

Full name: _____

Class: _____

Exercise 1: Fill words in the box to suitable blanks of statement 1-3

multi-channel customer service	have a query	report a problem
get feedback	make a complaint	explain the issue
offer a solution	Customer Support Department	customer loyalty
		response time

1. Accessing Customer Support

Customers can contact our _____ team through phone, email, chat, and social media.

If a customer needs to _____ about a product or service, they can find information on our website.

Customers can find the contact details for our _____ on the "Contact Us" page.

2. Reporting an Issue

If a customer needs to _____ a problem with an order or purchase, they should do so promptly.

Our team will carefully handle and address any customer reports of defective products or services.

When filing a _____, customers should provide details like their order number and a description of the issue.

3. Providing Feedback

Customers have multiple _____ to share feedback about their experience with our company.

We highly appreciate customer feedback and use it to continually improve our products and services.

Customers can expect a timely _____ when they take the time to submit feedback.