

Unit 9. Customer Service: Vocabulary, Grammar, and Practice

1. Vocabulary: Customer Service

Below is a list of important terms and expressions commonly used in customer service contexts, along with their Spanish translations.

English	Spanish
customer feedback	retroalimentación del cliente
gesture of goodwill	gesto de buena voluntad
complimentary	gratuito / de cortesía
on the house	por cuenta de la casa
loyal	leal
welcoming	acogedor
reliable	fiable
competent	competente
appropriate	adecuado
incompetent	incompetente
impolite	descortés
unwelcoming	poco acogedor
disloyal	desleal
inefficient	ineficiente
dishonest	deshonesto

2. Grammar Focus: Question Forms

In customer service, polite and accurate question forms are essential for clear and respectful communication.

Types of questions:

- Yes/No questions: Do you have a reservation?
- Wh- questions: What time is your appointment?
- Indirect questions (polite): Could you tell me what time your flight is?
- Embedded questions: I'd like to know if the room has a balcony.

Examples of polite forms:

- Would you mind filling in this form?
- I was wondering if you'd like a late check-out.
- Could you tell me what your name is?

3. Practice Activities

A. Match the Terms

Match the English terms to their Spanish meanings.

1. reliable
 2. gesture of goodwill
 3. competent
 4. complimentary
 5. customer feedback
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- a. competente
 - b. gesto de buena voluntad
 - c. gratuito / de cortesía
 - d. retroalimentación del cliente
 - e. fiable

B. Question Forms – Complete the Dialogue

Complete the customer service dialogue using appropriate question forms.

1. _____ you tell me your reservation number?
2. I _____ if you would like an upgrade.
3. What _____ your arrival time?
4. _____ you mind waiting a few minutes?
5. I'd like to know _____ the restaurant is open.

C. Vocabulary in Context

Complete the sentences using vocabulary from Section 1.

1. The hotel staff were very _____ and made us feel at home.
2. As a _____ customer, she received a free upgrade.
3. We received a _____ dinner after complaining.
4. The service was slow and the manager was completely _____.
5. A small _____ such as a free drink can make a big difference.

D. Identify the Question Type

Read the questions and identify the type (Yes/No, Wh-, Indirect, Embedded).

1. Is there a swimming pool?
2. When does the restaurant close?

3. Could you tell me if breakfast is included?
4. I'd like to know what time you serve lunch.

E. Rewrite the Questions Politely

Rewrite the following direct questions as polite ones.

1. What's your name?
2. What time is your flight?
3. Do you want a taxi?
4. Is the room ready?
5. Can I check out late?

4. Answer Key

A. Match the Terms

1-e

2-b

3-a

4-c

5-d

B. Question Forms – Complete the Dialogue

1. Could
2. was wondering
3. is
4. Would
5. if

C. Vocabulary in Context

1. welcoming
2. loyal
3. complimentary
4. incompetent
5. gesture of goodwill

D. Identify the Question Type

1. Yes/No
2. Wh-
3. Indirect
4. Embedded

E. Rewrite the Questions Politely

1. Could you tell me what your name is?
2. Could you tell me what time your flight is?
3. Would you like a taxi?
4. Do you know if the room is ready?
5. Would it be possible to check out late?