Here to help: customer service

VOCABULARY PRACTICE
PRE-INTERMEDIATE | A2-B1

Name: _____ Date: _____

1 Match each customer service word with its meaning.

1 complaint ____	**a** a statement that something is wrong
2 refund ____	**b** money given back for a returned item
3 receipt ____	**c** a paper showing proof of purchase
4 exchange ____	**d** to swap an item for a different one
5 helpful ____	**e** willing and able to give useful help
6 apologise ____	**f** to say sorry
7 customer ____	**g** a person who buys goods or services
8 assistant ____	**h** a person who helps customers in a shop
9 satisfied ____	**i** happy with the service or product received
10 faulty ____	**j** not working correctly; broken

2 Choose the correct form.

1 I want to make a complaint / complain about this.

2 She asked for a refund / refunded.

3 Keep your receipt / recipe as proof of purchase.

4 I'd like to exchange / change this item.

5 The staff were very helpful / helping.

6 The manager apologised / apologise for the delay.

7 The customer / costumer seemed happy.

8 This product is faulty / fault.

3 Complete the descriptions with words from the box.

apologised | assistant | complaint | exchange | faulty | receipt | refund | satisfied

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Shop A: A customer made a 1 _____ about a 2 _____ toaster. The shop 3 _____ for the inconvenience and offered a full 4 _____.

Shop B: A shopper wanted to 5 _____ a shirt for a different size. She showed her 6 _____, and the 7 _____ helped her quickly. She left feeling completely 8 _____.

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4 Match each word with its opposite.

1 helpful ____	**a** rude
2 satisfied ____	**b** unhelpful
3 polite ____	**c** dissatisfied
4 quick ____	**d** slow
5 friendly ____	**e** unfriendly
6 patient ____	**f** impatient
7 professional ____	**g** unprofessional
8 reliable ____	**h** unreliable

5 Read the text. Write T (true) or F (false).

A good experience

Mia bought a jacket online, but it arrived faulty. She contacted customer service to make a complaint. The assistant apologised immediately and offered her a choice between a refund and an exchange. Mia chose an exchange, and the new jacket arrived within two days. She was very satisfied with how quickly the problem was solved and left a positive review.

1 Mia bought a jacket online. T / F

2 The jacket arrived in perfect condition. T / F

3 The assistant apologised. T / F

4 Mia chose a refund. T / F

5 The new jacket arrived quickly. T / F

6 Mia left a negative review. T / F

6 Complete the sentences with the correct preposition (for, about, to, with).

1 I want to complain _____ the service.

2 She apologised _____ the mistake.

3 He asked _____ a refund.

4 I am happy _____ the product.

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OVER TO YOU

Write a 70-90 word description of a customer service experience (good or bad, real or imaginary). Include what happened and how it was resolved.

[ ] Use at least eight target words. [ ] Use past tenses accurately. [ ] Keep the description clear and balanced.

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ANSWER KEY

1 Customer service words

1 a 2 b 3 c 4 d 5 e 6 f 7 g 8 h 9 i 10 j

2 Choose the correct form

1 complaint 2 refund 3 receipt 4 exchange 5 helpful 6 apologised 7 customer 8 faulty

3 Descriptions

1 complaint 2 faulty 3 apologised 4 refund 5 exchange 6 receipt 7 assistant 8 satisfied

4 Opposites

1 b 2 c 3 a 4 d 5 e 6 f 7 g 8 h

5 Reading

1 T
2 F - it arrived faulty.
3 T
4 F - she chose an exchange.
5 T
6 F - she left a positive review.

6 Prepositions

1 about 2 for 3 for 4 with

Over to you

Answers will vary. Check clear organisation, accurate forms and balanced wording.