

CUSTOMER
SERVICE
IS NOT A DEPARTMENT.
It IS AN
ATTITUDE.

~UNKNOWN



Customer Service

B2 – C1

Module 1

Here's What
We Will Be
Learning:



SUMMARY

- ❑ What is Customer Service? Why are Customer Service Representatives or Officers Needed in an Organisation?
- ❑ Qualities of a Customer Service Representative.
- ❑ Customer Services for the Differently Abled.
- ❑ Role Play Conversations in Different Customer Service Situations.
- ❑ Exercises.

VOCABULARY

Potential: having or showing the capacity to develop into something in the future.

For example: Harry has the potential to be an athlete.

Equitable: fair, impartial and reasonable.

For example: The equitable jurisdiction of the court appears to have been established.

Assistive: providing aid or [assistance](#); *specifically* : designed or intended to [assist](#) disabled persons. Assistive devices aid in completing tasks which may prove otherwise difficult.

For example: A hearing aid is an assistive device.