

Vocabulary

Key Vocabulary

Read this paragraph about customer service and check your understanding of the words in bold.

Every business that wants to succeed must support the products and services that they offer with **courteous**, helpful, and friendly **customer service**. Customer service involves **building a relationship** with your **clients**, where you **guarantee** to fix or replace **defective** products and listen to their **feedback**. In fact, one of the most important elements of customer service is **dealing with complaints**. Complaints provide us with an opportunity to learn about mistakes, and if you deal with them carefully, you have the chance to **regain the trust** of that customer. Customers whose **expectations** are **satisfied** and who understand your **commitment to quality** and **reliability** are more likely to return and do business with you in the future.

Vocabulary note

A deal can be an agreement between two or more parties.
*We made a **deal** with the management on overtime.*

A deal can also be something that costs less than you expected.
*She got a good **deal** on her new house.*

Complete the definitions with the words in italics.

- 1 The customer comes into a shop to make a purchase, but a client is dependent on the advice and service of a business. *client / customer*
- 2 A _____ on a product is an agreement that the buyer can get reimbursement or a replacement if the product is defective. Buyers feel secure knowing that if the _____ of the product is not up to a high standard, they can get their money back. *guarantee / quality*
- 3 Companies that are _____ to providing good service look at complaints as valuable _____ that help them improve their products or service. *feedback / committed*
- 4 Customer _____ is very important to all companies because if they don't meet the customers' _____, they will lose business. *expectations / satisfaction*
- 5 A company that maintains good _____ gets the reputation of being a _____ company. *service / reliable*

You can see the whole lesson from your teacher, please ask them to send it to you before the class.

テキスト全文はレッスン受講時に担当講師よりお受け取りください。

