Working with words

1 Complete the sentences with the correct form of the words from the list.

care serve require ~~loyal~~ expect satisfy

1 Once you've built good customer *loyalty*, they keep coming back year after year.
2 First of all, I need to find out about your _____. What exactly do you need?
3 I'll just put you through to customer _____. They should be able to help you.
4 In this company we really _____ about our customers and we're always thinking of how we can keep them happy.
5 The results show that we're not always matching up to people's _____.
6 We regularly do market research to find out about levels of customer _____ with our products.

2 Underline the correct words in *italics* to complete the sentences.

1 It's a *caring / loyal* company which wants to make customers happy.
2 Our aim is to exceed your *expectations / satisfaction* every time.
3 Whatever you *require / satisfy*, we can supply it within 24 hours.
4 Is there a way to *produce / deliver* this in a smaller size?
5 If you are not 100% *expected / satisfied* with the item, we will replace it or give you your money back.
6 Note that *delivery / care* times may vary during the holiday period.
7 I've had a highly *required / productive* week and done everything on my list.

3 Match the words from the list to definitions 1–6.

expect loyalty satisfy require services care

1 something companies supply – not products _____
2 giving or showing strong support for a company or brand _____
3 to believe something will happen _____
4 to need something for a particular purpose _____
5 looking after somebody or something _____
6 to make someone feel pleased and contented _____

Business communication

1 Underline the correct words in *italics* to complete the conversation.

A It's [1]*about / around* our IT seminar next year. I'd like to [2]*do / fix* a date for it.
B Didn't we [3]*attend / arrange* it for January?
A Yes, we did, but not many of our staff can [4]*arrive / come* then. They say it's too soon after Christmas.
B OK. Well, the second half of February is [5]*well / good* for me. How does that [6]*suit / convenient* you?
A Actually, can we [7]*make / bring* it later in the year?
B Of course. But when?
A Most people seem to think that late in March is [8]*any good / OK*. How about Friday 27th?
B I'm not [9]*confirmed / free* on that day. Can we [10]*fix / bring* it forward to the Wednesday of that same week?
A The 25th? Sure.
B So that's the IT seminar arranged for Wednesday March 25th.

2 Complete the sentences with the prepositions from the list.

about at back for forward in on ~~to~~

1 Hello, I'm calling *to* arrange a meeting at your hotel.
2 It's _____ our appointment at four today. Something's come up.
3 Is Tuesday any good _____ you?
4 Sorry, but I'm not free _____ one. Maybe later in the day?
5 I'm afraid I can't come _____ Thursday.
6 I'm busy next week, so can we move it _____ to the week after?
7 Instead of the afternoon, why don't we bring it _____ to the morning?
8 Can we make it later _____ the week?

LIVEWORKSHEETS