UNIT 4: CUSTOMER SERVICE

EXTRA VOCABULARY WORKSHEETS

I. Make phrases by matching an item from each column.

1. follow up	a life-time guarantee
2. provide	a purchase with a quick call
3. be passed	any inconvenience caused
4. make	the urge to argue
5. include	specific commitments
6. log	from person to person
7. resist	a flyer inside every package
8. acknowledge	details on a CRM system

II. Make phrases by matching an item from each column.

1. body	customers
2. channel	ground
3. common	information
4. on-screen	posture
5. preferred	of communication
6. pre-sales	claim
7. bulk purchase	guarantee
8. money-back	enquiry
9. satisfaction	discount
10. warranty	survey

III. Complete the sequence with the word in the box.

a complaint | an initial enquiry | information | an invoice (with the goods) | an order | the order | the payment | the problem | a quotation | the quotation

Customer	Customer services
makes (1)_____	sends (2)_____
request (3)_____	gives (4) _____
makes (5)_____	confirms (6)_____ and processes it
receives the goods and pays	sends (7)_____
makes (9)_____	processes (8) _____ and sends a receipt
	solves (10) _____

LIVEWORKSHEETS

IV. Complete the definitions with the words provided.

expectations *experience* *feedback* *loyalty*

profile *requirements* *satisfaction* *survey*

1. Customer _____ = the feeling that a customer gets when they're happy.

2. Customer _____ = when a customer always buys from the same company.

3. Customer _____ = information, advice or criticism, deliberately collected from customers or given informally by them.

4. Customer _____ = a set of questions you ask to find out customers' opinions.

5. Customer _____ = what a customer feels and remembers about the service they have received

6. Customer _____ = how people think they should be treated

7. Customer _____ = an analysis of your customers according to age, lifestyle, etc.

8. Customer _____ = customer needs

LIVEWORKSHEETS