

## 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?"



## 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.”

- ✓ “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 your 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.”




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



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

<p>EXERCISE</p> <p>①</p>	<p><b>Based on the audio, the delivery arrived_____.</b></p> <p>A) on time</p> <p>B) 3 days earlier</p> <p>C) 3 days later</p> <p>D) only 1 day later</p> 
<p>EXERCISE</p> <p>②</p>	<p><b>What happened with the delivery? The driver_____.</b></p> <p>A) couldn't find the house</p> <p>B) confused the customer's house</p> <p>C) got sick at the boarder</p> <p>D) was delayed at the boarder</p>
<p>EXERCISE</p> <p>③</p>	<p><b>According to the audio, the customer was _____.</b></p> <p>A) dissatisfied</p> <p>B) satisfied</p> <p>C) confused</p> <p>D) pleased</p>

<p><b>EXERCISE</b></p> <p>4</p>	<p><b>According to the audio, the customer has _____.</b></p> <ul style="list-style-type: none"> <li>A) never bought online</li> <li>B) never experienced a delivery problem</li> <li>C) has had the same problem lots of times</li> <li>D) has had the same problem a couple of times</li> </ul>
<p><b>EXERCISE</b></p> <p>5</p>	<p><b>Based on the audio, the customer service representative _____.</b></p> <ul style="list-style-type: none"> <li>A) did not apologize</li> <li>B) transferred the phone call</li> <li>C) didn't figure the customer's problem out.</li> <li>D) assured the customer that situation won't happen again.</li> </ul> 

### LET'S LISTEN FOR SPECIFIC DETAILS - TASK #2



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

<p>EXERCISE</p> <p>①</p>	<p><b>What seems to be the problem with the order? The customer_____.</b></p> <p>A) didn't like the TV</p> <p>B) asked for a discount</p> <p>C) said the TV set was damaged</p> <p>D) ordered a couple of TV sets more</p>
<p>EXERCISE</p> <p>②</p>	<p><b>Based on the audio, the customer _____.</b></p> <p>A) has reported the problem several times</p> <p>B) will get a discount on his next purchase</p> <p>C) asked the customer service representative out</p> <p>D) discussed with the customer service representative</p>

### LET'S LISTEN FOR SPECIFIC DETAILS - TASK # 3



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



## 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



**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 \_\_\_\_\_.





# 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  <b>1</b>	<p><b>Nicky will stay at the hotel for _____.</b></p> <p>A) three weeks B) two nights C) three nights D) One night</p> 
EXERCISE  <b>2</b>	<p><b>Based on the dialogue, Nicky will stay in the room number _____.</b></p> <p>A) 209                      B) 307                      C) 408                      D) 503</p>
EXERCISE  <b>3</b>	<p><b>Based on the dialogue, the room is _____.</b></p> <p>A) on the first floor B) next to the elevator C) in front of the swimming pool D) on the fifth floor</p>
EXERCISE  <b>4</b>	<p><b>Based on the dialogue, the swimming pool _____.</b></p> <p>A) opens at noon B) is out of service C) is on the fifth floor D) is open 24 hours</p>



<p>EXERCISE</p> <p>5</p>	<p><b>According to the audio, the towels _____.</b></p> <p>A) are dirty</p> <p>B) have an extra charge of \$10</p> <p>C) are on a shelf in the room</p> <p>D) cannot be used in the swimming pool</p> 
<p>EXERCISE</p> <p>6</p>	<p><b>According to the audio, the room does not have _____.</b></p> <p>A) air-conditioning</p> <p>B) a queen-size bed</p> <p>C) a minibar</p> <p>D) a coffee maker</p>
<p>EXERCISE</p> <p>7</p>	<p><b>What facility can be used after 7:00 o'clock? The _____.</b></p> <p>A) swimming pool</p> <p>B) gym and spa</p> <p>C) souvenir shop</p> <p>D) terrace</p>
<p>EXERCISE</p> <p>8</p>	<p><b>Based on the audio? The elevator is _____.</b></p> <p>A) broken</p> <p>B) brand new</p> <p>C) working very well</p> <p>D) small but fast</p>  <p><b>LISTENING SKILLS</b> by teacher Marlon</p>