



# 5

# Customers



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## 1. Complete these sentences with words from the list. Change the form of the word if necessary.

guarantee    require    assist    provide  
serve    monitor    care    satisfy    expect

- 1 Can you \_\_\_\_\_ that the package will arrive within 24 hours?
- 2 The \_\_\_\_\_ was rather slow at that new restaurant, but the food was good when it arrived.
- 3 For your fitness check, we attach this machine to your chest and it allows us to \_\_\_\_\_ your heart.
- 4 In a recent survey we found that callers' levels of \_\_\_\_\_ with the call centre were below average.
- 5 With over 300 products in stock, we're sure you'll find something to meet your \_\_\_\_\_.
- 6 We not only want to meet the \_\_\_\_\_ of our customers, we also want to exceed them.
- 7 I asked the shop \_\_\_\_\_ for help, but she was very rude to me.
- 8 Our customer \_\_\_\_\_ policy is there to ensure your complete satisfaction.
- 9 What kind of after-sales support does your company \_\_\_\_\_ for its customers?

## 2. Complete this conversation with the missing words.

- A Hello, I'm interested \_\_\_\_\_ your advert for customer service staff. Can you tell me a bit more about the position?
- B Sure, the best idea is for you to come in for a chat. Would it be \_\_\_\_\_ for you to do that?
- A Yes, sure.
- B \_\_\_\_\_ about sometime this week?
- A Next week would be better.
- B OK. Wednesday afternoon \_\_\_\_\_ me.
- A Sorry, I can't \_\_\_\_\_ it on Wednesday, but I'm free on Thursday afternoon.
- B That's fine ...

## Later the same day, the person calls again. Complete this conversation with the missing words.

- A Hello, I called earlier about the post in customer service and we arranged an interview for next Thursday afternoon.
- B Oh yes. I remember.
- A Well, I'm very sorry, but can we \_\_\_\_\_ it forward to the morning?
- B Well, I'm quite busy on Thursday morning. How \_\_\_\_\_ Friday morning?
- A That's fine. 10 o'clock is \_\_\_\_\_ for me.
- B Fine. We'll see you then ...

## 3. Complete this email with the present simple or present continuous of the verbs in brackets.

Dear Jaime

As you know, currently Josie \_\_\_\_\_ (take) a month off because of family problems. As a result, I \_\_\_\_\_ (need) someone to take over her responsibilities on the New York project. So the reason I \_\_\_\_\_ (email) you is to ask if you could deal with it. I \_\_\_\_\_ (understand) that you are very busy at the moment, but I \_\_\_\_\_ (think) I could delegate some of your less urgent work to Bruno. I called your office and they said you \_\_\_\_\_ (interview) people for the new position all day, so can you call me back asap tomorrow? Remember that I \_\_\_\_\_ (have) a meeting later today, it \_\_\_\_\_ (start) at 14.00.

Thanks.