

Unit 2: Customer Service Vocabulary

Customer	Complaint	Sales
Shipping	Call back	Bill
Issue	Maintenance	Warranty
Troubleshooting	Due date	Collection
Debt	Hold on	Hang up
Business	Outage	Request
Employee	Employer	Shift

No.	Word	Part of Speech	Meaning
1		<i>n.</i>	the period that a person is scheduled to work, or a group of workers who work during the same period of time.
2		<i>n.</i>	a statement that something is wrong or not good enough, the act of complaining, or the thing you are complaining about.
3		<i>n.</i>	the act of politely or officially asking for something.
4		<i>n.</i>	a person who buys goods or a service.
5		<i>n.</i>	discovering why something does not work effectively and making suggestions about how to improve it.
6		<i>n.</i>	a request for payment of money owed, or the piece of paper on which it is written.
7		<i>n.</i>	a person or organization that employs people.
8		<i>n.</i>	an act of exchanging something for money.
9		<i>n.</i>	the work needed to keep a road, building, machine, etc. in good condition.
10		<i>n.</i>	the process or business of sending or transporting goods.
11		<i>n.</i>	a period when a service, such as electricity, is not available.

12		<i>n.</i>	the activity of collecting money that is owed, or the money collected.
13		<i>v.</i>	to telephone (a person) who has called earlier
14		<i>v.</i>	to end a phone conversation.
15		<i>n.</i>	someone who is paid to work for someone else.
16		<i>v.</i>	used to tell someone to wait for a short time.
17		<i>n.</i>	a subject or problem that people are thinking and talking about.
18		<i>n.</i>	the activity of buying and selling goods and services.
19		<i>n.</i>	the date by which something has to be done or paid.
20		<i>n.</i>	something, especially money, that is owed to someone else, or the state of owing something.
21		<i>n.</i>	a written promise from a company to repair or replace a product that develops a fault within a particular period of time, or to do a piece of work again if it is not satisfactory.