1 Look at the examples of unhelpful phone language from a customer services training session. For each stage of the call, rewrite the phrases to produce a flow chart of useful expressions.

**1 Introduction**

**What do you want?**
**What's your problem?**
**I can't follow what you are saying.**

**2 Assisting the customer**

**Tell me what you wanted again.**
**I think you ought to/should ...**
**Send me a copy of your receipt.**

**3 Showing understanding**

**It's your problem, not ours.**
**I think you are over-reacting.**
**We hear this same comment from every customer.**

**4 Promising action**

**I'll ring you back some time next week.**
**I'll have to ask the manager if I can do anything about it.**
**I don't know how I can help you.**

**5 Closing the conversation**

**Anything else?**
**Is that it?**
**Hope you won't call us again with your problems.**

2 Roleplay the following customer complaint situations. Take turns to be the caller and the customer services adviser. Use the flow chart in 1 to help you.

- a new customer complains about a delayed order
- a client reports a mistake in his/her invoice
- a hotel guest's room is too noisy
- the helpdesk line is always engaged
- the customer care staff is rude and unfriendly