

① **Read** the text and **write** down translations for the **bold words**.

Customer service

Good **customer service** is very important for any **company**. When customers have a problem, they want help quickly and easily. A good salesperson is friendly, **patient** and **helpful**. They have to be able to handle **complaints**, because customers can have **issues** with a product's quality or price. Sometimes customers **receive** wrong or damaged **items** or they are unhappy and want a **refund**.

If a company gives good service, customers are more likely to be **satisfied** and stay **loyal**. That's why good customer service is key to **success**.

customer service	
company	
patient	
helpful	
complaint	
issue	
receive	
item	
refund	
satisfied	
loyal	
success	

② **Fill in** the gaps of the gap text using the new vocabulary.

A good _____ wants happy customers. When there is a problem with an _____, the customer may not _____ the right product.

They make a _____ to _____.

The salespeople must be _____ and _____. They listen to the _____ and try to fix the _____.

Sometimes, they give a _____.

If the customer is _____, they will stay _____ to the company.

Name: Customer Service - Dealing with complaints

- ③ **Read** the different issues with customer service. **Translate** them and give **rate** them from least annoying (10) to most annoying (1).

English	Translation	Rating
Salesperson is rude		
No apology for unresolved problem		
Can't find store salesperson		
Wait at counter or checkout		
Can't get a human on the phone		
Many phone steps needed		
Long wait on hold		
Wait for scheduled repairer		
Boring hold music or messages		
Unhelpful solution		
No apology for unresolved problem		
Can't find store salesperson		

- ④ **Write down** polite answers to the following requests/complaints.

A: "Can you help me find this product?"

B: "I received the wrong item in my order."

C: "Can I get a refund?"

D: "Can I speak to a manager?"

E: "The item I received was damaged."

F: "These shoes are too expensive for me."

- ⑤ **Write down** a dialogue between a customer and a salesperson. The customer has a complaint or a request and the salesperson needs to be polite and help the customer with their issue.