

English Workshop: Telephone & Chat Customer Service Agents

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

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

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?

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	

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]

Customer: No, that's all.

Agent: _____ [Thank and close the call]

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!"
