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Goals for Customer Service



✓ **You will be able to...**

- Communicate with others at work in a variety of situations
- Talk with others about what they need
- Tell your supervisor someone needs help
- _____



INTRODUCTION TO MASTERING CUSTOMER SERVICE

Introductions



Pay attention to the story! Take notes here!

Vocabulary:

A rectangular box with a light gray background and a black border, containing ten horizontal blue lines for writing notes.

A rectangular box with a light gray background and a black border, intended for writing vocabulary words.

Practice Dialogue

Tasks

Employee: I just finished _____.
Is there anything else I need to do
before I leave?

Supervisor: Yes! Can you _____
and _____?

Employee: Sure! I'll do it right now!

Supervisor: Thank you.

Questions and Vocabulary



Dialogues

Employee: I just finished _____.
Is there anything else I need to do
before I leave?

Supervisor: Yes! Can you _____
and _____?

Employee: Sure! I'll do it right now!

Supervisor: Thank you.

Tasks

Mary: Hi, my name is Mary. How are you
today?

Customer: I'm good, how are you?

Mary: I'm fine, thank you. I'm here
to _____ and
_____. Is there anything
else I can do for you today?

Customer: Yes, will you _____?

Mary: Sure!

Customer: Thank you!

Mary: You're welcome!





WHEN YOU DON'T UNDERSTAND

When You Don't Understand



Chalk Talk!

Follow the story and take notes here.

Sample Dialogs:

Supervisor: Would you be able to _____? No one has done it yet.

Employee: Can you speak more slowly, please? I didn't understand.

Supervisor: Sure. Would you be able to _____? It hasn't been done yet.

Employee: I can do it right now!

Customer: Could you _____?

Employee: I'm sorry, could you repeat that please? I didn't understand.

Customer: Could you _____?

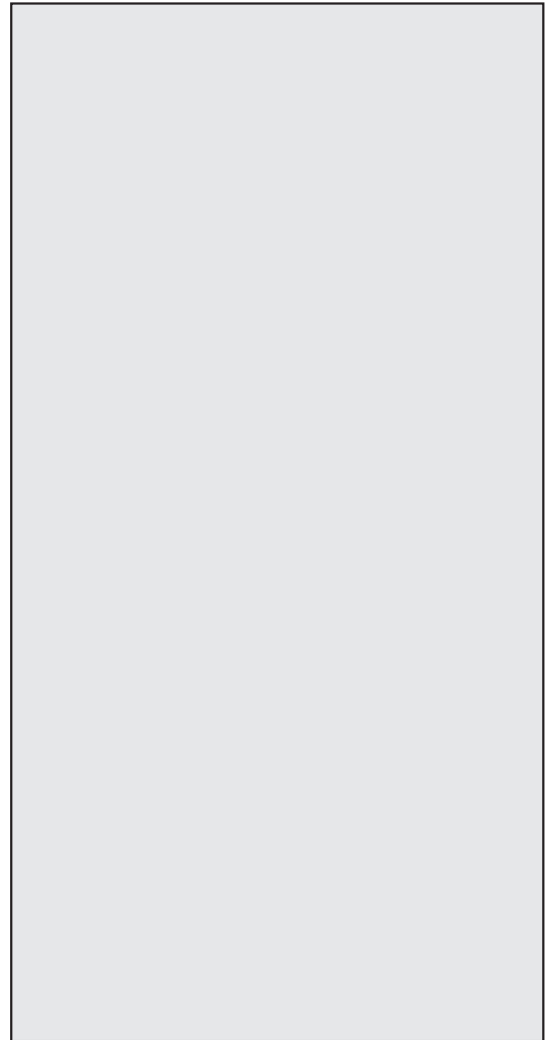
Employee: Sure, I'll get right on it!

Customer: Hey, can you _____?

Employee: Sorry, I don't understand. Let me find someone who can help.

Customer: Okay, no problem.

Vocabulary:



Dialogues: Your turn!

Supervisor: Would you be able to _____? No one has done it yet.

Employee: Can you speak more slowly, please? I didn't understand.

Supervisor: Sure. Would you be able to _____? It hasn't been done yet.

Employee: I can do it right now!



Customer: Could you _____?

Employee: I'm sorry, could you repeat that please? I didn't understand.

Customer: Could you _____?

Employee: Sure, I'll get right on it!



Customer: Hey, can you _____?

Employee: Sorry, I don't understand. Let me find someone who can help.

Customer: Okay, no problem.

GIVING DIRECTIONS

Giving Directions



Dialogue:

Customer: Excuse me. Where are the restrooms?

Employee: Over there. [points to the restroom]

Customer: Thank you.

Employee: You're welcome.

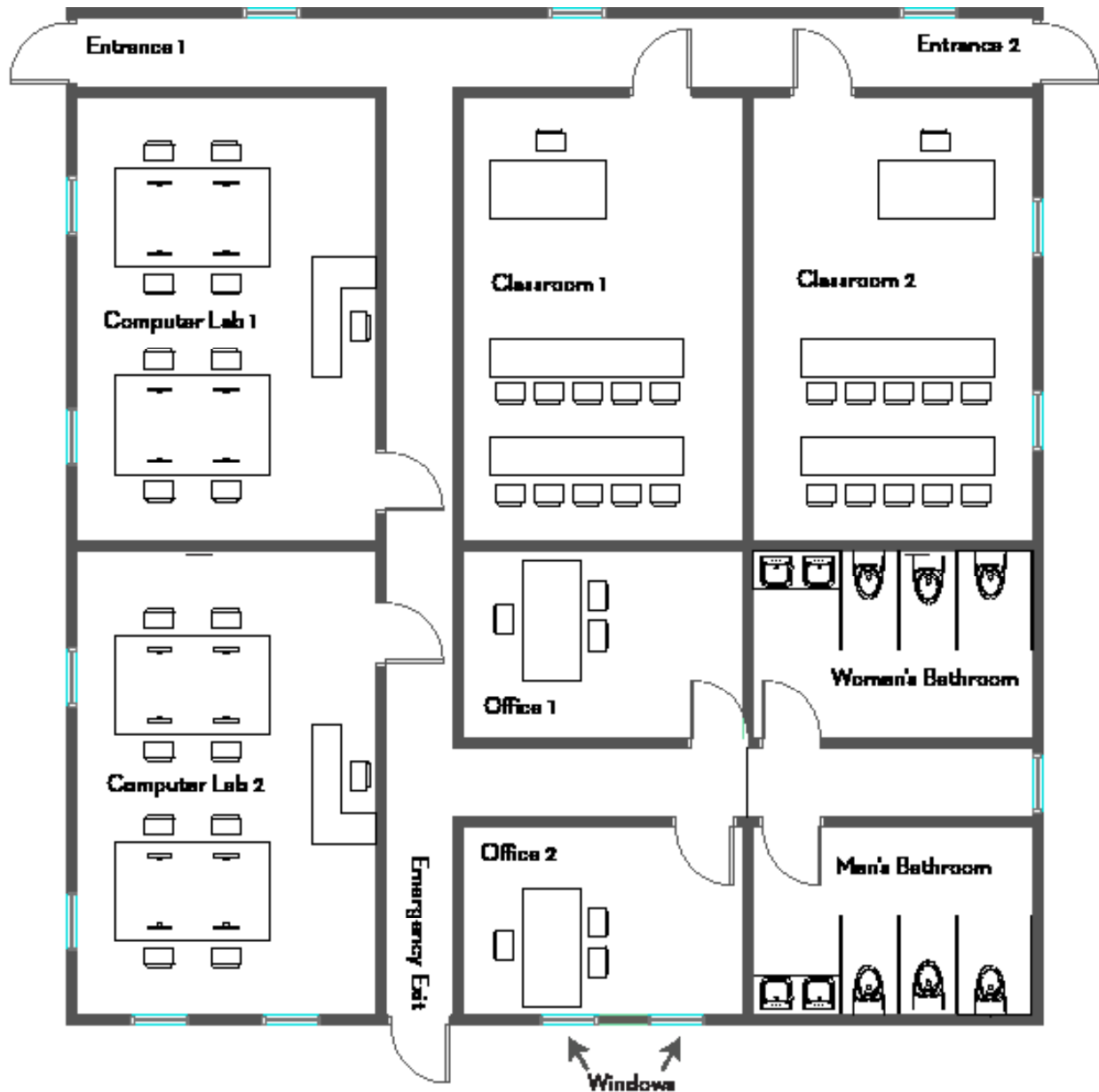
Vocabulary:

Where

Over there

Points

FLOORPLAN - CUSTOMER SERVICE LESSON 3: GIVING DIRECTIONS



Scavenger Hunt

Location One: _____

Directions: _____

Location Two: _____

Directions: _____

Location Three: _____

Directions: _____

Location Four: _____

Directions: _____

Location Five: _____

Directions: _____

Location Six: Classroom

Directions: _____

COMMON QUESTIONS

Common Questions



What questions do people ask you at work?

A large rectangular box with a light gray background and a black border, containing ten horizontal blue lines for writing.

Common Questions at Work

What's the question?	Write the question another way.	What are the answers?



COMMON QUESTIONS CONTINUED

Common Questions Continued



Chalk Talk!

Follow the story and take notes here.

MAKING A PHONE CALL

Phone Etiquette: Making a Phone Call



Why do you make phone calls at work?

List the reasons you make phone calls at work here.

ANSWERING PHONE CALLS

Phone Etiquette: Answering a Phone Call



What information do you need to get when you answer the phone?

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RESPONDING TO PROBLEMS

Responding to Problems



What kinds of problems do you have at work?

A large rectangular box with a light gray background and a thin black border. Inside the box, there are ten horizontal blue lines spaced evenly down the page, intended for the student to write their answer to the question above.

Sample Survey

What is a problem that you have to deal with at work?	How do you solve that problem?

Sample Problems and Solutions

Problem: _____

Solution: _____

Problem: _____

Solution: _____

Sample Dialogues

_____ : Excuse me,

_____ : Okay, _____

_____ : Can you help?

_____ : Sure, _____

Sample Survey

What is a problem that you have to deal with at work?	How do you solve that problem?



Problems and Solutions

Problem: _____

Solution: _____

Problem: _____

Solution: _____

Problem: _____

Solution: _____

Dialogues

_____ : Excuse me,

_____ : Okay, _____

_____ : Can you help?

_____ : Sure, _____

_____ : _____

_____ : _____



RESPONDING TO EMERGENCIES

Responding to Emergencies



Chalk Talk!

Follow the story and take notes here.

Sample Dialogue:

Customer: Oh no! _____
_____.

Employee: Okay, _____
_____.

Think!

What's the emergency?

Should the employee get a manager or call 911?



How English Works

Topic:



THINK ABOUT: What should you do in an emergency at work?

CLARIFYING THE PROBLEM

Clarifying the Problem



Chalk Talk!

Follow the story and take notes here.

Vocabulary for Clarifying the Problem

Pardon?

Excuse me?

What does that mean?

What do you mean?

If I understand you correctly...

Notes

Take notes about the teacher's role play here.

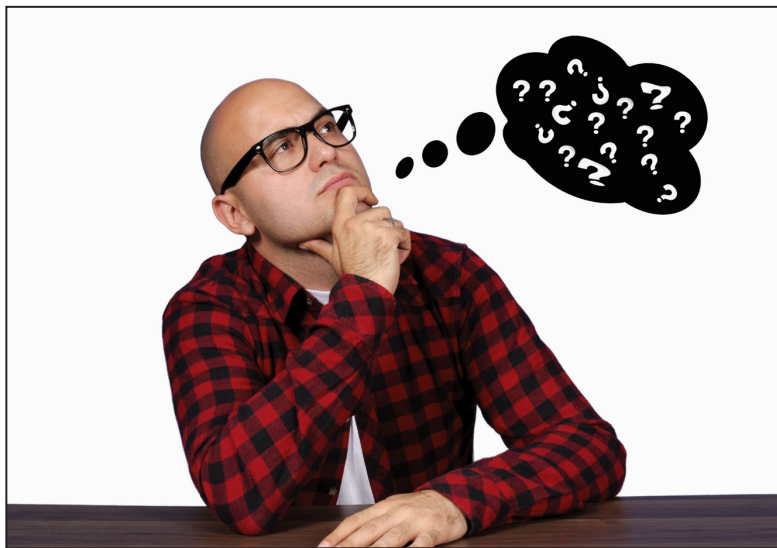


How English Works

Topic:



THINK ABOUT: What can you say to clarify the problem when you don't understand?



REPORTING COMPLAINTS TO SUPERVISORS

Reporting Complaints to Supervisors



Think Aloud

Take notes about your teacher's story here.

Complaints Survey

Name	Date	Phone Number	What is your complaint?





PROBLEM SOLVING IN THE WORKPLACE

Problem Solving in the Workplace



Chalk Talk!

Follow the story and take notes here.

Problem/Solution Chart

Problem	Solution

REQUESTING HELP FROM CO-WORKERS

Requesting Help from Coworkers



Follow along with your instructor.

Follow the story and take notes here.

Workplace Task Chart

Verb	Task	Request



PREPARING FOR SPEED INTERVIEWS

Final Activity Preparation

Can you answer the questions below?

1. What's your name?
2. Where's the restroom?
3. When is your birthday?
4. Do you work on Friday?
5. What's your phone number?

Lesson Topic	What did you learn?
Introductions	
When You Don't Understand	
Giving Directions	
Common Questions	
Common Questions Continued	
That's Not My Job!	
Phone Etiquette: Making a Phone Call	
Phone Etiquette: Answering a Phone Call	
Responding to Problems	
Responding to Emergencies	
Clarifying the Problem	
Reporting Complaints to Supervisors	
Problem Solving in the Workplace	
Requesting Help from Coworkers	

SPEED INTERVIEWS

Final Activity

What did you like most about this class?

--

How will you continue to practice English?

--

How has this class helped you in your job?

--

✓ Check the box if you can:

- Communicate with others at work in a variety of situations
- Talk with others about what they need
- Tell your supervisor someone needs help
- _____



CONGRATULATIONS!