



Course General Information

English for Customer Service



This self-paced online course is designed around basic customer service experiences. You will practice useful expressions, essential vocabulary, and language tools to communicate confidently with customers. This course prepares you for common workplace situations you might encounter, improving clarity, courtesy, and overall interaction quality, with an emphasis on clear, polite, and effective communication in basic customer service contexts.



Duration: 12 academic hours
6 Units



Level Request:
Basic

Objectives

- › Use simple customer service expressions and polite language to greet customers and offer basic assistance.
- › Handle basic customer complaints by using clear language and appropriate problem-solving phrases.
- › Build essential customer service vocabulary to communicate confidently in routine workplace interactions.
- › Ask and answer basic questions to provide information and support in common customer service situations.

★ **Unit 1**
WELCOMING CUSTOMERS

CEFR Levels: **A2**

Description

Practice how to welcome customers politely, introduce yourselves, and use basic friendly expressions in face-to-face service situations.

Learning Objectives

- Use simple phrases and polite expressions to greet customers and introduce themselves.
- Respond appropriately to basic greetings and farewells in service contexts.
- Demonstrate a polite tone using basic grammatical structures.

Grammar

- Simple present Verb "to Be" & common verbs
- Subject Pronouns and Possessive Adjectives
- Polite Imperatives

★ **Unit 2**
UNDERSTANDING NEEDS

CEFR Levels: **A2**

Description

Practice identifying what customers want by asking simple questions and understanding common requests.

Learning Objectives

- Identify the main idea of a customer's request in short, simple conversations.
- Ask basic questions to clarify customer needs.
- Respond with short, clear answers to common customer requests.

Grammar

- Wh- Questions
- Yes/No Questions with "do / does"
- Simple Present for Requests

★ **Unit 3**
PHONE INTERACTIONS

CEFR Levels: **A2**

Description

Develop basic skills for telephone customer service, including answering calls, taking messages, and using polite phone expressions.

Learning Objectives

- Recognize common expressions used in basic customer service phone calls.
- Respond to simple phone inquiries using routine expressions.
- Apply basic phone etiquette, including greetings and message-taking.

Grammar

- Can / Could for Polite Requests
- Present Continuous for Current Actions
- Prepositions of Time

★ **Unit 4**
**EMAIL
RESPONSES**

CEFR Levels: **A2**

Description

Identify key information in short, clear emails using simple customer service language, focusing on greetings, basic information, and polite closings.

Learning Objectives

- Identify key information in short, simple customer service emails.
- Write short emails using basic customer service vocabulary.
- Organize emails using standard openings and closings.

Grammar

- Simple Present for Giving Information
- Sequencing Words (first, then, finally)
- Formal vs Neutral Sentence Structures

★ **Unit 5**
**DIGITAL
CUSTOMER
CARE**

CEFR Levels: **A2**

Description

Practice responding to customers through online chat and social media using short, professional, and friendly messages.

Learning Objectives

- Select appropriate short responses for chat or social media messages.
- Select brief, polite digital messages to assist customers.
- Apply polite language when communicating in digital platforms.

Grammar

- Short Answers and Ellipsis
- Modal “can” for Ability and Help
- Time Expressions

★ **Unit 6**
**HANDLING
ISSUES**

CEFR Levels: **A2**

Description

Work with basic complaint situations, using simple problem-solving phrases, apologies, and positive communication strategies.

Learning Objectives

- Identify simple customer complaints and problems.
- Use basic apology and solution expressions appropriately.
- Respond politely to complaints using short, clear messages.

Grammar

- Past Simple (common regular & irregular verbs)
- Because / So for Simple Explanations
- Apology Structures



SURVEY

You will have to complete a short satisfaction survey.



CERTIFICATE

At the end of the course, you will be able to download your ICPNA certificate.