

Customer Service and Dealing with People

1. Reading Comprehension

Alex works in a supermarket. Every day, she helps customers. She smiles and says, "How can I help you?"

One day, a customer was upset. Her item was broken. Alex said, "I'm sorry to hear that. Would you like a refund or exchange?"

The customer smiled and said, "Thank you for your help."

Comprehension Questions

1. Where does Alex work? _____
2. What problem did the customer have? _____
3. What did Alex offer to the customer? _____

2. True or False

Statement

True

False

Alex works in a bank.

Alex is always rude to customers.

A customer had a broken item.

Alex said, "Go talk to someone else."

The customer was happy at the end.

3. Fill in the Blanks

Use the words: **help, sorry, receipt, thank, exchange**

1. How can I _____ you?
2. I'm _____ to hear that.
3. Do you have the _____?
4. Would you like a refund or _____?
5. _____ you for your patience.

4. Unscramble the Sentences

Put the words in the correct order:

1. help / I / you / can / how
→ _____
2. sorry / I'm / that / to / hear
→ _____
3. receipt / have / the / do / you
→ _____
4. for / help / your / thank
→ _____

5. Speaking Practice – Match and Say

Match the situation to what you can say. Then practise with a partner.

Situation	What You Can Say
1. Customer is angry	A. “Do you have the receipt?”
2. Customer wants to return item	B. “I understand. Let me help.”
3. Customer says thank you	C. “You’re welcome.”
4. Customer needs help	D. “Let me find that for you.”

Write 3 sentences you can say to a customer if:

1. They are happy
2. They are angry
3. They want help
