

Customer Service

This is the preparation material for an English conversation lesson about customer service. Customer service is providing a service to customers before, during and after a purchase. It is designed to increase the level of customer satisfaction – that is, the feeling that a product or service has met the customer's needs and expectation. Many stores have a special desk or area where people can complain if they are not happy about a service. Good customer service is when a company offers solutions to help a customer get over their bad experience.

VOCABULARY

Adjectives describing personality characteristics

For good service

Eloquent
Succinct
Responsive
Coherent
Articulate
Sensitive
A good listener

For bad service

Bored
Rude
Uninterested
Nervous
Obnoxious
Antagonistic

Phrasal Verbs:

Put off

Example: After the service I received last weekend, I have been put off ever shopping there again!

Ramp up

Example: They really need to ramp up customer service if they want to continue to get customers.

Complain about

Example: I am going to complain about the service I received at the hotel.

Deal with

Example: The new company has been dealing with complaints ever since they started.

Depend on

Example: You can depend on them to provide quality service.

※テキスト全文はレッスン受講時に担当講師よりお受け取りください。