



Decimals word problems

Grade 5 Word Problems Worksheet

At a customer service center, a short call is defined as any call that is shorter than 5.5 minutes. The average call time on weekdays is 6.4 minutes. The average call time on weekends is 9.38 minutes.

1. What is the difference between the average call time on weekdays and weekends?
2. On a particular call, the customer spoke to one representative for 2.4 minutes and then was transferred to a manager for another 2.9 minutes. Is this call a short call?
3. If a call received on a Sunday is 12.45 minutes longer than the average time, how long is that call?





- On a Monday, each customer service representative received 8.7 calls per hour. What is the average time spent on calls per hour for each staff?
- In a 3-hour shift on the same Monday, on average how much time is not spent on calls?
- Each customer service representative is paid \$12.15 per hour. How much is each representative paid for each 6-hour shift?



Answers

1. $9.38 - 6.4 = 2.98$
The difference between the average call time on weekdays and weekends is 2.98 minutes.
2. $2.4 + 2.9 = 5.3$
 $5.3 < 5.5$
This call is a short call.
3. $12.45 + 9.38 = 21.83$
The call is 21.83 minutes long.
4. $8.7 \times 6.4 = 55.68$
The average time spent on calls per hour is 55.68 minutes.
5. $(60 - 55.68) \times 3 = 12.96$
On average, 12.96 minutes were not spend making calls per 3-hour shift.
6. $12.15 \times 6 = 72.9$
Each representative is paid \$72.90 for each 6 hour-shift.