

## Customer Service

### What people don't like when dealing with customer service:

#### On the phone:

- 1- Being put on hold.
- 2- Speaking to a disinterested person.
- 3- Choosing a series of options during your call.
- 4- Finding the customer service number continuously engaged.
- 5- Being cut off.

#### Face to face:

- 1- Unhelpful personnel.
- 2- Stressed or indifferent staff.
- 3- Sales people with poor product knowledge.
- 4- Too few staff at peak times.
- 5- No company policy on customer service or complaints.

#### Repairs and refunds:

- 1- Delays on repairs.
- 2- Delays in getting money back.
- 3- No replacement equipment while repairs are carried out.
- 4- Poor-quality repairs.
- 5- Disputes over credit notes, "Proof of Purchase", etc.

( Source of Market Leader)

### Vocabulary of Complaints

**Compensation:** Something, typically money, awarded to someone in recognition of loss, suffering, or injury.

**Complaints:** A statement that something is unsatisfactory or unacceptable.

**Guarantee:** A formal assurance (typically in writing) that certain conditions will be fulfilled, especially that a product will be repaired or replaced if not of a specified quality.

**Rapport:** A good understanding of someone and an ability to communicate well.

**Standards:** A level of quality or attainment.

**Payment:** To pay something or someone.

**Refund:** Pay back (money), typically to a customer who is not satisfied with goods or services bought.

### Phrasal phone verbs

**Hang up:** Finish the call.

**Hold on/ Hang on:** To wait.

**Cut off:** Disconnected involuntarily.

**Pick up:** Answer the call.

**Put on:** Pass the call to someone in the same space.

**Put through:** Pass the call to someone in a different space.

**Call back:** Call again later.

**Get through:** To attempt to call.

**Give up:** To stop trying.

**Look up:** To search for information.

### Quote of the month

*Don't complain that you are not getting what you want.*

*Just be glad you are not getting what you deserve!*

*Anonymous*

### Idioms: Complaints

**Get to the bottom of the problem:** Know and define the problem to be able to solve it and avoid repeating it.

**Bring (something) to the table:** To have something to offer during a negotiation.

**The last straw:** The final irritation or problem that stretches one's endurance or patience beyond the limit.

**To slip my mind:** Forgetting something accidentally.

**Ripped off:** Paying too much money for something.

**Talk at cross purposes:** Two people do not understand each other because they are talking about different subjects without realizing this.

**Picking up the slack:** To do extra work because other people are not completing their tasks.

**Buttering someone up:** To say and do lots of nice things for a person because you want to get on their "good side," so that they will favour you or help you.

**Call the shots:** They are the people who make all the important decisions.

