

Customer Service

This course deals with the language most commonly used in customer service. Firstly, the all-important area of tone and register is reviewed in order to provide students with the correct vocabulary to deal with customers in the most appropriate way. Whilst reviewing register, students will also revise areas such as past tenses, making suggestions and offering advice - useful areas in relation to this topic.

As written correspondence forms a part of this area, students will see examples of different types of emails and letters as well as learn about the typical layouts and expressions. As a general background to the lessons, there is a review of language necessary to talk about company structure and activity, including the relevant grammar to talk about projects and history.

Customer service often has to deal with enquiries and orders and so this course also reviews the typical language and structures that are used in general, as well as more specifically when dealing with complaints.

The last two lessons focus on telephone communication and common errors such as false friends. In the telephoning section, students see examples of note taking, taking and leaving messages as well as asking for and giving information. The false friends section is a fun look at the typical errors that language learners make, helping students to focus on their own weaker areas.

The Language of Business ▶

- 1 Using different registers in business relationships: Company - Company; Company - Client; Company - Supplier ▶
- 2 Using the appropriate register in different areas of business: Form Companies; Mergers; Temporary Business Unions; Agree deliveries; Payment Methods; Set deadlines ▶
- 3 Grammar and vocabulary related to business situations ▶
- 4 Grammar - Courtesy, making requests, interrupting, confirming ▶
- 5 General areas of business / Grammar and vocabulary related to business situations ▶

Introduction to business correspondence ▶

- 6 Written Correspondence ▶
- 7 Informal e-mails ▶
- 8 Formal e-mails and letters ▶

Company Structure ▶

- 9 Describing company structure / Specific vocabulary and phrases ▶

- 10 Organisation charts. Articles ▶
- 11 Company departments. Present continuous ▶
- 12 Describing your position and workplace. There is / There are ▶
- 13 Explaining timetables and schedules / Present continuous for future plans ▶
- Enquiries and orders ▶
- 14 Administration. Asking for information ▶
- 15 Making an order ▶
- 16 Buying and selling from catalogues / Writing a cheque ▶
- 17 Management. Complaints ▶
- Telephone Communication ▶
- 18 Administration. Taking messages ▶
- 19 Leaving and receiving voice messages / Related vocabulary ▶
- 20 Asking for and providing information ▶
- False friends and misunderstandings ▶
- 21 False friends and misunderstandings ▶
- Revision ▶
- 22 The Language of Business ▶
- 23 Business correspondence ▶
- 24 Company Structure ▶
- 25 Enquiries and orders ▶
- 26 Telephone Communication