

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		<i>n.</i>	a central office place where agents or operators man banks of telephones to either make outgoing
2		<i>n.</i>	a settlement of differences by mutual concessions
3		<i>v.</i>	to express courteous refusal; refuse
4		<i>v.</i>	to insert in the same envelope, package, or the like
5		<i>v. phr.</i>	to stop doing
6		<i>adj.</i>	opposed in feeling, action, or character; antagonistic
7		<i>adj.</i>	not patient; not accepting delay, opposition, pain, etc.
8		<i>adj.</i>	characterized by indecision, as persons
9		<i>v. phr.</i>	to express their dissatisfaction with something
10		<i>v.</i>	to lose something
11		<i>n. phr.</i>	a happy customer with a company's products, services and capabilities

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