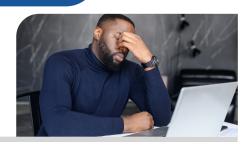


Customer Service



Category:	√	Business English	Topic:	✓	Work, Problems	Media:	✓	Video
Level:	√	B2-C1 Upper- Intermediate / Advanced	Grammar:	✓	Mixed Grammar	Learning Focus:	✓	Listening, Speaking, Vocabulary

Та	sk 1	Fill in the bla	nks with the correct words. The definitions are				
1.	You shouldn't be (showing that it's not	worth considering	of the negative feedback from customers.				
2.	I know you were trying to (make it weaker)		the tension, but it didn't help much.				
3.	It might help if you (change it to be more	e suitable)	to your partner's communication style.				
4.	Our company doesn'	_	, but I think we'll make given back for a product or service)				
5.	I think being (clear and honest)		about one's expectations is the most effective way.				
6.	I can't see what you're trying to (achieve something)		by putting blame on others.				
7.	We are doing our beautiful (a result or an effect		n, but the is uncertain.				





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 <u>mutually</u> / <u>mutual</u> 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 <u>charged</u> / <u>recharged</u> emotions.
- 4. Both you and the customer are <u>valid</u> / <u>vital</u> in how you feel.
- 5. It takes time to learn how to <u>resolve</u> / <u>reset</u> the expectations of a customer.
- 6. The biggest challenge is setting your opinions off / aside.