Complete these guidelines for improving customer service with suitable gerunds from these verbs:

return	*learn*	*build*	*reassure*	*ensure*
deal	*provide*	*implement*	*learn*	*conduct*

Improving customer service

Recommended ways of improving customer service include:

1. _____ calls promptly.
2. _____ research to find out what customers need.
3. _____ staff training programmes in customer care.
4. _____ quickly with complaints.
5. _____ the customer is happy with the outcome.
6. _____ from complaints.
7. _____ a rapport with customers.
8. _____ about customers' buying habits.
9. _____ refunds promptly to dissatisfied customers.
10. _____ customers who are worried.

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Match these sentences to their meaning.

1. I regret telling you...
2. I regret to tell you...
3. We stopped producing the Alpha model.
4. We stopped to produce the Alpha model
5. I tried speaking to Customer Services.
6. I tried to speak to Customer Services.

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