



## Customer Conversations in English: Useful Phrases for Clarification, Expectations, and Follow-up

50 words

ENGLISH	TRANSCRIPTION
client	['klaɪənt]
request	[rɪ'kwest]
expectation	[,ekspek'teɪʃn]
requirement	[rɪ'kwaɪəmənt]
priority	[praɪ'ɒrəti]
issue	['ɪʃu:]
solution	[sə'lu:ʃn]
timeline	['taɪmlaɪn]
update	['ʌpdeɪt]
follow-up	['fɒləʊ ʌp]
feedback	['fi:dbæk]
concern	[kən'sɜ:n]
clarify	['klærɪfaɪ]
confirm	[kən'fɜ:m]
scope	[skəʊp]
delivery	[dɪ'lɪvəri]
milestone	['maɪlstəʊn]
next step	[nekst step]
point of contact	[pɔɪnt əv 'kɒntækt]
decision-maker	[dɪ'sɪʒn ,meɪkə]
relationship	[rɪ'leɪʃnʃɪp]
trust	[trʌst]
escalation	[,eskə'leɪʃn]

ENGLISH	TRANSCRIPTION
<b>alignment</b>	[ə'laɪnmənt]
<b>account</b>	/ə'kaʊnt/
<b>service level</b>	/'sɜ:vis ,levəl/
<b>complaint</b>	/kəm'pleɪnt/
<b>onboarding</b>	/'ɒnbɔ:dɪŋ/
<b>contract renewal</b>	/'kɒntrækt rɪ'nju:əl/
<b>response time</b>	/rɪ'spɒns taɪm/
<b>handover</b>	/'hændəʊvə(r)/
<b>estimate</b>	/'estɪmət/
<b>quote</b>	/kwəʊt/
<b>feedback call</b>	/'fi:dbæk kɔ:l/
<b>escalation path</b>	/,eskə'leɪʃən pɑ:θ/
<b>check-in</b>	/'tʃek ɪn/
<b>requirement list</b>	/rɪ'kwaɪəmənt lɪst/
<b>satisfaction</b>	/,sætɪs'fækʃən/
<b>resolution</b>	/,rezə'lju:ʃən/
<b>available option</b>	/ə'veɪləbəl 'ɒpʃən/
<b>service issue</b>	/'sɜ:vis ,ɪʃu:/
<b>urgent request</b>	/'ɜ:dʒənt rɪ'kwest/
<b>client brief</b>	/'klaɪənt brɪ:f/
<b>deliverable</b>	/dɪ'lɪvərəbəl/
<b>partnership</b>	/'pɑ:tnəʃɪp/
<b>expectation management</b>	/,ekspek'teɪʃən 'mænɪdʒmənt/
<b>status report</b>	/'steɪtəs rɪ'pɔ:t/
<b>approval</b>	/ə'pru:vəl/
<b>support ticket</b>	/sə'pɔ:t ,tɪkɪt/
<b>retention</b>	/rɪ'tenʃən/

onemoreword ONEMOREWORD

## Learning words is easier in the app

Spaced repetition, examples, audio, and smart topic-based collections.

[onemoreword.app](https://onemoreword.app) →



Open

20 phrases

## ENGLISH

**Could you tell me more about your current needs?**

**Let me explain how the process works.**

**Just to make sure I understand correctly...**

**Your main priority is faster delivery, correct?**

**I understand your concern.**

**Here's what we can do next.**

**I'll keep you updated on the timeline.**

**We want to make sure we're aligned on expectations.**

**I'll send you a follow-up after the meeting.**

**Please let me know if anything changes on your side.**

**Thank you for sharing that context.**

**We'll come back to you with the next update.**

**Thanks for reaching out to us.**

**Could you describe the issue in more detail?**

**We understand your concern.**

**I'll check this with the team and get back to you.**

**Would tomorrow afternoon work for a follow-up call?**

**We'd like to make sure we meet your expectations.**

**I've sent you the updated timeline.**

**Please let me know if you need any further support.**

**onemoreword** ONEMOREWORD

**Learning words is easier in the app**

Spaced repetition, examples, audio, and smart topic-based collections.

[onemoreword.app](https://onemoreword.app) →



Open