

## Customer Service Glossary

### **Delivery** noun

[COUNTABLE/UNCOUNTABLE] the process of bringing goods or letters to a place

- *Please allow ten days for delivery.*
- *They haven't made regular deliveries for a week.*

### **free delivery:**

- *We offer free delivery within the US.*

### **take/accept delivery of something:**

- *We have recently taken delivery of two new computers.*

### **Frustrated** adjective

feeling annoyed and impatient because you are prevented from achieving something

- *Frustrated passengers have started to use other forms of transport.*

### **frustrated with:**

- *Parents are increasingly frustrated with the local school system.*

### **frustrated at:**

- *He gets so frustrated at not being able to do things for himself any more.*

### **Custom** noun

the practice of buying goods or services from a particular shop or company

- *Several restaurants compete for tourists' custom.*

### **Reliability** noun

the quality of being reliable

### **Objective** adjective

based only on facts and not influenced by personal feelings or beliefs

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