Read the text and choose the correct word in *italics*.

Our company does everything possible to promote
[1]*customer / consumer* loyalty. Returning customers and good
word-of-mouth comments are extremely valuable, and we
believe that responding promptly to customers when they
have a [2]*response / query* is an important part of this.

We provide a number of ways in which customers can
[3]*report / give* a problem: this can be online (by email or
online chat), by phone, or in person to Customer [4]*Loyalty /
Support*, and we are constantly trying to improve our
[5]*response / respond* times, so that customers don't have to
wait long.

When customers [6]*do / make* a complaint, we first ask them
to [7]*explain / report* the issue, so that we can [8]*make / offer* a
solution which best meets their needs. We also use these
occasions to [9]*get / give* feedback from customers on their
preferences, and the customer [10]*opportunity / experience*.
Above all, it's vital to make sure that at the end of the
experience, the customer is satisfied.