

# Review 2

## Customer support

**1** In each set of four below, match an adjective on the left with a noun on the right to make collocations about working conditions.

- |              |                |
|--------------|----------------|
| 1 clean      | customer       |
| 2 satisfied  | environment    |
| 3 high       | meals          |
| 4 subsidized | staff turnover |
| 5 heavy      | rate           |
| 6 hourly     | staff          |
| 7 competent  | job            |
| 8 dead-end   | workload       |

**2** Make adjectives from these nouns.

- |                     |                      |
|---------------------|----------------------|
| 1 annoyance _____   | 6 knowledge _____    |
| 2 competence _____  | 7 persuasion _____   |
| 3 frustration _____ | 8 reassurance _____  |
| 4 gratitude _____   | 9 satisfaction _____ |
| 5 help _____        | 10 rudeness _____    |

**3** The collocations below are useful in customer support. Cross out the one verb in each group (in **bold**) that does *not* collocate with the noun.

- Deal with / look into / **push in** / sort out a problem.
- Describe** / identify / replace / treat the symptoms.
- Diagnose / locate / offer / **repair** the fault.
- Escalate / exchange / launch / **replace** the product.
- Ask for / call / give / offer a full refund.
- Escalate / fax / refer / **replace** the problem to a supervisor.

**4** In this customer support dialogue the verbs in **bold** are all in the wrong places. Put them in the correct places.

- Helpline operator: Before I can **locate** the problem, I first need to **escalate** exactly where the fault is.
- Customer: OK, no problem, we can do that. But if it's still not working properly, can you **sort out** the product, or at least **replace** me a refund?
- Helpline operator: Yes, that's possible, but I'm not authorized to do it. I would first have to **give** the problem to my supervisor.

**5** Complete this useful phrase for after sales service using the letters in brackets.

'I'll \_\_\_\_\_ into it, \_\_\_\_\_ it out, and \_\_\_\_\_ back to you tomorrow.' (gklrstteooo)

**6** Complete the sentences typical of customer support telephone calls 1-10 using the prepositions in the box.

down down in into on on  
up through through up

- We tried to contact you, but we couldn't get \_\_\_\_\_.
- The machine broke \_\_\_\_\_ after only a few days.
- Replace and screw \_\_\_\_\_ the side panel.
- When I switch it \_\_\_\_\_, nothing happens.
- I'm going to put you \_\_\_\_\_ to my supervisor.
- I'll just take \_\_\_\_\_ your details.

- Push the new module \_\_\_\_\_ the slot.
- Please hold \_\_\_\_\_ a moment while I find your records on our database.
- The line is bad. Please hang \_\_\_\_\_ and I'll call you back.
- The line is bad. Could you speak \_\_\_\_\_, please?

**7** Read the definitions and complete the words by filling in the missing letters.

- Computer screen: m\_\_\_\_\_r
- A row of icons on a computer screen: too\_\_\_\_r
- Something you hope your computer doesn't do: c\_\_\_\_h
- Make a computer more powerful: u\_\_\_\_\_de
- Something that goes in a printer: ca\_\_\_\_\_dge
- Connect to the electricity supply: p\_g in
- Send a document with an email: a\_\_ch
- Someone who a business sells to: c\_\_\_\_\_r
- Someone who a business buys from: s\_\_\_\_\_r
- A written promise that a company will repair something you buy from them: g\_\_\_\_\_e

**8** Complete the email using the words in the box.

appreciate attached could further  
get back to grateful hesitate regard  
urgently would

Dear Mr White

I am writing with (1) \_\_\_\_\_ to my order placed online last week. It still hasn't arrived. I (2) \_\_\_\_\_ be (3) \_\_\_\_\_ if you (4) \_\_\_\_\_ ship the order immediately. For your reference, I have (5) \_\_\_\_\_ a copy of the confirmation you sent me. Do not (6) \_\_\_\_\_ to (7) \_\_\_\_\_ me if you need any (8) \_\_\_\_\_ information. I would (9) \_\_\_\_\_ a quick response as these items are needed (10) \_\_\_\_\_.

Best regards  
J Garcia

**9** The extracts below come from an email between colleagues at a customer contact centre. Use one word to fill each gap. The clues in brackets will help you.

- I \_\_\_\_\_ you to take a look at our Metz contact centre. (**Clue:** not *want*, but a similar single word more often used in a business context)
- Our \_\_\_\_\_ customer satisfaction survey is disastrous. (**Clue:** how business people often write *fourth quarter*)
- This represents a major \_\_\_\_\_ to our corporate image. (**Clue:** it means *the possibility that something bad may happen!*)
- These two problems are obviously \_\_\_\_\_, (**Clue:** not *connected*, although the meaning is the same)
- I \_\_\_\_\_ you talk to Marie Pinon. (**Clue:** the meaning is close to *recommend*, although less definite)
- I'm \_\_\_\_\_ on you to come up with some ideas. (**Clue:** not *relying*, although the meaning is the same)