

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.