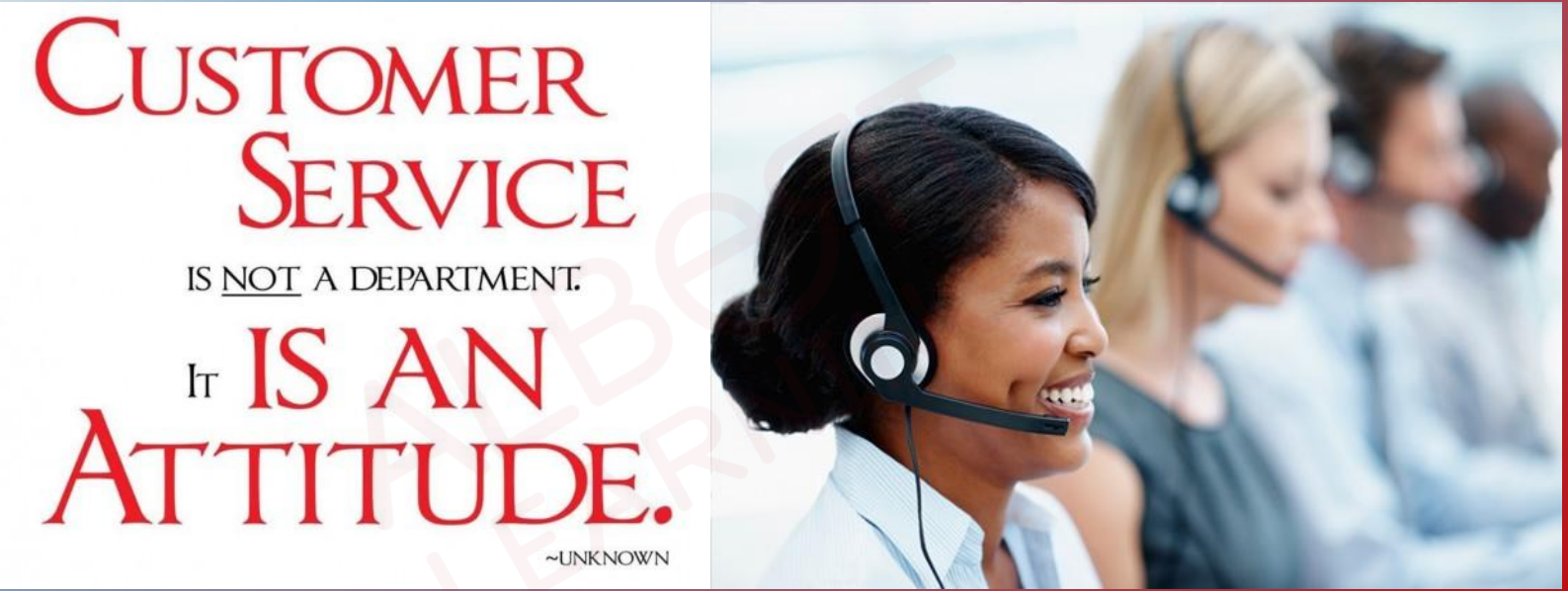


# Customer Service

B2 – C1

Module 1


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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.


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# 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.


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