



This week...

Mark and Max consider which aspects of customer service their company needs to improve.

Lesson Objectives...

- Improving customer service
- Making changes to systems

Business English Conversation

Basic Class

Warm Up – Topic Question



Have you ever received a call from an angry customer?

Picture Description

What is the lady explaining to the guy?



B



A

What is the man showing the customer service representative?

*Create a short story using the following format

- 1. Who
- 2. Where
- 3. When
- 4. What's happening?

*Create simple sentences using the vocabulary

1. improve
2. feedback
3. consider
4. focus

We've had a lot of positive **feedback** about our customer service.



1. **We need to** answer calls more quickly.
2. **Maybe we could** use more automation.
3. **Are you saying we should** hire more staff?
4. **If we do this,** customer feedback should improve.

Skit

- Words
- Phrases

Mark We need to improve our customer service procedures.

Max Is it because we have been getting negative feedback from customers?

Mark That's right. First, we need to think about our staff who deal with customers.

Max Maybe we could give employees some training to make sure they're handling customers in the right way.

Mark We should also consider our after-sales care.

Max Are you saying we should put more focus on providing great customer service even after someone has bought something from us?

Mark Yes. If we do this, customers will buy from us again in the future.

Max I think this could help get our company back on track.

1. We need to
2. Maybe we could
3. Are you saying we should?
4. If we do this,

Responses - Prepositions

*please select the most appropriate response for each item below:

1. A: We are getting too many calls.
B: Don't worry. We'll hire some temporary staff help.

with / for / to

2. A: We need to deal with complaints better.
B: We should focus staff training.

with / on / for

3. A: Hello, this is ABC Industries.
How may I help?
B: I've got a problem one of your products.

about / for / with

4. A: Would you like a refund?
B: No. Could you replace it a new one?

by / with / before

5. A: When will it arrive?
B: Tomorrow noon.

to / before / under

6. A: The instruction manual is missing.
B: You can download a new one our website.

of / from / in

Student A and Student B have noticed a problem in their customer service department and are discussing the best strategies to deal with it.



Student A: We are having some problems with our customer service.

Student B: What problems are we having?

* Continue the conversation using the **Key Phrases** and **Problems** from below.

Key Phrases

- We are getting a lot of calls about
- We need to
- We are having trouble with
- Are you saying we should
- Maybe we could
- If we do this,
- We should change
- We should investigate
- *Other*

Problems

- staff too slow solving problems
- lots of complaints
- customers don't like the product
- it takes too long to speak to a human
- customers being transferred too much
- *other*

- Have you had any bad experiences dealing with customer service?
- What's the most important rule for good customer service?

- angry - *I've dealt with **angry** customers before.*
- complaint - *I'd like to make a **complaint**.*
- consider - *Would you **consider** a replacement?*
- feedback - *Our customer **feedback** could be better.*
- focus - *We should **focus** on our customers' needs.*
- improve - *We need to **improve** our response time.*
- refund - *It'll take three days to process your **refund**.*