

Eastside Literacy
Student Handout - **Customer Service**

Look at the picture.



Let's talk:

1. What is customer service?
2. What is excellent customer service? What is bad customer service?
3. Do you have a customer service department at your work?
4. What do people say when they go to customer service? Or to you?
5. What do you say?
6. In your country, do you have a customer service department? Who do customers talk to when they want to complain? What do you say?