sitting at my desk.
Geeta: (5) _____ the software again, please?
Frank: No, I won't reinstall it again! I thought you were a helpline, but you're not being very helpful.

3 **Underline the correct short answers.**

1 Do you work in customer support?
Yes, I work. / Yes, I am. / Yes, I do.
2 Are you working in customer support now?
Yes, I work. / Yes, I am. / Yes, I do.
3 Did you work in customer support before?
No, I didn't work. / No, I didn't.
4 Have you ever worked in customer support?
No, I never worked. / No, I haven't.

Wh- questions

4 **You make questions beginning with *Wh-* or *How* to ask for more information. Complete the text using *two* of the following items in *each* gap.**

How how far How much What Why
are do does will will

Providing back office functions for global business is vital for India's economy. (1) _____ India earn from this per year? About $2 billion. (2) _____ so many companies outsourcing to India? The answer is simple: it's cheaper. But (3) _____ this process go? Surprisingly, not much further, at least as far as India is concerned. The problems are poor infrastructure, labour shortages and, in particular, wage inflation. (4) _____ we know there will be a problem? Because the same thing happened before: to Ireland in the 90s. So (5) _____ companies do? They will simply outsource their business processes to other countries, such as the Philippines, Malaysia, Vietnam and Eastern European nations.

5 **Compare how *What* and *Which* are used. Then complete the sentences below using *What* or *Which*.**

***What* + noun**	***Which* + noun**
• things • wide choice	• people and organizations • limited choice

1 _____ type of car do you drive?
2 _____ university do you go to?
3 _____ day would be best for you: Saturday or Sunday?
4 _____ time shall we meet? I'm free all day.

Sometimes *who, what* or *which* is the subject of the sentence. In this case, you don't use an auxiliary verb.
Who told you? NOT ~~*Who did tell you?*~~
What happened? NOT ~~*What did happen?*~~

6 **Match the questions with the answers.**

1 Who called?	a) The one he wanted.
2 Who did you call?	b) Pete got it.
3 Who got the job?	c) I called Mary.
4 Which job did he get?	d) Alice called.

7 **Write the questions for the answers given.**

1 _____ at the station?
I met Sue.
2 _____ at the station?
Sue met me.
3 _____ at the training day?
Thierry spoke. It was really interesting.
4 _____ about?
He spoke about how to set up a small business.