

# 2

# Customer support

- ▶ personal qualities
- ▶ describing problems
- ▶ phrasal verbs for phoning



## 2.2 Vocabulary Customer service and telephoning

### Adjectives

**1** With a partner, decide whether these adjectives are most likely to be used to describe customers, helpline operators or both. Write *C* (customers), *H* (helpline operators) or *B* (both) next to each word.

annoyed cheerful difficult frustrated grateful helpful knowledgeable  
patient persuasive pleasant reassuring satisfied sympathetic upset

### Listening for attitude

**2** 🎧 1:15–1:22 Listen to eight extracts from helpline conversations and choose appropriate adjectives from Exercise 1 to describe the speakers.

### Describing problems

**3** Decide which device each of the sentences can refer to and tick (✓) the appropriate columns.

	car	photocopier	PC	mobile phone
1 When I switch it on, nothing happens.		✓	✓	✓
2 It broke down on the way to work.				
3 It keeps crashing.				
4 There's something stuck inside.				
5 I can't switch it off.				
6 It's not working properly.				
7 It won't start.				
8 It's out of order.				
9 I think it's a complete write-off.				
10 The battery's dead.				

### Collocations

**4** Choose the best verb from the box to complete each collocation. Use each verb once only.

arrange diagnose escalate exchange give identify sort out talk

- 1 \_\_\_\_\_ the symptoms
- 2 \_\_\_\_\_ the fault
- 3 \_\_\_\_\_ a problem
- 4 \_\_\_\_\_ the customer through the process
- 5 \_\_\_\_\_ the problem to a supervisor
- 6 \_\_\_\_\_ a visit from our technician
- 7 \_\_\_\_\_ the product
- 8 \_\_\_\_\_ a full refund