

## UNIT 4: CUSTOMER SERVICE

### EXTRA VOCABULARY WORKSHEETS

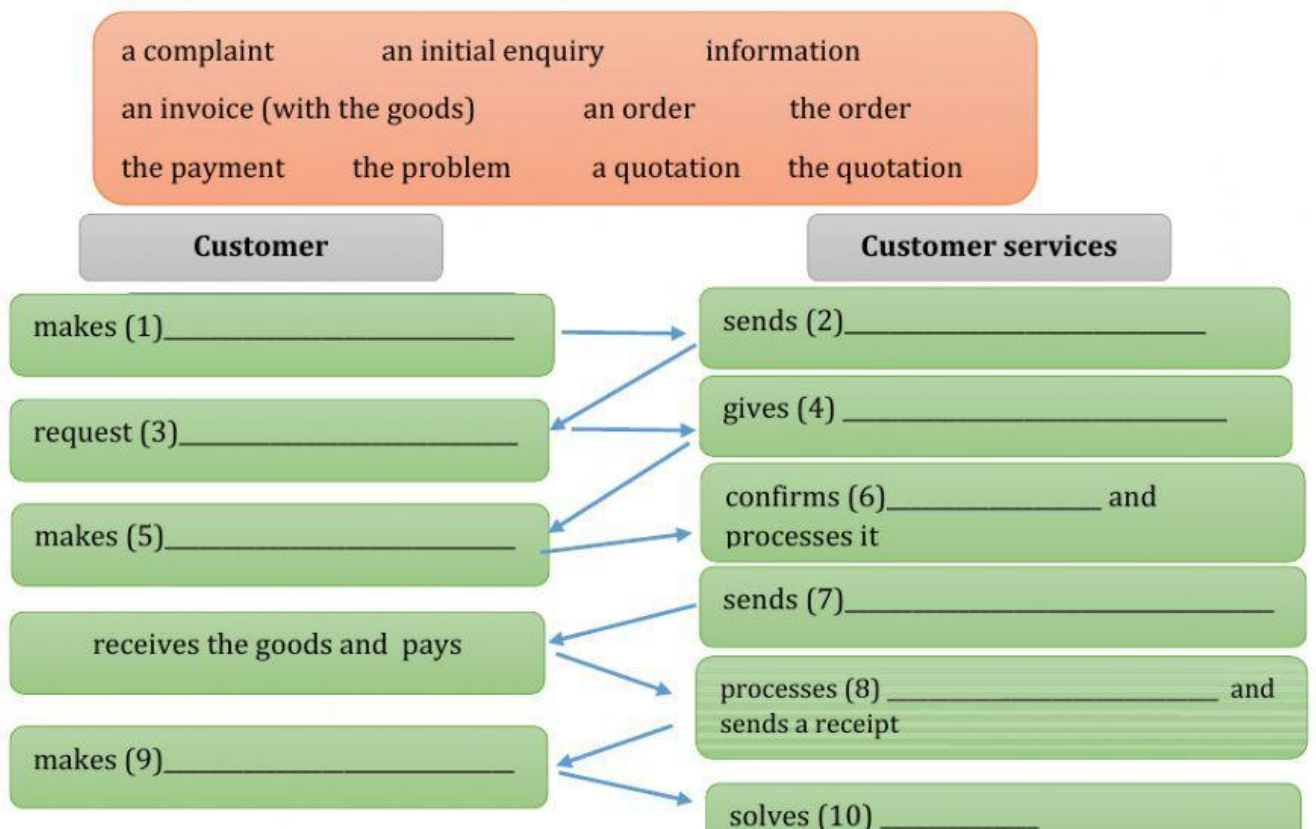
#### I. Make phrases by matching an item from each column.

|                |                              |
|----------------|------------------------------|
| 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.



**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