



Customer Service and Value Added Services

Vocabulary

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

Impression : An idea, feeling or opinion about something or someone.

Attentiveness : mindful, aware, alert, watchful, thoughtful of others.

Empathy : The power of understanding other person's feelings the imaginative ascribing to an object, as a natural object or work of art, feelings or attitudes present in oneself.

Productivity : the quality, state, or fact of being able to generate, create, enhance, or bring forth goods and services.

improvement : a change or addition by which a thing is improved.

Loyalty: the state or quality of being loyal; faithfulness to commitments or obligations.

Vocabulary

Synergy: the interaction of elements that when combined produce a total effect that is greater than the sum of the individual elements, contributions, etc.

Cannibalize: the removal of parts, equipment, assets, or employees from one product, item, or business in order to use them in another.

Fleeting: passing swiftly; vanishing quickly.

Marginalize: out of the mainstream; make seem unimportant.