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*

_____ _____

_____ _____

_____ _____

_____ _____

LIVEWORKSHEETS