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**Customer Service**

**By: Sarah Hartley**

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| Customer Service | Call back | Advice | Run out |
| Assistance | Follow up | Solution | Sort this out |
| Direction | Look into | Deal with | Drop in |

Guadalupe is a \*customer service\* agent for a cell phone company. She works at her store and from home. She has many duties such as offer her \*assistance\* with paying bills, \*look into\* issues with devices, and \*follow up\* with her customers. One day, Guadalupe receives a call from a woman who is having problems operating her sons cell phone. “The battery always seems to \*run out\* and the screen is badly cracked. It makes it hard to \*deal with\*.” Said the woman. “I am sorry to hear that but I am happy to help you \*sort this out\*. How old is the cell phone?” Guadalupe asked. “It is about four years old.” Answered the woman. “Oh! I may have a \*solution\* to your problem. According to this \*direction\*, you are due for an upgrade. If your \*drop in\* to the store on Pine street, they will be able to help you. If you need anything else, please give me a \*call back\*. Have a great day!”