

The **Business 2.0**

Customer service – Video Worksheet Teachers' Notes - Answers

Pre-viewing

Students' own answers.

While viewing

1 What else does the customer want?

Possible answer:

clear communication
politeness
reliability
listening and understanding
someone who will take responsibility

2 Tips for those in customer service:

Students' own choice. The speaker mentions:

speaking clearly / explaining technical issues / patience / remaining calm and composed / making sure you understand the customers' concerns / not arguing / being fair and objective / listening carefully / taking notes on the conversation / summarising / being able to step into the other persons' shoes

Post viewing

Students' own answers.