



## 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.



## 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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