

Name _____ Period _____ Date _____

Anticipation Guide - Getting to Know Customer Service Vocabulary

Directions: Below the customer service vocabulary terms are listed in pairs. In the last column write your opinion, explaining what effect(s) the first vocabulary terms have on the second set of terms. You may use available resources to retrieve introductory definitions. Be prepared to share your opinions with the class.

Your Opinion

1. Continuous Improvement + Customer Service =

2. Customer Expectations + Complaints =

3. Moment of Truth + Customer Experience =

4. Behavior + Customer Relationships =

5. Problem + Service Deliverer =