

## 2.2 Vocabulary Customer service and telephoning


## Adjectives

1 With a partner, decide whether these adjectives are most likely to be used to describe customers, helpline operators or both. Write *C*, *H* or *B* next to each.

abusive annoyed appreciative cheerful competent difficult frustrated  
grateful helpful irritated knowledgeable patient persuasive pleasant  
reassuring rude satisfied sympathetic understanding upset

2 Which nine adjectives do *not* have the stress on their first syllable? Of those nine, which three adjectives have the stress on their third syllable?

## Listening for attitude

3  1:11-1:20 Listen to ten extracts from helpline conversations and choose appropriate adjectives from 1 to describe the speakers.

## Describing problems

4 Decide which device each of the sentences can refer to and tick the appropriate columns.

	car	fax	photocopier	PC	mobile phone
1 When I switch it on, nothing happens.		✓	✓	✓	✓
2 It broke down on the way to work.					
3 It keeps crashing.					
4 There's something stuck inside.					
5 I can't switch it off.					
6 It's not working properly.					
7 It won't start.					
8 It's out of order.					
9 I think it's a complete write-off.					
10 The battery's dead.					

## Collocations

5 Choose the best verb from the box to complete each collocation. Use each verb once only.

identify talk arrange give sort out escalate exchange diagnose

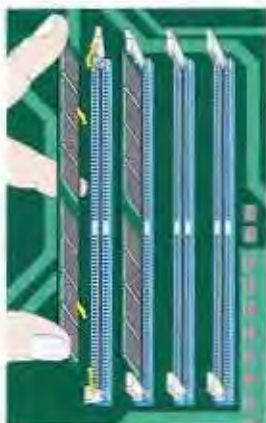
- \_\_\_\_\_ the symptoms
- \_\_\_\_\_ the fault
- \_\_\_\_\_ a problem
- \_\_\_\_\_ the customer through the process
- \_\_\_\_\_ the problem to a supervisor
- \_\_\_\_\_ a visit from our technician
- \_\_\_\_\_ the product
- \_\_\_\_\_ a full refund



### Antonyms

6 Match each verb with its opposite.

- |            |                 |
|------------|-----------------|
| 1 connect  | a) disconnect   |
| 2 insert   | b) fasten       |
| 3 lift out | c) push in (to) |
| 4 release  | d) remove       |
| 5 replace  | e) remove       |
| 6 screw in | f) switch off   |
| 7 turn on  | g) unscrew      |



7 Complete the instructions for upgrading a PC memory module using 12 of the verbs in 6.

First, (1) \_\_\_\_\_ the PC. Do not (2) \_\_\_\_\_ the power cable, so that the PC remains earthed. Then (3) \_\_\_\_\_ and (4) \_\_\_\_\_ the side panel. Next, (5) \_\_\_\_\_ the retaining clips at each end of the old memory module. (6) \_\_\_\_\_ the old memory module. Carefully (7) \_\_\_\_\_ the new memory module and (8) \_\_\_\_\_ it firmly \_\_\_\_\_ the slot. (9) \_\_\_\_\_ the clips at each end. (10) \_\_\_\_\_ and (11) \_\_\_\_\_ the side panel. Finally, (12) \_\_\_\_\_ the PC and check that the new memory is recognized.

### Phrasal verbs

8 Complete the sentences using the verbs in the box. Then match them to the correct 'translation'.

hang speak call get hold get take put ring

Call centre telephone code	'Translation'
1 Could you _____ on a moment, please?	a) Maybe. If I have nothing else to do!
2 We tried to contact you, but we couldn't _____ through.	b) I'm in the middle of an interesting conversation.
3 I'm going to _____ you through to my supervisor.	c) We lost your phone number.
4 Could you _____ up, and I'll _____ you back?	d) Heh, heh, let's see how she likes your ridiculous questions.
5 I'll just _____ down your details.	e) We don't know what you're talking about!
6 I can't hear you very well. Could you _____ up, please?	f) I'll pretend to do something useful.
7 We'll _____ back to you as soon as we solve the problem.	g) They're playing my favourite song on the radio.
8 The engineer is out at the moment. Please _____ back later.	h) We might ring next week if we remember.

### Listening for detail

9 1:31 Listen to an interview for a customer satisfaction survey. Which one of these ten words and expressions is *not* used?

annoyed call you back it doesn't work escalate hold on competent  
get your problems sorted out knowledgeable pleasant provide a solution

### Discussion

10 In small groups, brainstorm ten 'golden rules' of customer service. Then present your 'golden rules' to another group.

### Internet research

Search for the keywords "golden rules of customer service". Compare your findings with your own 'golden rules' from 10.