Telephone Customer Service Training Workshop

Part 1: Warm-Up Questions

1. Have you ever worked in customer service before?

2. What do you think makes a good customer service experience?

3. How would you greet a customer on the phone?

4. What challenges do you think customer service agents face?

Part 2: Match the Words with Their Meanings

1. Hold on a. To ask someone to wait briefly
2. Transfer b. Move the call to another department
3. Issue c. A problem or concern
4. Confirm d. To verify information
5. Apologize e. To say you're sorry for a mistake

Part 3: Complete the Dialogue

Customer: Hello, I received the wrong item in my order.

Agent: _____

Customer: Yes, I ordered a blue shirt but got a red one.

Agent: _____

Customer: Sure, the order number is 12345.

Agent: _____

Customer: Thank you!

Agent: _____

Part 4: Fill in the Blanks – Phone Call Script Practice

Instructions: Complete the phone call by filling in the blanks with appropriate customer service expressions. Use polite and professional language.

Customer: Hello? I can't access my account. I think I forgot my password.

Agent: _____ [Greeting + offer help]

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Customer: Yes, I need to reset it.

Agent: _____ [Express understanding]

Agent: _____ [Explain the next step]

Agent: _____ [Ask for email confirmation]

Customer: Sure, it's customer@email.com

Agent: _____ [Confirm and send email]

Agent: _____ [Ask if anything else is needed]

Customer: No, that's all.

Agent: _____ [Thank and close the call]

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