



Customer Service

UNIT 1

2/13/2021

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Today's Agenda

10:00- class signs

10:05- Review

10:15- Lesson

10:30- Matching activity- B R

10:40- Break

10:50- Listening activity- B R

11:00- All together, now!

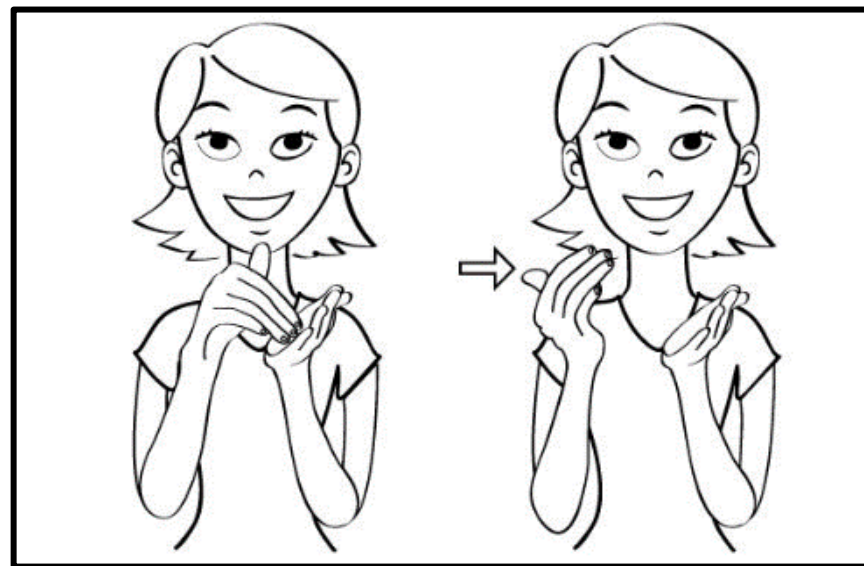
11:10- Creating SVC

Class Signs

1. I CAN'T HEAR YOU!



2. PLEASE REPEAT.



Class Signs

3. I UNDERSTAND!



4. I DON'T UNDERSTAND.



What is customer service?



Assistance

Advice



You may hear...

"I can offer my assistance."

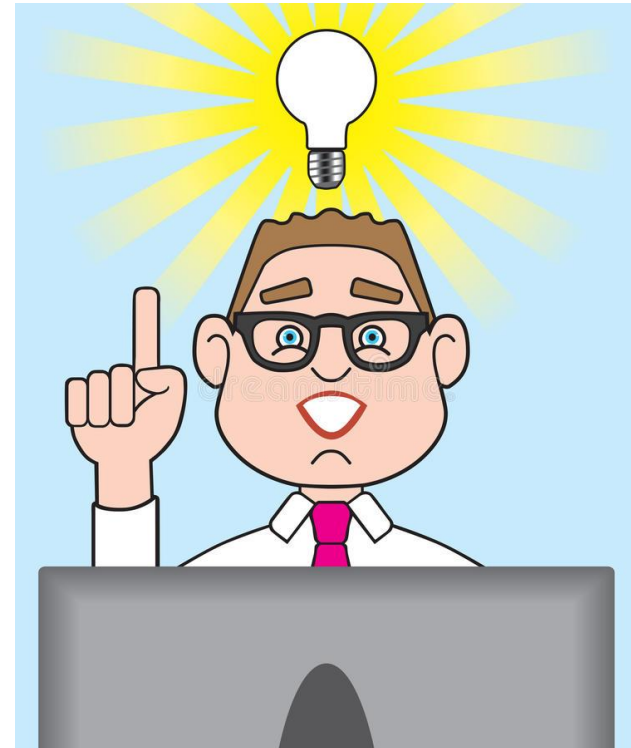
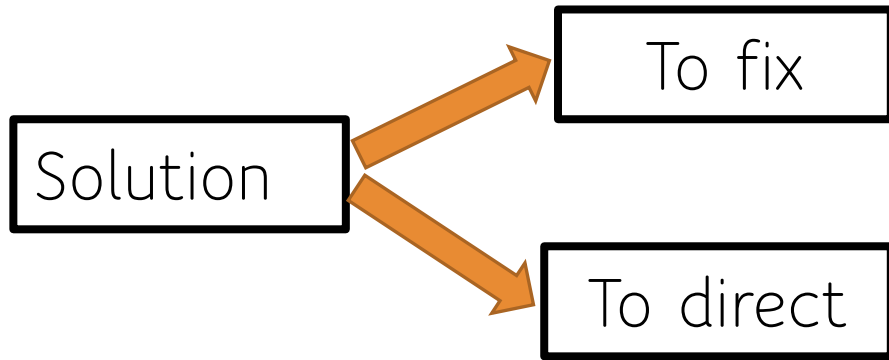
Repeat!

" I can give my advice."

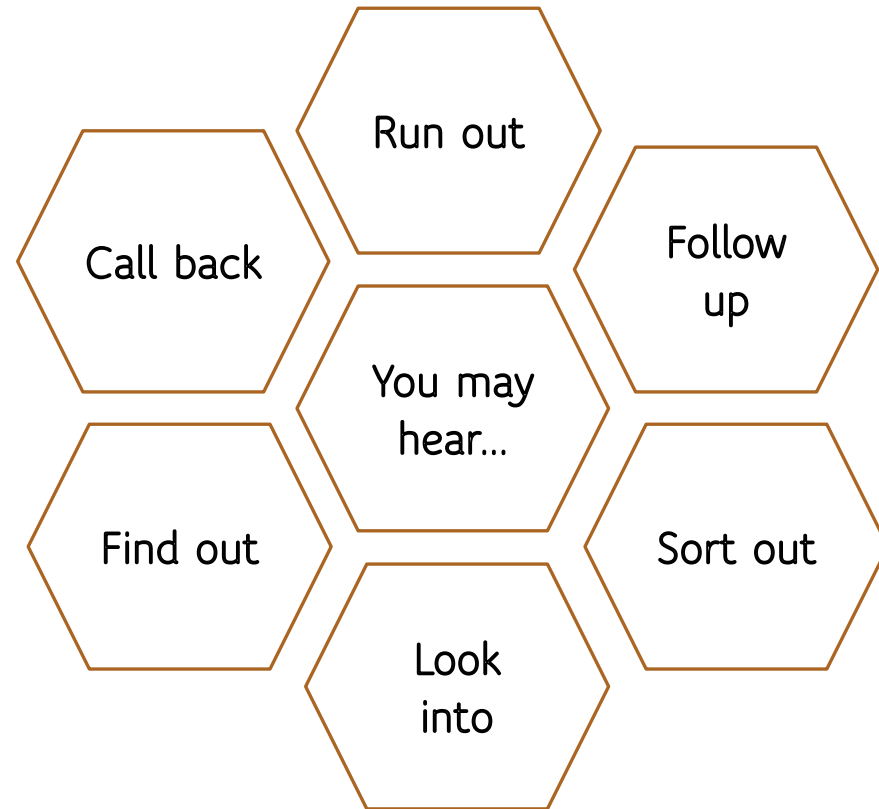
Repeat!

What do they do?

Create solutions to problems.



Customer service and verbs



1. Call back

To contact someone again

Example: Give me a call back if you have any problems.



2. Run out

To use up.

Example: We have run out of time.



3. Follow up

To find out more about

Example: I will follow up with you about your computer problem.



4. Sort out

To fix a problem

Example: We will sort out this problem in the morning.



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5. Look into

To investigate; to discover

Example: Let's look into this issue further.



6. Find out

To learn or discover

Example: I will find out when the next meeting will be.

