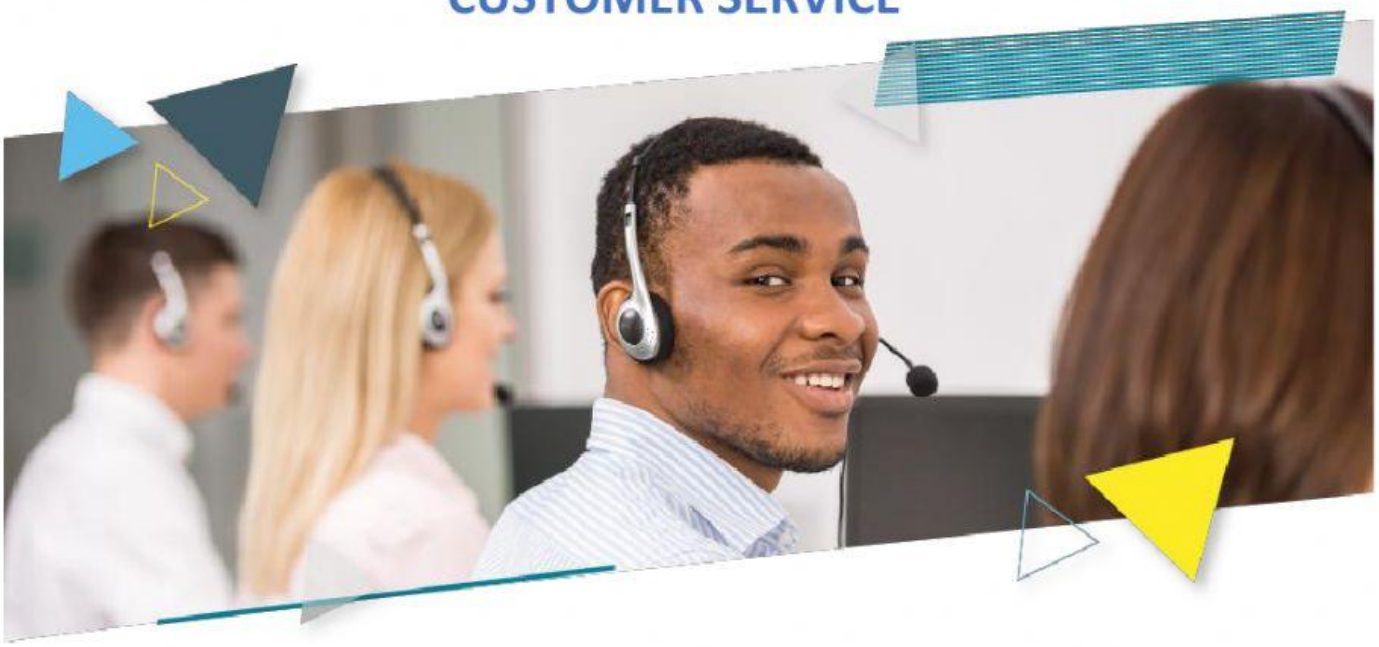
ADAPTED BY LIC. MARLON HERNÁNDEZ SALAS

MODULE: Desarrollo de Procesos de Comunicación en inglés a Nivel Intermedio

LEARNING UNIT # 2 / Customer Service

CUSTOMER SERVICE



1. Customer service scripts for greetings

- ✓ *"Good afternoon! Lego Customer Service, [YOUR NAME] speaking. How may I help you?"*
- ✓ *"Welcome to Lego Customer Service. My name is [INSERT NAME]. How can I help you?"*
- ✓ *"Good afternoon! You're through to Lego Customer Service. My name is [INSERT NAME]. How may I help you today?"*
- ✓ *"Good afternoon! You're through to Lego Customer Service, how can I help you?"*

Other questions that can be used in a greeting:

- **"How may I be of service?"**
- **"What can I assist you with?"**
- **"What may I assist you with?"**



LIVEWORKSHEETS

2. Asking More information from Customers

- ✓ "Could you please tell us more about the problem you're facing? For how long have you been troubled by this? Have you taken any step yourself?"
- ✓ "Could you please confirm your order ID/delivery address/complaint number?"
- ✓ "In order to serve you better, I just need some more information. Could you please tell me for how long have you been troubled by this?

3. Customer Service : Empathy / Apologizing

Empathy



- "I'm sorry to hear about your problem. It should not have happened that way. Let me fix this for you."
- "I can completely understand why you're so upset. I can assure you such issues are not repeated ever again."
- "You're a valuable customer to us and your frustration is completely valid. Anyone in your place would feel the same. I assure you quickest resolution to the problem."
- "Your anger is totally justified as anyone else would feel the same way.

Apologizing

- ✓ "Hi Hellen, we sincerely apologize for the inconvenience caused to you due to that. Let us fix the issue immediately."
- ✓ "Hello Robinson, I am sorry to hear about that. You should not have had to go through it."

LIVEWORKSHEETS

- ✓ “Hey Kirsten, we feel bad for the unpleasant experience you had to go through. We’re sorry and let us fix the issue immediately.”



concluding a conversation

- ✓ “Is there anything else I can help you with?
- ✓ “Thanks for calling and if you have any additional questions, please call us again.”
- ✓ “Thanks for calling [COMPANY NAME]. Have a good day.”
- ✓ “You’ve been speaking with [ADVISOR NAME] today. Thank you for contacting [COMPANY NAME]. Have a great day.”
- ✓ “Apologies once again for any inconvenience caused. Thank you for your call.”
- ✓ “Thank you for calling. Have a good day!
- ✓ “If any other questions arise, please feel free to contact us at any time. Thanks so much for calling. Goodbye.”
- ✓ “Thank you very much for you time, [CUSTOMER NAME], and thanks for calling [COMPANY NAME]. We look forward to working with you in the future. Have a great day!”
- ✓ “Thank you for calling [CUSTOMER NAME], your feedback is extremely valuable to us. Please don’t hesitate to call us again if you have any questions.”
- ✓ “It’s great that we have answered your questions today. Thanks for calling [COMPANY NAME]. Have a wonderful day.”
- ✓ “I’m very pleased that we’ve been able to help you today [CUSTOMER NAME], please call again if you need help.”

LIVEWORKSHEETS

LET`S LISTEN FOR SPECIFIC DETAILS **TASK#1**



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Activity # 1: Listen to the **dialogue** and then choose the correct option. **PLAY THE AUDIO TWICE ONLY** **(Do not stop it to answer questions).**

EXERCISE 1

Based on the audio, the delivery arrived_____.

A) on time

B) 3 days earlier

C) 3 days later

D) only 1 day later



EXERCISE 2

What happened with the delivery? The driver_____.

A) couldn´t find the house

B) confused the customer's house

C) got sick at the boarder

D) was delayed at the boarder

EXERCISE 3

According to the audio, the customer was _____.

A) dissatisfied

B) satisfied

C) confused

D) pleased

LIVEWORKSHEETS

EXERCISE 4	**According to the audio, the customer has _____.** A) never bought online B) never experienced a delivery problem C) has had the same problem lots of times D) has had the same problem a couple of times
EXERCISE 5	**Based on the audio, the customer service representative _____.** A) did not apologize B) transferred the phone call C) didn´t figure the customer´s problem out. D) assured the customer that situation won´t happen again. 

LET`S LISTEN FOR SPECIFIC DETAILS - **TASK #2**

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Activity # 1: Listen to the **dialogue** and then choose the correct option. **PLAY THE AUDIO TWICE ONLY (Do not stop it to answer questions).**

LIVEWORKSHEETS

EXERCISE 1	**What seems to be the problem with the order? The customer_____.** A) didn´t like the TV B) asked for a discount C) said the TV set was damaged D) ordered a couple of TV sets more
EXERCISE 2	**Based on the audio, the customer _____.** A) has reported the problem several times B) will get a discount on his next purchase C) asked the customer service representative out D) discussed with the customer service representative

LET`S LISTEN FOR SPECIFIC DETAILS - **TASK # 3**

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Activity # 1: Listen to the **dialogue** and then drag and drop the correct option.
PLAY THE AUDIO TWICE ONLY (Do not stop it to answer questions).

overcharged | invoice | order | amount



LIVEWORKSHEETS

Dialogue

A: Hello, John. I'm calling about a mistake on our _____. It looks like you have_____us by 50 pounds.

B: I'm sorry about this. Our Account's Department must have made a small mistake when they processed your _____. We'll issue a corrected invoice immediately.

A: I tell you what. Could you just subtract the extra _____ from the next invoice?

B: Certainly. I apologize again for the mistake.

A: It's all right. Have a nice day.



LISTENING SKILLS
by teacher Marlon

LET`S LISTEN FOR SPECIFIC DETAILS - TASK # 4

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Activity # 1: Listen to the **dialogue** and then complete the statements below. PLAY THE AUDIO TWICE ONLY **(Do not stop it to answer questions).**

1. The customer wants to_____.

2. The customer wants to_____the customer service.

3. The customer wants to buy a _____.

4. The manager asked the customer to_____.

LIVEWORKSHEETS

LET`S LISTEN FOR SPECIFIC DETAILS **TASK # 5**

Activity # 1: Listen to a **check-in dialogue** and then identify **hotel facilities.** **PLAY THE AUDIO ONLY TWICE** **(Do not stop it to answer questions).**

EXERCISE 1

Nicky will stay at the hotel for_____.

A) three weeks

B) two nights

C) three nights

D) One night



EXERCISE 2

Based on the dialogue, Nicky will stay in the room number_____.

A) 209 B) 307 C) 408 D) 503

EXERCISE 3

Based on the dialogue, the room is _____.

A) on the first floor

B) next to the elevator

C) in front of the swimming pool

D) on the fifth floor

EXERCISE 4

Based on the dialogue, the swimming pool _____.

A) opens at noon

B) is out of service

C) is on the fifth floor

D) is open 24 hours

LIVEWORKSHEETS

EXERCISE 5

According to the audio, the towels _____.



A) are dirty

B) have an extra charge of $10

C) are on a shelf in the room

D) cannot be used in the swimming pool

EXERCISE 6

According to the audio, the room does not have _____.

A) air-conditioning

B) a queen-size bed

C) a minibar

D) a coffee maker

EXERCISE 7

What facility can be used after 7:00 o´clock? The_____.

A) swimming pool

B) gym and spa

C) souvenir shop

D) terrace

EXERCISE 8

Based on the audio? The elevator is_____.

A) broken

B) brand new

C) working very well

D) small but fast



LISTENING SKILLS
by teacher Marlon

LIVEWORKSHEETS