

略颂 编著

背88个短语掌握 客服英语

随身装小教材

商务英语系列

【给繁忙的商务人士随身携带
背88个高频短语，让客服英语超自信】



随书附送光盘

★ 对于大部分中国人来说，用英文服务客户是一项挑战。虽然学习英语多年，但常会出现听不清、说不出、不知如何应对客户电话、无法处理客户投诉等问题。其实客服英语有许多高频短语，只要背诵这些短语，英语的使用技巧就会增强。

★ 本书设计轻便小巧，便于随身携带，供商务人士忙里偷闲翻阅。内容包括六个部分：客服入门、面对面客服、电话客服、呼叫中心、邮件客服和问题解决。



中国水利水电出版社
www.waterpub.com.cn

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图书在版编目 (CIP) 数据

背 88 个短语掌握客服英语/略颂编著. —北京: 中国水利水电出版社, 2009

(随身装小教材商务英语系列)

ISBN 978-7-5084-5870-0

I. 背… II. 略… III. 英语—短语 IV. H314.3

中国版本图书馆 CIP 数据核字 (2008) 第 138893 号

书 名	随身装小教材商务英语系列 背 88 个短语掌握客服英语
作 者	略颂 编著
出版发行	中国水利水电出版社 (北京市三里河路 6 号 100044) 网址: www.waterpub.com.cn E-mail: sales@waterpub.com.cn 电话: (010) 63202266 (总机)、68367658 (营销中心)
经 售	北京科水图书销售中心 (零售) 电话: (010) 88383994、63202643 全国各地新华书店和相关出版物销售网点
排 版	北京中科洁卡科技有限公司
印 刷	北京市地矿印刷厂
规 格	104mm×184mm 32 开本 4 印张 88 千字
版 次	2009 年 1 月第 1 版 2009 年 1 月第 1 次印刷
印 数	0001—5000 册
定 价	18.00 元 (附光盘 1 张)

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前 言

对于大部分中国人来说，用英文服务客户是一个挑战。虽然学习英语多年，但常会出现听不清、说不出、不知如何应对客户电话、无法处理客户投诉等问题。

一位在外企工作的朋友曾对我讲述了自己失败的客服经历。一次她接到一个美国客户打来的电话，抱怨收到的货物有轻微损伤，但她由于事前没有准备，根本不知如何应对，不仅回答问题支支吾吾，而且在没问清具体情况的前提下就本能地把责任推到了别的部门，最终给对方形成了她的公司在推诿责任的印象，差点失去一位重要客户。

或许您也有似曾相识的经历，正苦于寻找一本好书，借以提高自己的英语技能，摆脱目前的尴尬境遇。《背 88 个短语掌握客服英语》恰好是为您量身定做的。本书提炼出客服入门、面对面客服、电话客服、呼叫中心、邮件客服和问题解决中出现频率最高的句子，只要背诵这些短语，就能立竿见影地提高驾驭客服英语的水平。

《背 88 个短语掌握客服英语》是“随身装小教材”系列图书之一。本套图书内容翔实，轻便小巧，适于携带，既可供商务人士、外事工作者、科技人员忙里偷闲翻阅，也可让读者尽情享受随时随地学习英语的乐趣。

编者

2008 年 4 月于北京

使用说明

为了让读者最大限度地节约时间，提高学习效率，我们对本书进行了整体设计。

本书轻便小巧，便于携带，符合现代人快节奏的生活方式，让读者随时随地享受学习英语的乐趣。

全书分六部分，每一部分相互独立。读者不必依次阅读，可以直接跳到最感兴趣的部分阅读。

每个部分的结构如下：



表示“欢迎您”；图标下的内容是读者进入学习的热身练习。



表示“请注意”；图标下的内容是常用语境和重点背诵短句。



表示“一点亮”；图标下的内容是表达某一语境所必备的知识，以及更多的常用短语，供读者举一反三。



· 1 · 2 · 3 · 4 · 5 · 6 · 7 为了提供更多记忆短语的机会，我们在每页下设计了一个小练习。根据科学记忆法中反复加深的原则，我们建议读者在不同时间分别将该练习做7次，每次练习过后，在相应的数字上划勾。

此外，我们在每部分结束之前还配有自测题和答案，供读者检测学习结果。

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Ability to deal with complaints and problems

Good phone skills and customer service manner

Ability to provide proper follow up

Ability to work under pressure and deadline

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1. 客服入门



1. Ability to deal with complaints and problems
2. Good phone skills and customer service manner
3. 5~7 years of experience in sales management
4. Ability to provide proper follow up
5. Willingness to travel and work in a global team of professionals
6. Advanced math skills
7. Ability to work under pressure and deadline
8. Experience with enterprise software solutions and large, complex organizations
9. Working knowledge of CAD tools
10. Knowledge of the practical application of engineering science and technology
11. Ability to work in teams as well as independently
12. Knowledge of machines and tools, including their designs, uses, repair, and maintenance
13. Effective communication skills

请在以上选项中选出客服人员应具备的技能。



相关概念

Customer service

客户服务



中文释义:

客户服务即一个企业为满足客户需求而提供的一系列行为。客户服务通常由售前、售中和售后三个部分组成。通过客户联系、收集客户信息，了解客户需求，提供解决方案，解决客户存在的问题来满足客户需求。

相关例句:

Good **customer service** is the mark of a good company. 令人满意的客户服务是优质企业的标志。

What's your definition of **customer service**? 您如何给客户服务下定义?

I'm a **customer service** representative. 我是客户服务代表。

What is your opinion in **customer service**? 你对客户服务有什么看法?