5 Ah, can I interest you in a _____? It has information about our company and our full range of products.

6 Would you like to _____ your name on our mailing list?

7 Do you _____ if I take your business card? I'll make sure you're on our list. And here's my card. I'll send you a quick _____ next week to see if I can help you with any of our products.

12 Rewrite the following sentences to make them more polite and effective. Look back at the dialogue for ideas.

1 Who are you?
2 What are you looking for?
3 Ask me a question if you want.
4 Do you want a brochure?
5 I'll put your name on the mailing list, OK?
6 Give me your business card.
7 I'll contact you sometime soon.

CUSTOMER FOCUS EXTRA

Follow-up is your most important tool for success for any face-to-face encounter. Be sure to be specific about what you will do for your customer, and when you will do it.

Use *I'll* + infinitive to tell the customer of your next action:

I'll write *you a quick email next week.*
I'll send *you the latest brochure tomorrow.*
NOT: ~~I write you .../I send you ...~~

Use *would you mind if + the past simple, do you mind + the present simple* or *may* + infinitive (without *to*) to ask if something is acceptable or not.

Would you mind if I phoned *you on Monday?*
Do you mind if I ask *you some questions about your company?*
May I stop by *your office next week?*

Remember, good customer care means taking action to support your words. This builds trust into your customer relationships.

13 Match the questions with the responses.

1 Would you mind if I put your name on our mailing list?
2 I'll just note that in my diary.
3 Do you mind if I give you my card?
4 I'm afraid I don't have the information here. But I'll call my office and get back to you this afternoon. Is that OK?
5 I'll be in Brixton on Tuesday. Would you mind if I stopped by your office?
6 May I get in touch with you next week?
7 I'll fax you the new price list tomorrow.

a Tuesday? Yes, that sounds fine. I'll email you directions when I'm back in the office.
b No, not at all. You can find all my contact information on my card.
c Sure. I'll look for your phone call on Monday.
d Yes, that sounds good. I'll stop by the stand at around three.
e Thanks. That's very kind of you.
f I'll write it down too. So, we said Monday at 10.30, right?
g No, let me give you mine, too.

LIVEWORKSHEETS