

**CAREER
PATHS**

Call Centers

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Express Publishing

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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?

The image shows a website header for 'Tech Unlimited COMPUTER DEALERS'. The navigation menu includes 'HOME', 'ABOUT US' (which is highlighted with a mouse cursor), 'SERVICES', and 'CONTACT'. Below the menu is a large banner with the text 'research decision support inquiry' and 'customer service' overlaid on a background image of three customer service representatives wearing headsets. A small icon of a hand clicking a 'link' button is also visible in the bottom left corner of the banner area.

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: _____

