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

50 words

ENGLISH	TRANSCRIPTION
client	*[ˈklaɪənt]*
request	*[rɪˈkwest]*
expectation	*[ˌekspekˈteɪʃn]*
requirement	*[rɪˈkwaɪəmənt]*
priority	*[praɪˈɒrəti]*
issue	*[ˈɪʃuː]*
solution	*[səˈluːʃn]*
timeline	*[ˈtaɪmlaɪn]*
update	*[ˈʌpdeɪt]*
follow-up	*[ˈfɒləʊ ʌp]*
feedback	*[ˈfiːdbæk]*
concern	*[kənˈsɜːn]*
clarify	*[ˈklærɪfaɪ]*
confirm	*[kənˈfɜːm]*
scope	*[skəʊp]*
delivery	*[dɪˈlɪvəri]*
milestone	*[ˈmaɪlstəʊn]*
next step	*[nekst step]*
point of contact	*[pɔɪnt əv ˈkɒntækt]*
decision-maker	*[dɪˈsɪʒn ˌmeɪkə]*
relationship	*[rɪˈleɪʃnʃɪp]*
trust	*[trʌst]*
escalation	*[ˌeskəˈleɪʃn]*

ENGLISH	TRANSCRIPTION
alignment	*[əˈlaɪnmənt]*
account	*/əˈkaʊnt/*
service level	*/ˈsɜːvɪs ˌlevəl/*
complaint	*/kəmˈpleɪnt/*
onboarding	*/ˈɒnbɔːdɪŋ/*
contract renewal	*/ˈkɒntrækt rɪˈnjuːəl/*
response time	*/rɪˈspɒns taɪm/*
handover	*/ˈhændəʊvə(r)/*
estimate	*/ˈestɪmət/*
quote	*/kwəʊt/*
feedback call	*/ˈfiːdbæk kɔːl/*
escalation path	*/ˌeskəˈleɪʃən pɑːθ/*
check-in	*/ˈtʃek ɪn/*
requirement list	*/rɪˈkwaɪəmənt lɪst/*
satisfaction	*/ˌsætɪsˈfækʃən/*
resolution	*/ˌrezəˈluːʃən/*
available option	*/əˈveɪləbəl ˈɒpʃən/*
service issue	*/ˈsɜːvɪs ˌɪʃuː/*
urgent request	*/ˈɜːdʒənt rɪˈkwest/*
client brief	*/ˈklaɪənt briːf/*
deliverable	*/dɪˈlɪvərəbəl/*
partnership	*/ˈpɑːtnəʃɪp/*
expectation management	*/ˌekspekˈteɪʃən ˈmænɪdʒmənt/*
status report	*/ˈsteɪtəs rɪˈpɔːt/*
approval	*/əˈpruːvəl/*
support ticket	*/səˈpɔːt ˌtɪkɪt/*
retention	*/rɪˈtenʃən/*

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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.

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