

UNIT 4: CUSTOMER SERVICE

EXTRA VOCABULARY WORKSHEETS

I. Make phrases by matching an item from each column.

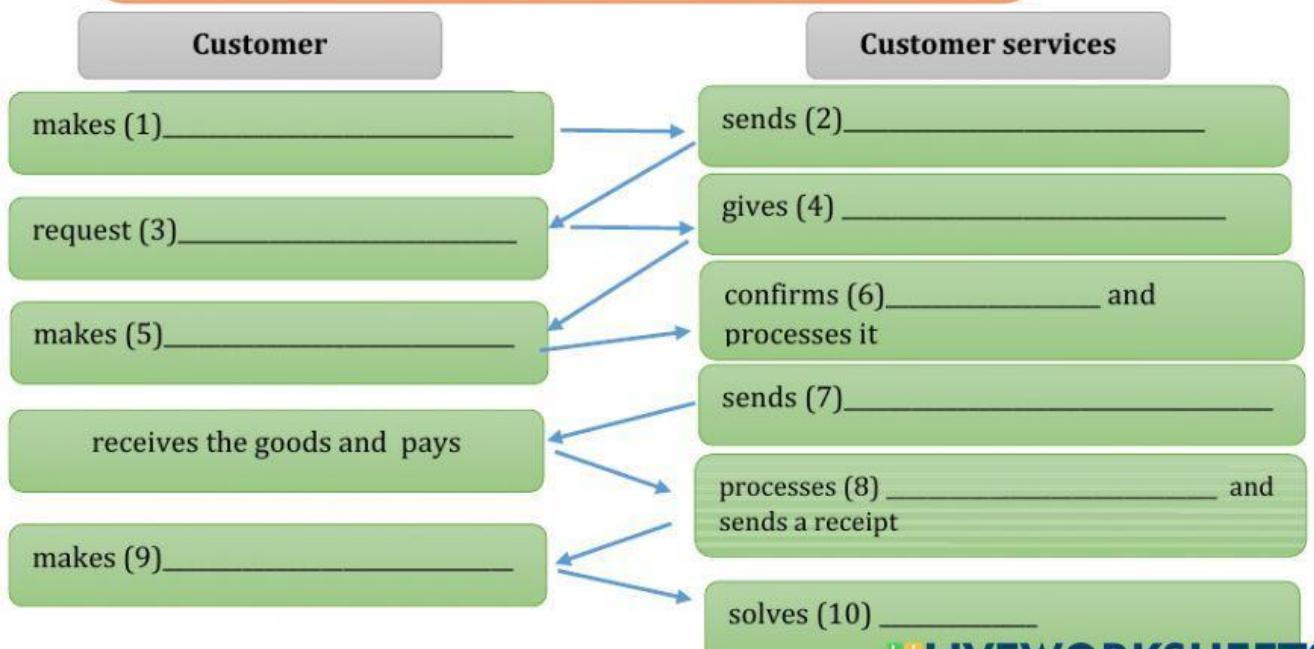
1. follow up	→	a life-time guarantee
2. provide	→	a purchase with a quick call
3. be passed	→	any inconvenience caused
4. make	→	the urge to argue
5. include	→	specific commitments
6. log	→	from person to person
7. resist	→	a flyer inside every package
8. acknowledge	→	details on a CRM system

II. Make phrases by matching an item from each column.

1. body	→	customers
2. channel	→	ground
3. common	→	information
4. on-screen	→	posture
5. preferred	→	of communication
6. pre-sales	→	claim
7. bulk purchase	→	guarantee
8. money-back	→	enquiry
9. satisfaction	→	discount
10. warranty	→	survey

III. Complete the sequence with the word in the box.

a complaint	an initial enquiry	information
an invoice (with the goods)	an order	the order
the payment	the problem	a quotation
		the quotation



IV. Complete the definitions with the words provided.

expectations experience feedback loyalty
profile requirements satisfaction survey

1. Customer _____ = the feeling that a customer gets when they're happy.
2. Customer _____ = when a customer always buys from the same company.
3. Customer _____ = information, advice or criticism, deliberately collected from customers or given informally by them.
4. Customer _____ = a set of questions you ask to find out customers' opinions.
5. Customer _____ = what a customer feels and remembers about the service they have received
6. Customer _____ = how people think they should be treated
7. Customer _____ = an analysis of your customers according to age, lifestyle, etc.
8. Customer _____ = customer needs