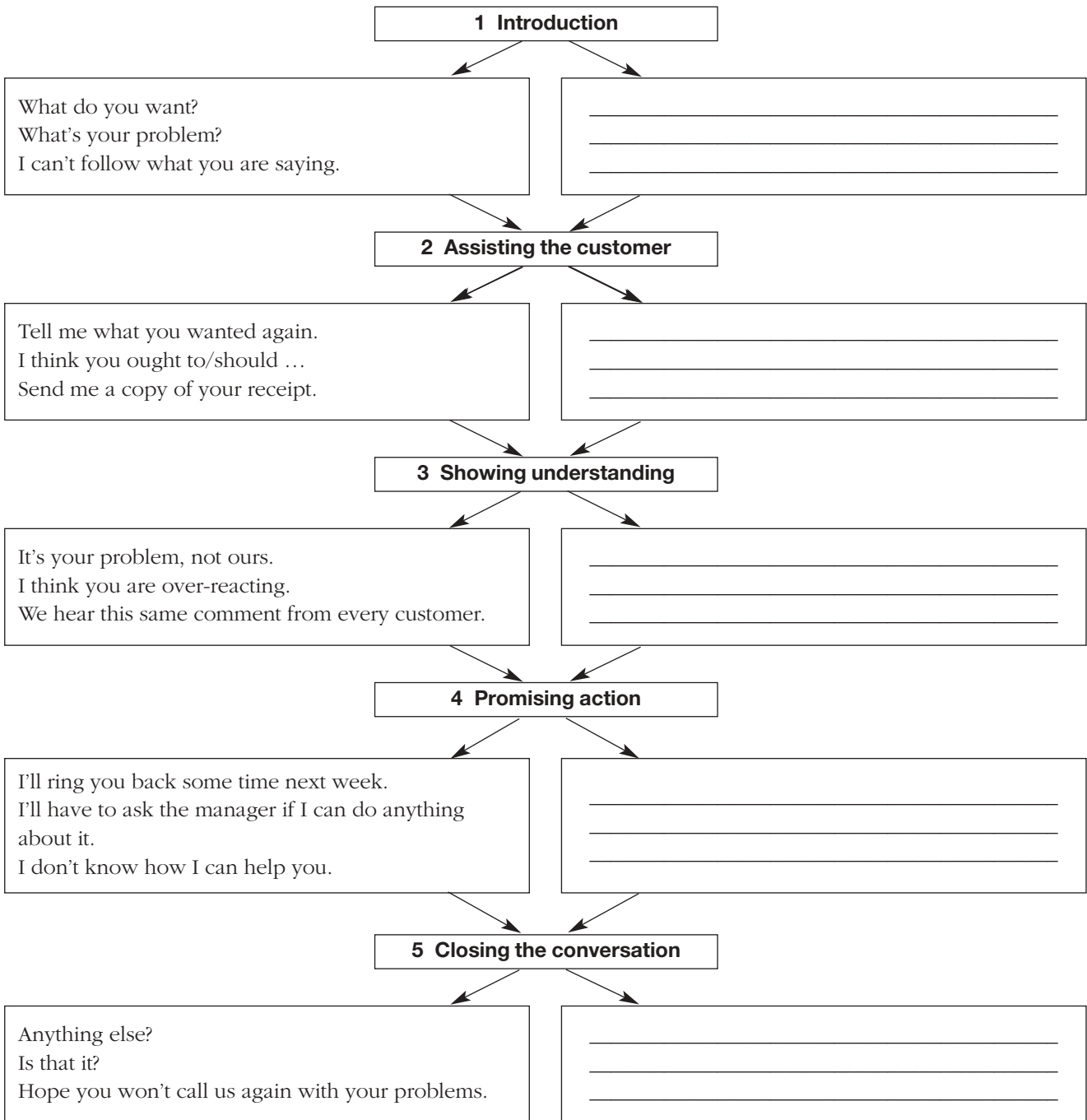


5b Effective phoning

Rosemary Richey

- 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.



- 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