

5 | Practice file

Working with words

1 Match 1–6 to a–f to make phrases.

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|-----------------------|-----------------------|
| 1 get <u>e</u> | a a solution |
| 2 make <u> </u> | b a problem |
| 3 offer <u> </u> | c loyalty |
| 4 customer <u> </u> | d a complaint |
| 5 response <u> </u> | e feedback |
| 6 report <u> </u> | f times |

2 A customer service manager is training new employees. Complete her words with a phrase from 1.

We lost a lot of business to our competitors last year, so this year we are working hard to encourage ¹ customer loyalty. Here are some important things you need to know.

When customers want to ² with a product they bought, it's important to answer them quickly. They know that mistakes happen, so if you can ³ to the problem immediately, customers are usually satisfied. Customers generally only ⁴ if they think you don't understand their problem or don't want to help.

If you can't answer immediately, call the customer back as soon as possible. We're trying to improve our ⁵ , so if you can't find a solution in less than 15 minutes, ask your Team Leader for help.

After each customer service call, we send out online questionnaires. Only about 30% of people respond, but it's still a useful way for you to ⁶ on the work your team is doing.

3 Choose the correct words in *italics* to complete sentences 1–6.

- I'm sorry, but I can't offer you ~~an issue~~ / *a solution* right now.
- I have a *complaint* / *query* about the price. Is it €25.99 or €29.99?
- We can offer you a 15% *refund* / *discount* if you pay today.
- Bring the computer back, and we'll give you a *replacement* / *compensation* to take home today.
- Can you explain the *feedback* / *issue* with your order in more detail?
- I'm afraid we don't give refunds, but we can give you a *compensation* / *credit voucher* to use in the shop at a later date.

Business communication

1 Put this conversation in the right order.

- Oh dear. I do apologize. Can you give me your order number?
- Yes, it's SR235L. That was the reference on my order and on the photos I received.
- Yes, that's right.
- Well, I sent you pictures of my factory, but I received photos of somebody's birthday party.
- 1 Photo World. Good morning. How can I help you?
- 10 Yes, sure. I'll wait to hear from you.
- Oh I'm sorry to hear that. Can you give me more details?
- Let me check. So you're Mr Haddadi?
- OK. I'll deal with it right away, Mr Haddadi. Can I call you back in five or ten minutes?
- Hello. I'm calling because there's a problem with some photos you sent me.

2 Complete the conversation between the shop assistant (SA) and the customer (C) with the words and expressions from the list.

I'll deal with I'm afraid check I'm sorry ~~can I do~~ sorry for we can offer you I'm not very happy

SA Good afternoon, sir. What

¹ can I do for you?

C I bought this item yesterday but it doesn't work.

² about it.

SA Oh dear. ³ about that.

C I'd like a refund, please.

SA ⁴ we can't give you a refund, but ⁵ a credit voucher.

C Well, can't you replace it?

SA I'm not sure if we have any more in the shop.

Let me ⁶ . One moment, please.

C OK.

SA No, I'm afraid you bought the last one, but

we can have one here for you tomorrow. I'm ⁷ the inconvenience.

A OK, no problem. What time tomorrow?

B Well, ⁸ it right now and then I can give you a time. Do you have two minutes?