

# Business English

Sales Vocabulary: Talking to Customers • Lesson 6 • Level A1

Beginner

Name: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Score: \_\_\_\_\_ / 70

## Word List – Study these words before you start.

*Use your vocabulary sheet or audio to study these words before you do the exercises.*

<b>greeting</b>	<b>enquiry</b>	<b>feedback</b>	<b>appointment</b>
<b>solution</b>	<b>availability</b>	<b>interest</b>	<b>request</b>
<b>satisfaction</b>	<b>preference</b>	<b>concern</b>	<b>follow-up</b>
<b>greet</b>	<b>enquire</b>	<b>apologise</b>	<b>resolve</b>
<b>handle</b>	<b>clarify</b>	<b>satisfy</b>	<b>inform</b>

Name: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Score: \_\_\_\_\_ / 20

## Exercise 1: True or False (10 points)

*Read each sentence. Write T (True) or F (False) on the line.*

1. A greeting is the words you say when you welcome a customer. \_\_\_\_\_
2. An enquiry is a complaint about a product or service. \_\_\_\_\_
3. Feedback is information from a customer about their experience. \_\_\_\_\_
4. To apologise means to say sorry to a customer for a problem or mistake. \_\_\_\_\_
5. Availability means whether something is ready or in stock to buy or use. \_\_\_\_\_
6. To resolve a problem means to make it worse. \_\_\_\_\_
7. A follow-up is contact made after a first meeting or sale. \_\_\_\_\_
8. To clarify something means to make it clearer and easier to understand. \_\_\_\_\_
9. Satisfaction is the feeling a customer has when their needs are not met. \_\_\_\_\_
10. A preference is what a customer likes or wants more than other things. \_\_\_\_\_

## Exercise 2: Multiple Choice (10 points)

*Choose the correct word (a, b, or c) to complete each sentence.*

1. Good morning! How can I help you today? This is the \_\_\_\_\_ we give every customer.  
a) concern   b) greeting   c) request
2. I have a \_\_\_\_\_ about your opening hours. Are you open on Sundays?  
a) follow-up   b) preference   c) enquiry
3. We will call you on Friday as a \_\_\_\_\_ to see how you are getting on.  
a) follow-up   b) solution   c) interest
4. The customer showed a lot of \_\_\_\_\_ in our new product range.  
a) satisfaction   b) interest   c) concern
5. Could you \_\_\_\_\_ that for me please? I did not understand the price.  
a) greet   b) clarify   c) satisfy
6. I am calling to \_\_\_\_\_ you that your order is ready to collect.  
a) handle   b) resolve   c) inform

7. The customer's main \_\_\_\_\_ is that the delivery will be late.

- a) concern   b) availability   c) preference

8. We always try to \_\_\_\_\_ our customers' needs as quickly as possible.

- a) apologise   b) satisfy   c) enquire

9. Could you check the \_\_\_\_\_ of the blue model? I would like to order one.

- a) satisfaction   b) request   c) availability

10. She asked to speak to a manager. The assistant did not know how to \_\_\_\_\_ the situation.

- a) handle   b) greet   c) clarify

Name: _____ _____	Date: _____	Score: _____ / 20
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## Exercise 3: Matching (10 points)

Match each word in Column A with its meaning in Column B. Write the correct letter in the box.

Column A	Column B
1. satisfaction [ ___ ]	A. information from a customer about their experience
2. resolve [ ___ ]	B. to welcome a customer when they arrive
3. appointment [ ___ ]	C. when a customer asks for something specific
4. inform [ ___ ]	D. to say sorry for a problem or mistake
5. preference [ ___ ]	E. a time arranged to meet someone
6. apologise [ ___ ]	F. to find a solution to a customer's problem
7. request [ ___ ]	G. what a customer likes more than other things
8. greet [ ___ ]	H. the feeling when a customer's needs are met
9. solution [ ___ ]	I. to give a customer information they need
10. feedback [ ___ ]	J. an answer to a customer's problem

## Exercise 4: Gap Fill (10 points)

Complete each sentence with the correct word from the box. Use each word once.

**greeting   enquiry   feedback   solution   availability   concern   request   appointment   clarify   follow-up**

1. Good morning, welcome to our shop! This is the standard \_\_\_\_\_ we use.

2. I have an \_\_\_\_\_ about delivery times. Can you help me?

3. We love hearing from our customers. Please leave us some \_\_\_\_\_.

4. The customer's main \_\_\_\_\_ was that the product was too expensive.

5. Could you check the \_\_\_\_\_ of this item in green please?

6. We found a \_\_\_\_\_ to the customer's problem within ten minutes.

7. The customer made a special \_\_\_\_\_ for a gift-wrapped item.

8. I would like to make an \_\_\_\_\_ to see the sales team next week.

9. Could you \_\_\_\_\_ the delivery times again please? I did not understand.

10. We always do a \_\_\_\_\_ call three days after the sale.

Name: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Score: \_\_\_\_\_ / 20

## Exercise 5: Put the Words in Order (10 points)

*Put the words in the correct order to make a sentence. Write the full sentence on the line.*

1. the / greet / always / we / customer / first

\_\_\_\_\_

2. sorry / I / for / am / the / delay

\_\_\_\_\_

3. your / can / clarify / you / request / please / ?

\_\_\_\_\_

4. customer / the / resolve / issue / we / will

\_\_\_\_\_

5. your / is / what / preference / ?

\_\_\_\_\_

6. you / inform / will / we / soon / as / as / possible

\_\_\_\_\_

7. the / handle / she / situation / well / did

\_\_\_\_\_

8. a / make / I / would / appointment / like / to

\_\_\_\_\_

9. you / satisfy / we / to / want

\_\_\_\_\_

10. the / availability / check / please

\_\_\_\_\_

## Exercise 6: Word Sort (10 points)

*Write each word from the box in the correct column: Noun or Verb.*

greeting enquiry feedback appointment solution availability interest request satisfaction  
preference concern follow-up greet enquire apologise resolve handle clarify satisfy  
inform

NOUN	VERB
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Name: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Score: \_\_\_\_\_ / 10

## Exercise 7: Complete the Conversation (10 points)

Complete each conversation with the correct word from the box. Use each word once.

**greeting enquiry feedback appointment solution availability concern request clarify  
follow-up**

1. A: Good morning! Welcome to our store!

B: Thank you. That was a very warm \_\_\_\_\_.

2. A: I have an \_\_\_\_\_ about your delivery times. How long does it take?

B: Standard delivery takes three to five working days.

3. A: Did the customer leave any \_\_\_\_\_?

B: Yes, they were very happy with the service.

4. A: I would like to make an \_\_\_\_\_ to discuss my account.

B: Of course. How does Tuesday at 2 p.m. sound?

5. A: The customer is not happy. What is the \_\_\_\_\_?

B: We will offer a full refund or a free replacement.

6. A: Can you check the \_\_\_\_\_ of this model in black?

B: Let me check for you. Yes, we have three left in stock.

7. A: The customer's main \_\_\_\_\_ is the price.

B: I understand. Let me see what discount I can offer.

8. A: The customer made a special \_\_\_\_\_ for a handwritten note with the gift.

B: No problem. We can arrange that.

9. A: Could you \_\_\_\_\_ the returns policy for me?

B: Of course. You have 30 days to return any item for a full refund.

10. A: I will do a \_\_\_\_\_ call next week to see how the customer is getting on.

B: Good idea. It shows we care about their experience.

# ANSWER KEY – TEACHER COPY

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## Exercise 1: True or False

1. T	2. F – an enquiry is a question asked to get information
3. T	4. T
5. T	6. F – to resolve means to find a solution to a problem
7. T	8. T
9. F – satisfaction is the feeling when needs ARE met	10. T

## Exercise 2: Multiple Choice

1. b) greeting	2. c) enquiry
3. a) follow-up	4. b) interest
5. b) clarify	6. c) inform
7. a) concern	8. b) satisfy
9. c) availability	10. a) handle

## Exercise 3: Matching

1. H	2. F
3. E	4. I
5. G	6. D
7. C	8. B
9. J	10. A

## Exercise 4: Gap Fill

1. greeting	2. enquiry
3. feedback	4. concern
5. availability	6. solution
7. request	8. appointment
9. clarify	10. follow-up

## Exercise 5: Word Order

1. We always greet the customer first.	2. I am sorry for the delay.
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3. Can you clarify your request please?	4. We will resolve the customer issue.
5. What is your preference?	6. We will inform you as soon as possible.
7. She did handle the situation well.	8. I would like to make an appointment.
9. We want to satisfy you.	10. Please check the availability.

### Exercise 6: Word Sort

NOUN	VERB
greeting, enquiry, feedback, appointment, solution, availability, interest, request, satisfaction, preference, concern, follow-up	greet, enquire, apologise, resolve, handle, clarify, satisfy, inform

### Exercise 7: Complete the Conversation

1. greeting	2. enquiry
3. feedback	4. appointment
5. solution	6. availability
7. concern	8. request
9. clarify	10. follow-up