

# Business English, Upper Intermediate, Unit 10

## Customer Service

### Verb + noun collocations

#### Task 1

Choose the verb that best fits the collocation and use it in the correct form:

exceed    deal    set    pay    provide  
build    pre-empt    arise    request

1. We try not just to meet, but to \_\_\_\_\_ customers' expectations.
2. To do this, we need to sense what they are looking for and try to \_\_\_\_\_ that service.
3. We \_\_\_\_\_ high standards and we try to deliver consistently.
4. Thirty years ago, when issues \_\_\_\_\_ they were handled face-to-face by a local manager.
5. Customer service has become less personal and now it is \_\_\_\_\_ with by experts and technology.
- 6 Whether customers are \_\_\_\_\_ an account statement or need to replace a broken item, the company needs to \_\_\_\_\_ their needs and minimise the time they spend on the phone.
7. Companies can collate and analyse data to \_\_\_\_\_ profiles of customers.
8. Many companies do not train staff as they should and just \_\_\_\_\_ lip service to it.

**Task2** Make a note of the collocations, for example, *issues arise*

_____	_____
_____	_____
_____	_____
_____	_____