# CUSTOMER SERVICE

https://idiomas4everyone.wixsite.com/tutor

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# Dos and don'ts

## 1 A SPECIFIC PRODUCT IS UNAVAILABLE

**Don't say:**

**Phrases containing "not in stock, " "unavailable," or "I can't." Instead, use positive language.**

**DOS**

1. Unfortunately, this product is discontinued. But I get why you like it. Here's a link/number to a similar range that our customers switched to [share a link/phone number].

2. We're expecting the item to be delivered any time soon. We can let you know when it reaches our warehouse. What is the best method of contacting you? *

3. We're expecting the item to be delivered any time soon. I recommend to contact (company in charge) to explore this option.

## 2 THE CUSTOMER GETS A FAULTY OR A WRONG PRODUCT

**Don't say:**

**"You'll get a new one in 10 working days." Ask if this is what they want first.**
**"Are you sure your kid didn't break it?" Let's avoid blaming the customer.**

**DOS**

Yes 1. I'm sorry to hear that the product you ordered didn't arrive in the expected condition. We usually take great care when packaging our products so that they're safe in transportation. Can I request/send you a new one right now?

## 3 YOU HAVE TO SAY NO TO THE CUSTOMER

**Don't say:**

**"We'll take a look!" Don't give false hope when clearly the new feature is ludicrous.**

**"Thanks, but no thanks." Avoid sounding rude at all costs.**

**DOS**

Yes 1. I am afraid we can't provide this product/accessory, but I recommend to contact (company in charge) to explore this option.

## 4 THE CUSTOMER ASKS COMMON CUSTOMER SUPPORT QUESTION

**DON'T SAY:**

**"NOT THIS ONE AGAIN!"**

**DOS**

Yes 1. Sure, I can help you with the installation. Here's a step-by-step guide [refer the customer to the website/call center] on how to do it. Would you like me to assist you, or can you take it from here?

## 5 YOU HAVE TO DEAL WITH A DIFFICULT CUSTOMER

**Don't say:**

**"Sorry, but..." It's better not to interrupt.**
**"Okay, but I gave you a discount!" It's not helpful if you get angry. Just sit back and say nothing.**

**DOS** 1. [Nothing before they vent their anger.]

Yes 2. I understand how upset you must be, and I apologize that this has happened. Would you give me a chance to sort this out for you?

Source: https://www.tidio.com/blog/customer-service-scenarios/

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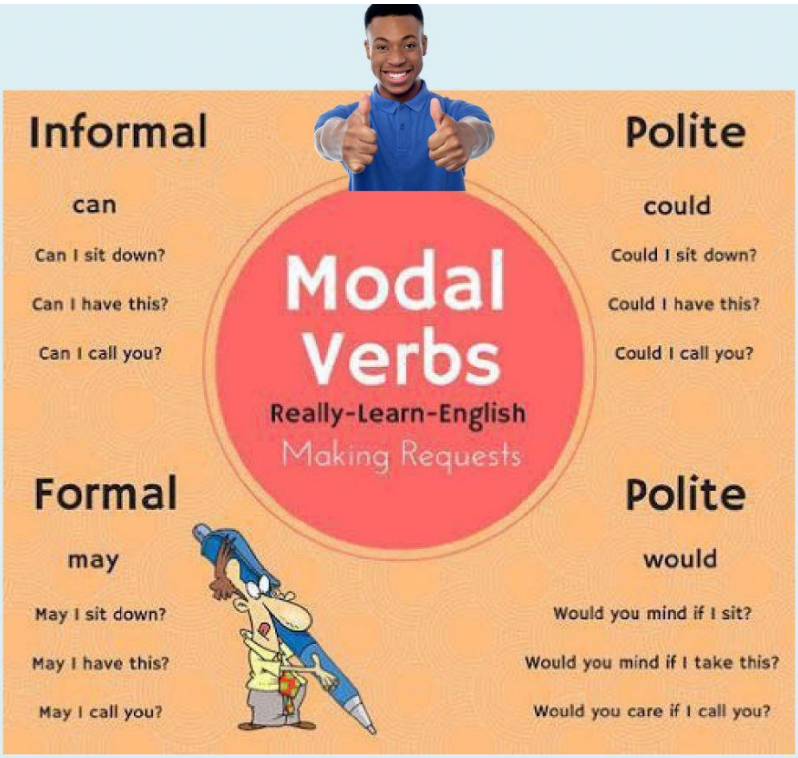



# MODAL VERBS 1

**Can**
1. Ability / Inability I can speak English
2. Informal permission can I open the window?
3. Informal request can I have a glass of water?
4. Possibility Anyone can become rich and famous

Can, could, may and might are modal verbs that Can be used to give permission or deny permission

**Can't**
Impossibility You can´t be 30! I thought you were About 20 years old

**Could**
1. Asking for permission Could I borrow your book?
2. Polite request could you say it again more slowly?
3. Ability in the past she could read when she was 4
4. Suggestion we could try to fix it ourselves
5. Possibility I think we could have another Gulf war

**Must**
1. Deduction or certainty That must be Jerry, they said he was tall with red hair
2. Obligation ("must" involves the speaker´s authority or opinion) you must go to bed, said her mum

**Mustn't**
Prohibition You must not swim in that river, it is full of crocodiles

**Have to**
Obligation ( based ib a law or rule, the speaker Orly Says that an obligation exists and doesn´t impose an Obligation) I have to wear a uniform in my school
"Have got to" is also common in an informal style

**Don't have to**
It is not necessary to do something, you can do It if you want but it is not necessary
She doesn´t have to finish her composition tonight

**May**
1. Possibility
He may run the marathon this year
2. Polite permission or request
May I go now? Yes, you may

**Might**
Might is most Commonly used to express Possibility. English speakers can also use "might" to make suggestions or request, but This is less common in American English.
Be careful, you might fall

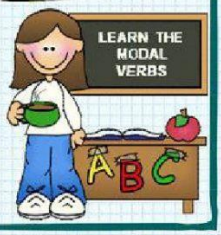
**Must / Have to**
With must the speakers are giving their own feelings, saying what they think is necessary. With have to the speakers are no giving their feelings, they are just giving facts

**May / might**
we often read that 'might' suggests a smallerpossibility that 'may', there is in fact little difference and 'might is more usual than 'may' in spoken English.

**Can't / mustn't**
We use *can't* to express that something is logically impossible Mustn't expresses an obligation: a prohibition is a negative obligation ( *not to do* something)

"May," "might," and "could" are used almost interchangeably to express the possibility that something will happen.

**REMEMBER:**
"Could not" vs. "Might not"
"Could not" suggests that it is impossible for something to happen. "Might not" suggests you do not know if something happens.

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**No** **Yes**

# Customer Service Communication Pro Tips

**Here's what to stop saying and start saying!**

| | |
|---|---|
| That's not possible. | What I can suggest is... |
| Is your phone number...? | What's the best way to reach you? |
| It's not my/our fault. | It does seem that this is a problem with... Let me see if they are aware of the problem. |
| Is your current address...? | Please verify your current address. |
| If I were you... | What I would recommend... |
| Are you sure? | That's unusual. Could you please tell me how I can reproduce this? |
| Unfortunately.../But.../Can't... | What I can do for you is... |
| It's not my job. | Please tell me how I can be of assistance. |
| What you should do... | What I can do for you is... |
| You don't seem to understand. | Please allow me to clarify any confusion. |
| I don't know/I'm not sure. | Please let me place you on hold while I do some research. |

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