



Customer Service in English: Beginner Vocabulary

55 words

ENGLISH	TRANSCRIPTION
help	/hɛlp/
support	/sə'pɔ:rt/
customer	/'kʌstəmə/
client	/'klaɪənt/
service	/'sɜ:rvɪs/
request	/rɪ'kwɛst/
question	/'kwɛstʃən/
answer	/'ænsə/
issue	/'ɪʃu:/
problem	/'prɒ:bləm/
complaint	/kəm'pleɪnt/
order	/'ɔ:rdə/
refund	/'ri:fʌnd/
return	/rɪ'tɜ:n/
exchange	/ɪks'tʃeɪndʒ/
policy	/'pɒ:ləsi/
warranty	/'wɒ:rənti/
receipt	/rɪ'si:t/
invoice	/'ɪnvɔɪs/
delay	/dɪ'leɪ/
apologize	/ə'pɒ:lədʒaɪz/
sorry	/'sɔ:ri/
please	/pli:z/
agent	/'eɪdʒənt/

ENGLISH	TRANSCRIPTION
team	/ti:m/
manager	/'mænidʒər/
call	/kɔ:l/
email	/'i:meɪl/
message	/'mesɪdʒ/
reply	/'ri:plai/
assist	/ə'sɪst/
resolve	/'ri:zɔ:lv/
fix	/fɪks/
update	/'ʌpdeɪt/
status	/'steɪtəs/
account	/ə'kaʊnt/
order number	/'ɔ:rdər 'nʌmbər/
delivery	/dɪ'lɪvəri/
shipment	/'ʃɪpmənt/
tracking	/'trækɪŋ/
replacement	/'ri:pleɪsmənt/
charge	/tʃɑ:rdʒ/
payment	/'peɪmənt/
card	/kɑ:rd/
address	/ə'dres/
phone	/fəʊn/
contact	/'kɔ:ntækt/
wait	/weɪt/
hold	/həʊld/
line	/laɪn/
feedback	/'fi:dbæk/

ENGLISH	TRANSCRIPTION
survey	/ˈsɜːrveɪ/
satisfaction	/ˌsætɪsˈfækʃən/
helpful	/ˈhelpfəl/
polite	/pəˈlaɪt/

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