**English Workshop: Telephone & Chat Customer Service Agents**

**Goal:** Practice English for real-world phone and chat interactions in customer service.

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**Part 1: Useful Phrases for Phone and Chat Support**

Match the expressions with their purpose.

| Expression | Purpose |
|---|---|
| 1. "Thank you for calling, how can I help you today?" | A. Apologizing |
| 2. "Let me check that information for you." | B. Greeting and offering help |
| 3. "I'm really sorry to hear that." | C. Offering a solution |
| 4. "Is there anything else I can assist you with?" | D. Following up |
| 5. "I'll send you a confirmation email shortly." | E. Clarifying next steps |

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**Part 2: Fill in the Gaps**

Complete the conversation below with the words in the box:

**issue – understand – thank – checking – confirmation – problem – support – help**

**Customer:** Hi, I'm having a _____ with my order. It hasn't arrived yet.
**Agent:** I'm really sorry to hear that. Let me check the order status. One moment please...
**Agent:** Thank you for waiting. I'm _____ the shipping details now.
**Agent:** Okay, I _____ your frustration. I can see the package is delayed due to a logistics issue.
**Agent:** I'll go ahead and contact our delivery _____ team to speed this up.
**Customer:** Thank you!
**Agent:** You're welcome. I'll also send you a _____ email. Is there anything else I can _____ you with today?

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**Part 3: Dos and Don'ts**

Choose **Do** or **Don't** for each action when speaking to a customer:

| Action | Do / Don't |
|---|---|
| Use polite, professional language | |
| Interrupt the customer while they are speaking | |
| Confirm the customer's request | |
| Blame the customer for the problem | |
| Speak clearly and slowly when needed | |
| Use slang or informal expressions | |

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**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 from the box

> Thank you for calling, have a great day! - Is there anything else I can help you with today? - I understand your situation, no problem- Thank you for calling, how can I assist you today? - Thanks. I've sent a reset link to your email. - Let me help you reset your password. - Could you please confirm your email address? -

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

Agent: _____ [Greeting + offer help]

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]

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Customer: No, that's all.

Agent: _____ [Thank and close the call]

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**Part 5: Quick Chat Simulation**

Respond to these **customer messages** in a chat box format. Use polite, helpful language.

> Sure! For dry skin, I recommend our Aloe Vera Moisturizing Cream. - I'm sorry to hear that. Let me check the delivery status for you. - You're very welcome! Glad I could help. - No worries, I can help you log in. Have you tried resetting your password? - Standard shipping to Bogotá usually takes 3–5 business days.

*"My order says delivered, but I haven't received it."*

_____

*"How long does shipping take to Bogotá?"*

_____

*"I can't log into my account. Help!"*

_____

*"Can you recommend a product for dry skin?"*

_____

*"Thanks, that helped a lot!"*

_____

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