Unit 2: Customer Service Vocabulary

unrealistic	**impatient**	**compromise**
decline	**threaten**	**satisfied customer**
make a complaint	**under pressure**	**give up**
suggestion box	**call center**	**misplaced**
enclose	**hostile**	**indecisive**

No.	Word	Part of Speech	Meaning
1		*n.*	a central office place where agents or operators man banks of telephones to either make outgoing
2		*n.*	a settlement of differences by mutual concessions
3		*v.*	to express courteous refusal; refuse
4		*v.*	to insert in the same envelope, package, or the like
5		*v. phr.*	to stop doing
6		*adj.*	opposed in feeling, action, or character; antagonistic
7		*adj.*	not patient; not accepting delay, opposition, pain, etc.
8		*adj.*	characterized by indecision, as persons
9		*v. phr.*	to express their dissatisfaction with something
10		*v.*	to lose something
11		*n. phr.*	a happy customer with a company's products, services and capabilities

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12		*n.*	a device for obtaining additional comments, questions, and requests
13		*v.*	to utter a threat against; menace
14		*phr.*	being forced to do something
15		*adj.*	not able to recognize the truth about a situation

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