+49 511 4739339
james@englisch-lehrer.com · www.englisch-lehrer.com

A2 CUSTOMER CONTACT ≈ 25 MIN

Customer Service Phrases – *help politely*

You have built the service phrases — now strengthen polite requests, clear promises and friendly closes with new business situations.

English has no Sie-form: soften requests with **could/would** + you + verb and **please** .

NAME _____ DATE _____

YOUR BUILD 1 · SORTING ○ 2 · FILL-IN ○ 3 · CORRECT ○ 4 · WRITE ○

BRICK 1 · SORT BY TONE · APPROX. 4 MIN ●○○

Sort the short phrases. Write direct, brusque wording on the left and polite, softened wording on the right.

send the VAT number | confirm the delivery date | wait by reception
email the return label | could you send it | could you just check
would you mind waiting | can you email it, please

DIRECT / BRUSQUE	POLITE / SOFTENED

BRICK 2 · COMPLETE THE SERVICE PHRASE · APPROX. 6 MIN ●●○

Add exactly one suitable word in each business situation. Use the fixed service phrases from the lesson.

01 Good afternoon, Parts Desk. How can I _____ you?
02 Could you _____ your PO number, please?
03 Could you _____ check the delivery date?
04 Would you mind _____ your visitor badge?
05 I'm _____ about the delay with your replacement part.
06 I'll get _____ to you by 3 p.m. today.
07 I'll _____ this on to our warranty team.
08 Best _____ ,

YOUR BUILD

1 · SORTING ○ | 2 · FILL-IN ○ | 3 · CORRECT ○ | 4 · WRITE ○

BRICK 3 · FIND AND CORRECT THE MISTAKE · APPROX. 7 MIN ●●○

Each sentence contains exactly one mistake. Rewrite the whole sentence as a natural, polite service phrase.

01 Where can I become the return label?

02 You must email your VAT number today.

03 Could you confirm the delivery date?

04 I'll give back to you by 4 p.m.

05 Would you mind wait by the meeting room?

06 I'll pass this on at our warranty team.

BRICK 4 · WRITE FOR CUSTOMER CONTACT · APPROX. 8 MIN ●●●

Write a short suitable response for each business situation. Use the service building blocks given.

01 A caller asks about a refund status. Greet them and offer help.

02 Ask a caller for their PO number. Use could, would or can, plus please.

03 A replacement part is delayed. Apologise and promise an update at a specific time.

04 Reply to a warranty claim by email. Open politely, hand it off and close formally.

MINI-CHECK — CAN I DO THIS YET?

- ○ I open customer contact with a greeting and an offer of help.
- ○ I form polite requests with could, would or can + you + verb + please.
- ○ I reassure with I'll and give a specific time or a handoff.
- ○ I use light apologies and suitable closes for calls and emails.

Not sure about every point yet? Build the lesson again and say your answers aloud once.

Answer key

Check only when you have finished. Every answer comes with the **why** — the rule matters more than the result.

BRICK 1 · SORTING

01 **DIRECT** · send the VAT number
The imperative sounds like an order in customer contact.

02 **DIRECT** · confirm the delivery date
The imperative sounds like an order in customer contact.

03 **DIRECT** · wait by reception
The imperative sounds like an order in customer contact.

04 **DIRECT** · email the return label
The imperative sounds like an order in customer contact.

05 **POLITE** · could you send it
Could you turns the order into a polite request.

06 **POLITE** · could you just check
Just makes the request feel smaller.

07 **POLITE** · would you mind waiting
Would you mind requires the -ing form.

08 **POLITE** · can you email it, please
Can you and please soften the request.

BRICK 2 · FILL-IN

01 How can I **help** you?
How can I help you is a fixed offer of help.

02 Could you **confirm** your PO number, please?
A verb follows Could you; please completes the polite request.

03 Could you **just** check the delivery date?
Just makes the request feel smaller.

04 Would you mind **showing** your visitor badge?
Would you mind takes the -ing form.

05 I'm **sorry** about the delay with your replacement part.
Sorry gives a light apology.

06 I'll get **back** to you by 3 p.m. today.
Get back to is the fixed phrase for contacting again.

07 I'll **pass** this on to our warranty team.
Pass this on to names a clear handoff.

08 Best **regards**,
Best regards is the polite email close.

BRICK 3 · CORRECT

01 Where can I **get** the return label?
Become means change into; get means receive.

02 **Could you email your VAT number today, please?**
Could you plus please replaces the brusque order.

03 Could you confirm the delivery date, **please**?
Please completes the polite request.

04 I'll **get back** to you by 4 p.m.
Get back to is the fixed reassurance phrase.

05 Would you mind **waiting** by the meeting room?
Would you mind takes the -ing form.

06 I'll pass this on **to** our warranty team.
The fixed handoff phrase is pass this on to.

BRICK 4 · WRITE

Your answers may differ — just check the tone, service phrase and concrete next step.

01 Good afternoon, Service Desk. **How can I help you** with your refund?
A greeting plus an offer of help opens warmly.

02 **Could you tell me your PO number, please?**
Could you plus please forms a polite request.

03 I'm sorry about the delayed part. **I'll call you by 2 p.m. tomorrow.**
A light apology plus a specific I'll promise reassures.

04 Thank you for your email. **I'll pass this on to our warranty team.** Best regards, Alex
Email framing plus a handoff gives a clear next step.

NEXT BRICKS — KEEP BUILDING FREE ONLINE

PAIR WITH THIS
Answering the Phone
englisch-lehrer.com/en/lessons/answering-the-phone

NEXT STEP
Taking and Leaving Messages
englisch-lehrer.com/en/lessons/taking-leaving-messages

ALL LESSONS
45+ free lessons
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HANOVER
Schaufelder Straße 11 · 30167
englisch-lehrer.com/hannover

BERLIN
Kurfürstendamm 30 · 10719
englisch-lehrer.com/berlin

ONLINE COURSES
englisch-lehrer.com/online
worldwide on Zoom

CONTACT
+49 511 4739339
james@englisch-lehrer.com