

Title: Answering Support Tickets Test

Name: Tessie A. Desuyo

Date taken: 2024-11-26 08:16:06 AM

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[#1] I've been trying to log in to my account for hours now. It says "Username or Password incorrect." I am 100% certain that I am entering the correct info. Do you know why this is happening? - Jenny

*Good day Ma'am Jenny! Thank you for reaching out to us with your concern. It seems that you tried to access your account but failed to do so. Ma'am Jenny kindly check if the caps lock button on your keyboard is on. That may be the reason why your username and password is incorrect. Please message me back if the issue is still the same. Thank you!*

*Sincerely,*

*Tess*

[#2] I am unable to open the Excel spreadsheet that you sent me yesterday (designed in Office 2007). I am currently using Office 2003. Can you please let me know how I can open the spreadsheet? - Jane

*Hi Ma'am Jane. Thank you for messaging me about your concern. You can try updating your software Office 2003 to the latest version or I can send you another file that matches your software version. Please let me know if you are still having trouble opening the file. I would be glad to assist you. Thank you!*

*Sincerely,*

*Tess*

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Title: English Composition Test

Name: Tessie A. Desuyo

Date taken: 2024-11-26 08:29:49 AM

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[#1] What have you learned during the pandemic?

*The pandemic was a hard hit to all of us. It affected a lot of people especially the working class. Establishments and businesses closed down and workers were forced to leave their job. Overseas workers also had to leave the country and return to mother land with no guarantee of the future. Pandemic also took the lives of the people we knew. Personally it also affected me but what I learned during those times is that we have to be patient, hopeful, and determined. We also have to keep our faith so that we can move forward with ease. Fear is normal for people like us, people that is vulnerable to diseases without cure. But we have to stay hopeful in times of trial in order for us to survive.*

[#2] Tell us about your favorite book and why it resonates with you.

*My favorite book is entitled The Alchemist written by Paulo Coelho a Brazilian author. The book tells the story of a young boy who journeyed across lands to search for the treasure he saw in his dreams. He met several people along his journey and those people made an impact in his life. There were a lot of lessons to learn from this book and the target audience is not limited to the young, older generation can learn from it too. It resonates with me because I too have been in a long journey that seeks my "true treasure". Along the way I met people from different walks of life that helped me overcome challenges.*

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