

## Customer Service



**Category:** ✓ Business English

**Topic:** ✓ Work, Problems

**Media:** ✓ Video

**Level:** ✓ B2-C1 Upper-Intermediate / Advanced

**Grammar:** ✓ Mixed Grammar

**Learning Focus:** ✓ Listening, Speaking, Vocabulary



### Task 1

Fill in the blanks with the correct words. The definitions are given to you.

1. You shouldn't be \_\_\_\_\_ of the negative feedback from customers.  
(showing that it's not worth considering)
2. I know you were trying to \_\_\_\_\_ the tension, but it didn't help much.  
(make it weaker)
3. It might help if you \_\_\_\_\_ to your partner's communication style.  
(change it to be more suitable)
4. Our company doesn't usually offer a \_\_\_\_\_, but I think we'll make an exception this time. (money that is given back for a product or service)
5. I think being \_\_\_\_\_ about one's expectations is the most effective way.  
(clear and honest)
6. I can't see what you're trying to \_\_\_\_\_ by putting blame on others.  
(achieve something)
7. We are doing our best to find a solution, but the \_\_\_\_\_ is uncertain.  
(a result or an effect of a situation)



Task 2

Fill in the blanks with the correct prepositions. Put a "X" if no preposition is necessary.

1. It's hard \_\_\_\_\_ predict the outcome \_\_\_\_\_ the current situation.
2. Everybody wants to be kept \_\_\_\_\_ date \_\_\_\_\_ their issue.
3. I really can't stand \_\_\_\_\_ getting shuffled \_\_\_\_\_ one consultant \_\_\_\_\_ another.
4. I think blaming us \_\_\_\_\_ a product's faults is extremely unfair.
5. It's hard to follow everything when we have to handle \_\_\_\_\_ so many issues \_\_\_\_\_ a time.
6. Sometimes it's hard to set \_\_\_\_\_ your personal feelings.



Task 3

Choose the correct answer.

1. I'll get easier once you realize that it's a mutually / mutual benefit.
2. Adjusting / Adjusting to your communication style might have a positive outcome.
3. We won't solve the problem if we don't diffuse our highly charged / recharged emotions.
4. Both you and the customer are valid / vital in how you feel.
5. It takes time to learn how to resolve / reset the expectations of a customer.
6. The biggest challenge is setting your opinions off / aside.