Read the text and choose the correct answer from the words in *italics*.

Our company does everything to [1]*meet / keep* the needs of our customers. As the leading online electronics retailer, it is important we always [2]*agree / keep* to our delivery dates, and get the goods to our customers [3]*on time / in time*. When we receive complaints about this, we make sure we [4]*provide / deal* with them immediately. Sometimes we have to give customers their money [5]*away / back*.

Of course, we try to [6]*design / encourage* customer loyalty in various ways – for example, returning clients receive a 10% discount on the second order. In a survey that we [7]*made / conducted* last year, we found that 98% of our customers are [8]*satisfied / reliable*. But we want to do better, and we are now looking at ways of offering a [9]*personalized / loyal* service to our long-term clients. Above all, it's vital to [10]*provide / design* the service that people want.

LIVEWORKSHEETS