

14.1

Find a word related to each clue. The first letter has been given below to help you.

- 1 Our personal service aims to meet the needs of the
- 2 A wide of services can be offered to suit all customers.
- 3 When customer service is outstanding it is
- 4 When a customer has exact needs a service can be
- 5 The manufacturing is in decline but service is growing.
- 6 A customer may be unhappy because the service is
- 7 Sometimes there is a if you require additional service.
- 8 Many companies different levels of service – bronze, silver and gold, for example.
- 9 Many top hotels are star.
- 10 Exceptional customer service can be
- 11 When helping customers, employees must be to respond.
- 12 The opposite of *expensive* is

- 1 I _ _ _ _ _
- 2 R _ _ _ _
- 3 E _ _ _ _ _
- 4 T _ _ _ _ _
- 5 S _ _ _ _ _
- 6 U _ _ _ _ _
- 7 C _ _ _ _ _
- 8 O _ _ _ _
- 9 F _ _ _ _
- 10 P _ _ _ _ _
- 11 Q _ _ _ _
- 12 C _ _ _ _

14.2

Decide which of the alternatives (A–H) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence.

1 'Can we meet next week some time?'	
2 'I'll send an email to confirm.'	
3 'We spoke on the phone yesterday.'	
4 'I'm afraid I have to be in a meeting all day on Friday.'	
5 'What day would suit you?'	
6 'Could we meet the following day instead?'	
7 'Unfortunately, I've got a problem with that day now.'	
8 'I hope it's not a problem for you.'	

- A Referring to last contact
- B Suggesting a meeting
- C Fixing a time for a meeting
- D Confirming an arrangement
- E Changing an arrangement
- F Explaining the reason for changing an arrangement
- G Finding a new time for a meeting
- H Apologising for changing an arrangement

Test mark /20