



用于国家职业技能鉴定

国家职业资格培训教程

呼叫服务师

HJFWY

(国家职业资格二级)

中国就业培训技术指导中心组织编写



中国劳动社会保障出版社



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呼叫服务师

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前 言

为推动呼叫服务员职业培训和职业技能鉴定工作的开展，在呼叫服务员从业人员中推行国家职业资格证书制度，中国就业培训技术指导中心在完成《国家职业标准·呼叫服务员》（试行）（以下简称《标准》）制定工作的基础上，组织参加《标准》编写和审定的专家及其他有关专家，编写了呼叫服务员国家职业资格培训系列教程。

呼叫服务员国家职业资格培训系列教程紧贴《标准》要求，内容上体现“以职业活动为导向、以职业能力为核心”的指导思想，突出职业资格培训特色；结构上针对呼叫服务员职业活动领域，按照职业功能模块分级别编写。

呼叫服务员国家职业资格培训系列教程共包括《呼叫服务员（基础知识）》《呼叫服务员（国家职业资格四级）》《助理呼叫服务师（国家职业资格三级）》《呼叫服务师（国家职业资格二级）》《高级呼叫服务师（国家职业资格一级）》5本。《呼叫服务员（基础知识）》内容涵盖《标准》的“基本要求”，是各级别呼叫服务员均需掌握的基础知识；其他各级别教程的章对应于《标准》的“职业功能”，节对应于《标准》的“工作内容”，节中阐述的内容对应于《标准》的“技能要求”和“相关知识”。

本书是呼叫服务员国家职业资格培训系列教程中的一本，适用于对呼叫服务师的职业资格培训，是国家职业技能鉴定推荐辅导用书，也是呼叫服务师职业技能鉴定国家题库命题的直接依据。

本书是在中国劳动保障科学研究院的大力支持下完成的。与此同时，在编写过程中得到了北京市政府信访办、北京建行客户服务中心以及九五太维资讯公司等单位的大力支持与协助，在此一并表示衷心的感谢。

中国就业培训技术指导中心

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第一章

受理与处理诉求

第一节 应答诉求

学习目标

- ◆掌握英语常用服务用语。
- ◆掌握升级呼叫的处理方法。
- ◆掌握升级诉求的受理过程。

相关知识

一、英语常用服务用语

1. 常用客户服务基本用语

(1) 您好, 请问有什么可以帮到您?

Hello, what can I do for you?

(2) 先生/小姐贵姓?

May I have your name, sir/miss?

(3) 请问您的姓名?

Your name, Please.

May I know your name, please?

(4) 请问手机号码?

What's the mobile phone number?

(5) 请您拼一下您的姓名好吗?

Would you give me the spelling of your name?

(6) 您好! ××× (报工号) 为您服务, 请问有什么可以帮您 (请问您需要什么帮助)?

I'm your operator service number×××, what can I do for you?

(7) 请问您要查询什么?

May I help you?

Can I help you?

(8) 对不起, 请您再讲一遍。

Sorry, May I beg your pardon?

Please say it again.

(9) 请告诉我拼法。

Spell it, please.

(10) 请告诉我全名。

Please give me your full name.

(11) 我听不清。

I can't hear you.

(12) 请大点声讲好吗?

Would you please speak a little louder?

(13) 能不能请您再重复一次。

Can you repeat again, please?

(14) 再说一次好吗?

(Say) Again, please?

(15) 抱歉, 您可以重复刚才所说的吗?

Sorry, but could you kindly repeat what you just said?

(16) 请说慢一点好吗?

Would you slow down, please?

(17) 我没听清楚您的问题, 您能重复一次吗?

I could not catch your question. Could you repeat it, please?

(18) ×先生/小姐, 对不起, 我没有听清楚您的问题, 请您再复述一遍好吗?

Mr/Miss ×, sorry, I didn't hear you clearly, could you please say it again?

(19) 对不起, 我没听懂您说的话。

Sorry, I didn't get what you said.

(20) 请讲大声一点。

Please speak a little louder.

(21) 对不起, 让您久等了。

Sorry to have kept you waiting so long.

I'm very sorry to have kept you waiting.

(22) 对不起, ×先生/小姐, 让您久等了。

Sorry for kept you waiting so long, Mr/Miss ×.

(23) 请稍等。

Hold on, please.

Please wait a moment!

(24) 您要稍等一下。

Would you care to hold?

(25) 请稍候, 我帮您转接。

Please hold the line while I transfer you.

(26) 对不起, 麻烦您稍等片刻好吗?

Excuse me, could you please wait a moment?

(27) 请稍候, 我即刻帮您查查。

Hold on please, I'll check for you at once.

(28) 如果您不介意的话, 能否请您再打一次, 然后在录音机上留言? 我的英文不是很好。

If you don't mind, could you please call back and leave a message on the answering machine? My English is not very good.

(29) 我去找一位懂英语的人来听。

Let me find a person who understands English.

(30) ×先生/小姐, 不知我是否将您的问题解释清楚了?

Mr/Miss ×, did I make myself clear on your problem?

(31) 请问您还有其他问题(需要)吗?

Anything else you need to ask me?

(32) 对不起，按××规定，这项业务不能办理，请原谅。

Sorry, according to ××, we can't do this service. Hope you understand.

(33) 对不起，您的问题我暂时无法答复，我会记录下来，我的同事将尽快答复您。

Sorry, I can't give you a prompt reply to your problem now, I will take it down, and my colleague will get to you as soon as possible.

(34) ×先生/小姐，让我们找一个妥善解决问题的方法好吗？

Mr/Miss ×, let us find an appropriate way to solve the problem, OK?

(35) 对这个问题的结果，您满意吗？

Are you satisfied with the result of this problem?

(36) ×先生/小姐，已经给您办好了，您可以马上试一试。

Mr/Miss ×, all have been done already, you can try right now.

(37) 您的查询需要您提供××资料，请您将资料传真到××，收到传真后，我们会尽快为您办理。

Your inquiry requires your information of ××, please fax them to ××, till we get the information, we'll do it for you as soon as possible.

(38) 先生，您的问题我已记下了，请放心。

Sir, your problems have been recorded, set your heart at rest.

(39) 先生，对不起，我们这里查不到您需要的资料，请您留下您的联系电话与地址，我们会在三天内与您联系，好吗？

Sorry, Sir. We can't find the information you needed, could you please leave your number and address, we'll contact you in three days.

(40) 先生/小姐，您能详细地给我说说吗？

Sir/Miss, could you give me more details?

(41) 先生/小姐，我很理解您的心情。

Sir/Miss, I really understand how you feel.

(42) 对不起，请您稍慢点讲，我正认真记录。

Excuse me. could you please say it slowly, I'm recording carefully.

(43) 请您一定原谅。

I beg your pardon.

(44) 对不起，我不大明白您的意思。

I'm sorry, but I don't quite understand you.

(45) 请讲慢一点。我只会讲一点点英语。

Sorry, I didn't quite follow you.

(46) 抱歉，我的英语讲得不好。请等等，我转英文台处理。

I'm sorry, My English is poor. Hold on please, I will transfer your call to English service.

(47) 好的，我再讲一遍。

All right, let me repeat that.

(48) 请问您的身份证号码？

Your ID card number, please?

(49) 请别挂机，我一会儿就回来。

Hold on, please. I'll be back in a minute.

(50) 请您拼一下您的账号好吗？

Would you give me the spelling of your account No. ?

(51) 对不起，号码 949 后面是多少号？

Sorry, what's the number after 949?

(52) 对不起，请把号码从头到尾再说一次。

Sorry, please read me the whole number once more.

(53) 请问如何收费？

How to charge?

(54) 请问您的卡号？

What's the card serial number?

(55) 请问×××电信营业处的营业时间？

What is the business hour of the ××× Telecom Office?

(56) 你能告诉我如何使用这项服务吗？

Would you mind telling me how to use this service?

(57) 您不必付费。

You have to pay nothing.

(58) 对不起，营业时间已过。

Sorry, the service time is over.

(59) 全天营业。

24 hours' service.

(60) 我怎么联系您？

How can I contact you?

(61) 能帮我个忙吗？

Would you please do me a favor?

Would you please give me a hand?

May I ask you for a favor?

(62) 当然可以，什么事？

Yes, of course, What is it?

Certainly, what is it?

Sure, what is it?

(63) 这会太麻烦你吗？

Would this give you too much trouble?

(64) 不麻烦，能帮您的忙，我很高兴。

You're welcome. I'm very glad to help you if I can.

(65) 如果我能做到的话，我一定尽力而为。

I will try my best to help you.

(66) 如能得到您的帮助，真是太好了。

It's very kind of you to help me.

(67) 我给您查一下。

I'll find out for you.

I'll check it for you.

(68) 我真是非常抱歉。

I am really very sorry.

(69) 我们每月收费十元。

We would charge you ten Yuan for one month.

(70) 让我核对一下您的姓名和地址。

Let me verify your name and address.

(71) 我要提出投诉。

I want to complain.

(72) 我要投诉你们的服务。

I complain about your service.

(73) 我对你们的服务不满意。

I'm not satisfied with your service.

(74) 我会尽快回您的电话。

I'll get back to you as soon as possible.

(75) 能不能为我留言?

Could you take a message, please?

(76) 我会转告他。

I'll give him the message.

(77) 请问您要投诉的业务代表的工号是几号?

What is the service number of clerk you are complaining about?

(78) 您的投诉我们已经受理, 两个工作日给予回音。

We will handle your complain and give you the feed back within 2 days.

(79) 你们是全天服务吗?

Do you provide 24 hours service?

(80) 我们 24 小时营业。

Yes, we provide 24 hours service.

(81) 对不起, 这项业务现在还未开办, 具体资费要正式推出时才能明确。

Sorry, this service is not launch yet. The details will be clearly until the due time.

(82) 我可以提示一个想法。

Let me give you an indication.

(83) 很好, 那正是我们想要听的。

Good, That's just what we want to hear.

(84) 您的业务已办完, 半小时内开通。

Your business is done, and service starts in half an hour.

(85) 您可以现在试一试, 看看有没有开通。

Now you may try and see if it's through.

(86) 请问您还需要办理其他业务吗?

Would you like to apply for any other services?

(87) 请输入您的 6 位服务密码。

Please input your service pin number (six numbers).

(88) 我们十分乐意帮助您。

We are happy to be of help.

(89) 如果对某些细节有意见的话，请提出来。

If you have any questions on the details, feel free to ask.

(90) 我已经有所了解，但我还想多知道一些。

I've read about it, I'd like to know more about it.

(91) 谢谢您的合作。

Thank you for you cooperation.

(92) 我们双方的愿望是一致的。

Your desire coincides with ours.

(93) 这是我们的共同愿望。

This is our common desire.

(94) 我会与您保持联络。

I will keep you posted.

(95) 什么事让您这么着急呢？

What is your hurry?

(96) 到底发生了什么事，让您如此发愁？

What on earth has happened to trouble you so?

(97) 您对此事怎么看呢？

How do you see this matter?

(98) 当然可以。

By all means.

(99) 请讲。

Go ahead, please.

(100) 好，谢谢。

Very nice, Thank you.

(101) 谢谢您的建议，我将记录下来，以后一定改进。

Thanks for your suggestions, I'll put them down, and we will improve by all means.

(102) 不客气，这是我们应该做的。

You are welcome. It's my pleasure.

(103) 请问还有什么能帮到您。

What else can I do to help you?

(104) 谢谢您的合作。

Thanks for your corporation.

(105) 很高兴您来电话。

Thanks for calling.

(106) 感谢您对我们工作的支持。请您留下您的姓名、地址、电话，我们将在五天内给您答复。

Thanks for your supporting our work. Please leave your name, address, and phone number, we'll reply you in five days.

(107) 电话挂错了，请您挂断再打。

It's a wrong number, please hang up and call again.

(108) 抱歉，您打错电话了。

Sorry, You have the wrong number.

(109) 就这些，感谢您的耐心。

That's all, Thank you for trouble taken.

(110) 还有其他事吗？

Anything else?

(111) 欢迎多提宝贵意见。

Your valuable advice is most welcome.

(112) 别客气。

You're welcome.

(113) 真高兴您觉得满意。

I'm glad you enjoyed it.

(114) 谢谢您这么说。

It's very nice of you to say so.

Thank you. you flatter me.

(115) 谢谢您，我还有很多要学习的地方。

Thank you but I have a lot to learn yet.

(116) 欢迎您使用×××热线服务，谢谢！

Thank you for calling×××hotline!

(117) 先生/小姐，如果您有需要，欢迎随时拨打我们的热线 12345，再见！

Sir/Miss, you can call our hotline 12345 anytime you need, bye.

(118) 不用谢，谢谢您使用 12345，再见！

You are welcome, thank you for calling 12345, goodbye.

(119) 欢迎您使用××公司 12345 号热线服务，谢谢！

Welcome to use 12345 hotline of ××, thanks.

2. 呼叫服务情景对话

(1) 电信服务咨询

1) 故障咨询 (A: Call-Center Receptionist 呼叫服务员; B: Caller 呼入者)

A: Hello, YY Net customer service center, line 101, can I help you?

您好！YY 网络客户服务中心，我是 101 号服务员，我能帮到您什么吗？

B: Hi, this is Chen Ming, I need your help, please.

你好，我是陈明，我希望得到你的帮忙。

A: Mr. Chen. I'm willing to help you, what can I do for you?

陈先生，我非常愿意帮助您，我能做些什么？

B: Could you help me to check my E-card? It can't connect to the Internet suddenly!

请帮我查一下我的上网卡，它突然无法连接上网了！

A: Of course, wait a second, please.

当然可以，稍等一下。

B: That's great. The E-card isn't expired yet. So it shouldn't have occurred such problem, I think.

那太好了，我的上网卡还没有到期，不应该出现这种情况啊。

A: Yes, it's really tough when come across such case. Can you tell me your card number?

是呀，遇到这种事情一定会很烦的！您能告诉我您的卡号吗？

B: Ok, the number is 123456.

好的，我的卡号是 123456。

A: In order to confirm the details, could you please tell me the exact time that you weren't able to connect the Internet?

为了确认一下,能告诉我,您无法与网络连接的时间吗?

B: It was last morning.

昨天早上。

A: Oh, I see it's net server malfunction, and it's already solved now. I feel really sorry for causing you such inconvenience due to our fault.

是网络服务器故障,现在已经解决了。由于我们的问题给您带来不便,十分抱歉。

B: It's ok.

没关系。

2) 本月话费查询 (A: Call—Center Receptionist 呼叫服务员; B: Caller 呼入者)

A: Hello, CMCC, what can I help you?

您好,中国移动,有什么需要帮忙的吗?

B: I want to check the bill of my phone in this month.

我想查一下我这个月的话费单。

A: What is your phone number, please?

好的,能告诉我您的电话号码吗?

B: 135×××××××.

我的电话号码是 135×××××××。

A: What is the owner's name?

请问户主的姓名?

B: Tom.

汤姆。

A: The charge of this month is RMB156. Is there anything else?

您本月的账单金额是 156 元,还有什么需要帮助的吗?

B: No, thanks.

没有了,谢谢。

A: You're welcome, thank you for your call.

不客气,感谢您的来电,再见。

3) 开办电话业务 (A: Call—Center Receptionist 呼叫服务员; B: Caller 呼入者)

A: China telecom, may I help you, please?

中国电信, 能为您效劳吗?

B: Excuse me, do you deal with the phone opening service here?

请问你们是否承办电话开户业务?

A: Yes, we are dealing with the hand—free telephone opening service. Will you use it at home or in the office?

是的, 我们办理固定电话的开通业务。你是住宅用还是办公室?

B: It's a personal phone.

是私人电话。

A: Well, first you have come to our service center and fill in the new phone opening application card. You'd better write down clearly your name, the detailed address, the contact person, the contact phone and your ID card number. Oh, you have to bring your ID card and its duplicate.

哦, 首先您必须来我们的服务中心填一张电话申请卡。写清楚姓名, 详细地址, 联系人, 联系电话及其身份证号码。哦, 你一定要带好身份证和复本。

B: Ok, is there anything else that I should bring with me?

好, 那还有什么我需要一起带来的呢?

A: That's all, and we'll give you a return receipt. And we'll also charge you the fee of the opening service, but install the telephone is free of charge.

就那些就可以了。到时我们会给你一张收据, 还会对开户收取相应的费用, 不过安装电话的费用是免费的。

B: Thank you. So can I come to your office directly tomorrow, or do I need an appointment?

谢谢。那我明天是否可以直接来, 还是需要预约?

A: No, you can come to our office directly but don't forget to bring the information required. And please leave a person at home these days, for our staff will go and install if for you.