

Unit 1: Customer Service Part 2

2/20

AGENDA

Activity sheet (Warm up) + Vocabulary: 10min

Role Play :10-15 min

Discussion: 15 min

Comprehension check 10-15 min

Reminder

Announcement Homework



CLASS ACTIVITY WITH NEW VOCABULARY

Activity

Let's learn some vocabulary with problem & solution activity!
Try to use modals



HOMWORK: COMING UP WITH SITUATIONS

Examples

- 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.
- You were paying \$30/month for internet, but after the initial year it has now jumped to \$75/month. You need them to lower it, or you will change companies.
- You need to get dental work done but you don't know where to go, so you need to call your insurance company and ask a) which clinics take your insurance and b) if your insurance will pay for e.g. x-rays

ROLE PLAY

Homework check: What did you come up with?

Talk about them in breakout rooms and act them out!

Things to consider when you act out the situation:

Verbal & Body language

Tone of voice, facial expression, Ethical behavior



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?

The Evolution of Customer Service



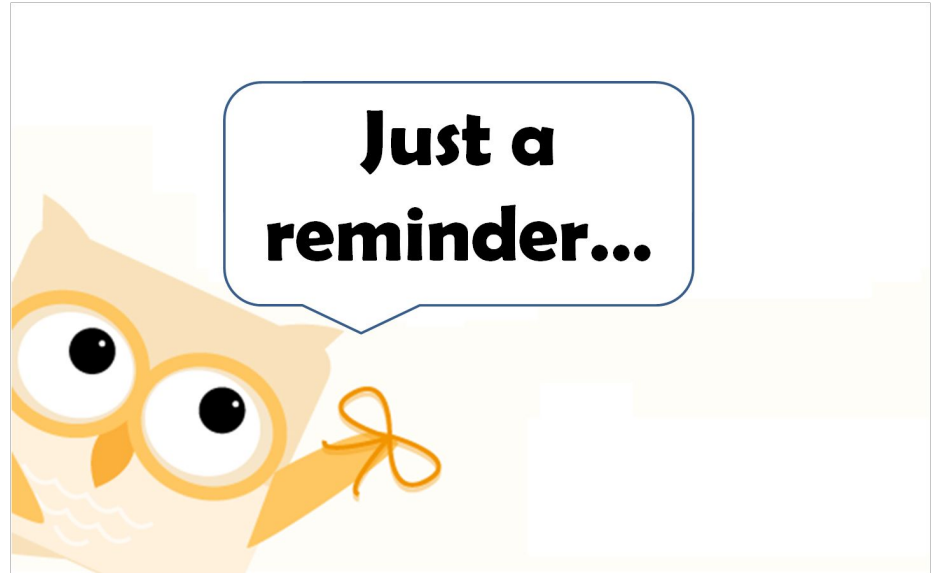
COMPREHENSION CHECK PLEASE DO IT AS HOMEWORK

1. What do you think both customers and service workers have in common when talking to people?
2. Form one sentence using “ought to”
3. In a sentence summarize your opinion when it comes to the statement: A Customer is always right.
4. State one important thing you learned from today’s discussion about what customer service industry look like in the future.

REMINDER

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

WhatsApp



ANNOUNCEMENT

Next week: 2/27 No Class

In 2 weeks: 3/6 Unit 2: Writing emails: We will talk about the structure, important phrases and vocabulary and norms in emails.

Homework:

Think about etiquettes and rules that you follow when you write emails