









Unit 1 Customer Service – Vocabulary

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| <p>Customer Service</p> |  | <p>The assistance and advice provided by a company to those people who buy or use its products or services.</p> |
| <p>Solution</p> |  | <p>An answer to a problem.</p> |
| <p>Call back</p> |  | <p>To contact someone again.</p> |
| <p>Run out</p> |  | <p>To use up.</p> |
| <p>Follow up</p> |  | <p>To find out more about.</p> |
| <p>Sort out</p> |  | <p>To fix a problem.</p> |

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| <p>Look into</p> |  | <p>To investigate; to discover.</p> |
| <p>Find out</p> |  | <p>To learn or discover.</p> |