

Customer Service



Match the headings to the correct description

1. For First-Time Callers

2. For Repeat Visitors

3. Apologizing for Order Mixups, Product Issues, and Other Concerns

4. Transfer Requests and Putting Your Customers on Hold

5. Following up With a Customer at a Later Time

6. Being Unable to Fulfill a Request



A large majority of questions will come down to order issues, so you want to identify your customer and their order before moving on.



You may not always be in the position or have the authorization to answer some questions or meet requests, and there's nothing wrong with that.



Sometimes, it isn't possible to resolve orders or product-related issues while you're communicating with your customers.



The first thing you want to do when there's any issue, regardless of who's at fault, is apologize and convey empathy.



You may not always have the possibility to fulfill what a customer is requesting. Make sure you explain and offer solutions.



Acknowledging a returning customer is a best practice and reiterates that your brand cares about the relationship and values each customer.

Customer Service



Listen carefully to the sentences and write them.

Match the sentences to the category they belong to.



1. For First-Time Callers



4. Transfer Requests and
Putting Your Customers on
Hold



2. For Repeat Visitors



5. Following up With a
Customer at a Later Time



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Mixups, Product Issues, and
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6. Being Unable to Fulfill a
Request