

Your opinions about customer service
Business Result Pre-Intermediate Unit 6

The vocabulary below is all related to the topic of customer service. Choose one of the expressions and make a statement using those words or on that topic that you think your partner will agree with, and then see what their reaction is.

(Online) helpdesk
After-sales service
Apology
Attentive
Automatic switchboards
Bank clerk
Being transferred
Bellboy/ Bell hop
Body language
Cashier
Check in clerk
Communication skills
Complaints policy
Concierge
Customer care
Customer focussed
Customer loyalty
Customer recommendations/ Word of mouth
Customer relations
Customer satisfaction
Customer service agent scripts
Customer service skills
Customer-friendly
Cut off/ Disconnected
Database
Dealing with correspondence
Delivery charge/ Postage and packing
Doorman
Efficiency
Empathy
Exchange policy
Eye contact
Face-to-face
Good service – Poor service
Good/ Bad/ First/ Positive/ Negative impressions
Greetings
Handling complaints
Handling enquiries
Helpful – Unhelpful
Helpline/ Call centre
Instant messenger
Knowledgeable/ Well informed – Unknowledgeable

Level of service
Listening skills
On hold
Payment systems
Polite – Rude
Put into a queue
Receptionist
Recorded message
Refund
Sales representative/ Sales rep/ Sales executive/ Salesman/ Salesperson
Shop assistant
Small talk
Standard letter
Tact/ Diplomacy
Take responsibility
Take the extra step/ Go beyond the call of duty
Telephone manner
Tone/ Intonation
Upgrade
Voucher

Useful language

Asking for opinions

What do you think about...?

How do you feel about...?

Do you agree that...?

Giving opinions

(Personally) I (don't) think...

(Personally) I (don't) feel...

Agreeing

I think you're right

I (totally) agree (with...)

Disagreeing

I don't agree (with...)(at all)

Do the same, but trying to find things that your partner disagrees with.

Have a meeting about improving customer service, agreeing on at least two action points.

Listen to a similar meeting. What two action points do they agree on?

How should your customer service staff respond to these complaints?

- You have made a mistake with an invoice
- You didn't deliver on time
- You sent the wrong product