

## A Difficult Customer - Worksheet

### Customer Service Vocabulary

- customer service representatives
- gather information
- resolve the problem
- deal with complaints
- not our policy
- troubleshoot

Useful adverbs: *definitely, certainly, absolutely, surely*

### Key Phrases

- What seems to be the problem?
- How can I help you?
- What happened exactly?
- I'm afraid it's not our policy to ...
- I promise you I will ...
- I apologise for the inconvenience...
- I'm sorry about any trouble you've had...
- Did you read the instructions that came with the ...?
- How were you using the ...?
- I understand you're upset, sir.
- I'm just trying to understand the problem.
- We are sorry that you've had a problem with this product.
- Is there anything else I need to know about this that I haven't thought to ask?
- Rest Assured Mr.....
- I do understand the inconvenience you have faced.....
- I will be more than glad/ happy to assist you....
- I completely understand the reason why / your situation....
- What I will do for you right away is.....
- I assure you I will try my best.....
- I'm sorry for the inconvenience that you have faced...
- I would suggest / I recommend....."

Source: [www.esl.about.com](http://www.esl.about.com)  
[www.callcentrehelper.com](http://www.callcentrehelper.com)

Role play:

A difficult customer – an example:



*A difficult situation in the department store:*

*You work as a shop assistant in a department store. You are the only employee present at the moment. There is a five meter long queue at the counter. A customer buys a number of commodities.*

*All of a sudden the customer disappears into the far end of the department store, and you wait for five minutes for her to return.*

*The queuing customers are getting impatient, and you start to delete all the goods from the bill.*

*Then the customer returns, telling you off for having cut off the transaction.*

*You have to explain the situation and your actions.*

Illustration: [Shopping cart with food clip art 2.svg](#)  
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