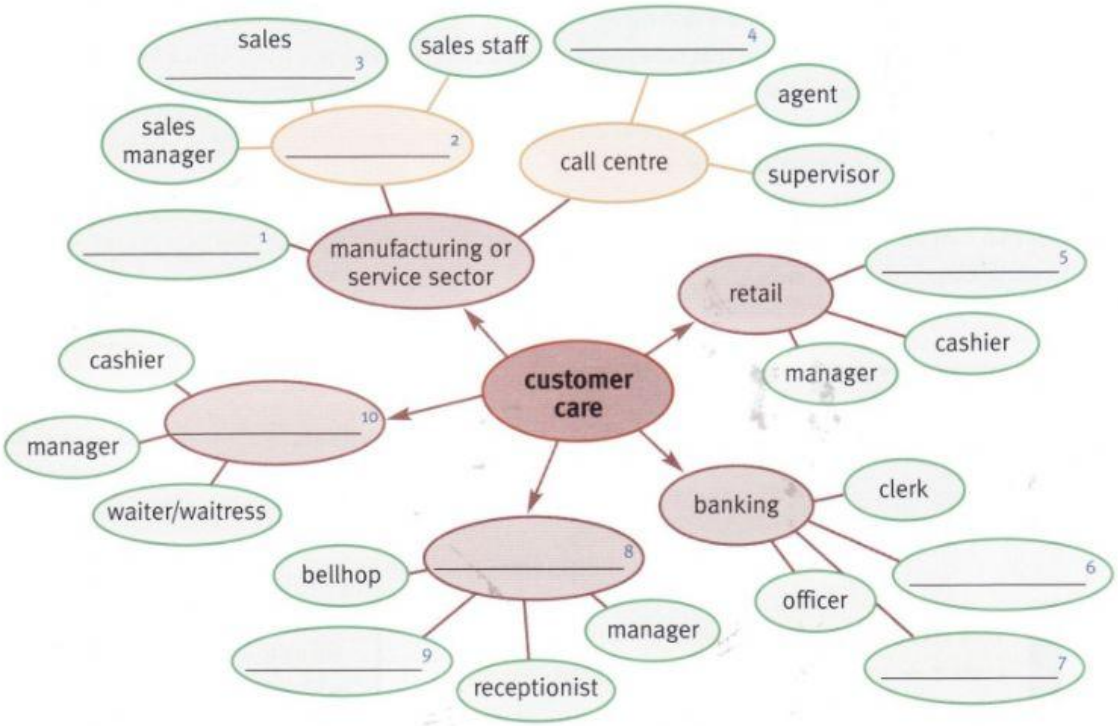
4 Complete the spidergram on customer service-centred businesses and jobs with words from the list.

cashier • concierge • hotel • order entry clerk • receptionist • representative • restaurant • sales • shop assistant • teller



Is your job or business area on the spidergram? If not, add it. Can you add another customer care position?

5 Now find people in the spidergram that complete the statements below. More than one answer is possible in each case. Compare your answers with a partner.

1 _____ deals with customers in person.

2 _____ is responsible for helping customers choose the right product.

3 _____ handles customer questions or problems over the phone.

4 _____ takes care of after-sales service.

5 _____ processes product orders for customers.

6 _____ often has to write to customers.

LIVEWORKSHEETS