

# CUSTOMER SERVICE

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**GECO LEVEL C**

**2/13/21**

# AGENDA

Review of class rules

Homework

Warm up activity

Discussion

Grammar

Exit ticket

Announcement



# CLASSROOM RULES

1. Turn off mic when listening to others
2. In breakout rooms, allow everyone to share.
3. Try to speak English as much as possible.
4. Corrective feedback

# HOMWORK REVIEW: SETTING GOALS

- Specific (What do I want to achieve?)
- Measurable (How will I know I have met or met or exceeded it?)
- Realistic (Is it possible? Can I REALLY do this?)
- Time-Bound (How long will I work on this goal?)

# SHARE YOUR EXPERIENCE WITH CUSTOMER SERVICE

Guided questions:

- Name a time when you got good or bad customer service. What happened?
- What is the importance of customer service?

# THINGS TO CONSIDER WHEN TALKING TO...

## Customers

in person

on the phone

in emails

## Customer service representatives

in person

on the phone

in emails

# FROM CUSTOMER'S POINT OF VIEW

- Clear purpose
- Good manners/attitude
- Politeness
- Solution



# FROM CUSTOMER SERVICE REPRESENTATIVES' POINT OF VIEW

- First impressions
- Good manners/ attitude
- Facial expression
- Word choice
- Professionalism-follow company guidelines/policies
- Ethical behavior
- Problem solving
- Read emotion
- Verbal language/body language
- Tone of voice





# AMERICAN IDEA

## Customer is always right

What about in your country?

Advantages & Disadvantages of this view

Assign roles: note taker, reporter, discussion leader

Report group ideas

# MODALS

verbs that add functional or grammatical meaning to a clause to express necessity or possibility.

## Rules

- Modal + base form of verb
- Form negative with NOT
- Modal + Subject in question

# Ability and Possibility

Can/Could, Be able to



# Permission

## Can, Could, May, Do you mind if

1. \_\_\_\_\_ I talk to your manager please?
2. When \_\_\_\_\_ I expect the package to arrive?
3. \_\_\_\_\_ I grab a pen and paper?



# Advice

## Should, Ought to, Had better

1. My new phone is broken.
2. They said I called too late, my warranty expired.

# Obligation

Must, Have to

What do you want us to do?

What will you do now?

# Possibility

**Might, May, Could, Can**

**What do you want us to do?**

**What can you do?**

# MODAL VERBS

Type	Modal Verbs	Examples
ABILITY	Can, Could	<ul style="list-style-type: none"><li>✿ David can speak three languages.</li><li>✿ He could speak fluent French when he was 5.</li></ul>
PERMISSION	Can, Could, May	<ul style="list-style-type: none"><li>✿ Can I sit in that chair please?</li><li>✿ Could I open the window?</li><li>✿ May I borrow your dictionary?</li></ul>
ADVICE	Should	<ul style="list-style-type: none"><li>✿ You should visit your dentist at least twice a year.</li><li>✿ You should try to lose weight.</li></ul>
OBLIGATION	Must, Have to	<ul style="list-style-type: none"><li>✿ I must memorize all of these rules about tenses.</li><li>✿ You have to take off your shoes before you get into the mosque.</li></ul>
POSSIBILITY	Might, May, Could, Can	<ul style="list-style-type: none"><li>✿ It looks nice, but it might be very expensive.</li><li>✿ Richard may be coming to see us tomorrow.</li></ul>





# DISCUSSION QUESTION

1. What will the customer service industry look like in the future?
2. Do you think the need for customer service representative will decrease in the near future? Why or why not?
3. What are some advantages and disadvantages for customers and representatives if the number of customer service representative decrease?



# EXIT TICKET

In the chat box type your response to 1 of these questions or  
**BOTH!!!!!!**

1. What is one (1) question that you still have about the lesson?
2. What is one (1) “aha” or “ahhhh” moment you had in today's lesson?

Wait..... Post

# Homework: Role play

## Situation (example)

- The customer is upset because the refrigerator s/he purchased last week has stopped working.
- The customer service representative has called a potential customer to encourage the customer to buy a product.
- The customer has come into a store to buy a new coat and needs assistance.
- The customer is angry because s/he has been waiting for two hours for his/her car to be repaired, and it still is not ready.

# Tutoring session opens today!

Here is the link for our new Drop-in Tutoring hour:

<https://gonzaga.zoom.us/j/99693943458>



# WhatsApp

If you want to join GECO level C WhatsApp group, let me know and we will ask for your number.

