

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 How can a customer service representative help with customer issues?
- 2 What other kind of work might a customer service representative have to do?

Tech Unlimited

COMPUTER DEALERS

HOME

ABOUT US

SERVICES

CONTACT

research  
decision  
support  
inquiry

customer  
service

link

All of our purchases come with live **customer service** over the phone. If you experience any **issues** with your computer, let one of our representatives help you. They can **guide** you through a number of solutions for a variety of problems. Our representatives offer telephone **support** for most issues.

For more advanced problems, our tech support team will **research** the situation. In most cases, tech support will call back with a solution within three business days. We also keep a record of your **account**. That way, representatives know exactly which hardware you are calling about. They can also view your previous **requests** for **service**.

We understand that our representatives are the **link** between our company and customers. We believe our customers deserve excellent service. We are committed to addressing **inquiries** quickly and professionally.

Make the smart **decision** and buy your new computer from Tech Unlimited Computer Dealers.

We **process** all orders in just two business days.

## Reading

2 Read the webpage. Then, choose the correct answers.

- 1 What is the main idea of the webpage?
  - A the customer service provided by a company
  - B the skills required to become a customer service representative
  - C a list of available jobs in customer service
  - D the problems customer service representatives face
- 2 Which of the following is NOT offered on the webpage?
  - A record of accounts
  - B call back service from tech support
  - C telephone support
  - D in-store consultations
- 3 According to the webpage, what is the purpose of keeping account records?
  - A to help customers transfer data between computers
  - B to remind customers when to update their systems
  - C to keep representatives informed about previous service requests
  - D to aid customers who lose their receipts

## Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |                        |                |
|------------------------|----------------|
| 1 ___ account          | 5 ___ research |
| 2 ___ customer service | 6 ___ request  |
| 3 ___ issue            | 7 ___ service  |
| 4 ___ link             | 8 ___ support  |

- A something that someone asks for
- B a record of a customer's orders and information
- C a problem or concern encountered by a customer
- D to investigate something thoroughly
- E a company's department that gives customers help and guidance
- F advice or instructions that someone provides
- G a connection between two people or things
- H work performed for a business purpose

**4 Read the sentences and choose the correct words or phrases.**

- 1 A representative's responsibility is to **request/ process** orders correctly.
- 2 A customer with a question can make an **issue/ inquiry** with customer service representatives.
- 3 Customers often ask representatives for help making **accounts/decisions** about products.
- 4 Tech support representatives have to **research/ guide** customers through solutions.

**5 Listen and read the webpage again. What kind of support does the company offer?**

### Listening

**6 Listen to a conversation between a representative and a customer. Mark the following statements as true (T) or false (F).**

- 1  The woman reached the wrong department.
- 2  The woman would like to cancel an order.
- 3  The man adjusted the woman's order.

**7 Listen again and complete the conversation.**

**Represent.:** Hello. You've 1 \_\_\_\_\_  
\_\_\_\_\_. How can I assist you today?

**Customer:** I have a couple questions. I'm not sure if I called the 2 \_\_\_\_\_.

**Represent.:** That's not a problem. What can I do for you?

**Customer:** Well, I have a question about my account. I also want to place 3 \_\_\_\_\_.

**Represent.:** Don't worry, I can help you with both of those. Let's start with the question about 4 \_\_\_\_\_.

**Customer:** Okay. When I look at my order history online, I don't see my latest order. I'm worried that it didn't get 5 \_\_\_\_\_.

**Represent.:** 6 \_\_\_\_\_ did you place the order?

**Customer:** I placed the order yesterday.

### Speaking

**8 With a partner, act out the roles below based on Task 7. Then switch roles.**

**USE LANGUAGE SUCH AS:**

*How can I help you?*  
*I have a question about ...*  
*Don't worry ...*

**Student A:** You are a representative. Talk to Student B about:

- problems he or she is having with an account
- what you can do to help
- your recommendation

**Student B:** You are a customer. Talk to Student A about questions you have about your account.

### Writing

**9 Use the webpage and the conversation from Task 8 to fill out the notes on a customer's account.**

Account #: 004995-234

Customer: \_\_\_\_\_

Reason for call: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Resolution: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_