

Speak English With Vanessa

Free PDF Worksheet Call Center Conversation

Dear English Learner,

Get ready to speak confidently with these English expressions. I recommend reading these sample sentences out loud and using the blank space on the last page to answer my challenge question using the vocabulary. Thanks so much for learning English with me!

*Your teacher,
Vanessa*

Troubleshooting: *a way of finding and solving problems*

When my computer wouldn't turn on, I did some **troubleshooting** and realized it wasn't plugged in.

To be on hold: *to wait on the phone*

When I called the computer store, they put me **on hold** until I could speak with someone.

"Thank you for calling..." *a polite greeting on a professional phone call*

Thank you for calling The Computer Doctor, can you please hold?

"Your call may be monitored or recorded for training purposes." *a common phrase on an automated recording*

When I worked in customer support, we used **recorded phone calls** from real customers in our training so that we knew what to expect and how to troubleshoot.

"If you know your party's extension, please dial it now." *if you know the direct number of the person or department*

I don't know my **party's extension**, so I guess I will listen to the options.

“For [x] please press [y]” *a common phrase on an automated recording*

For The Computer Doctor, **please press** 1. For sales, please press 2.

“How can I help you?” *a polite greeting for a professional phone call*

Thank you for calling The Computer Doctor, **how can I help you?**

“I'm calling about...” *the reason you are calling*

I'm calling about my computer. It won't turn on.

To test out: *to try something*

I have a theory about why your computer won't turn on and I want **to test it out**.

Just to confirm: *to politely check something*

And **just to confirm**, the computer is plugged in to a power source?

I believe so: *a way to say “yes, but I'm not completely sure”*

Is it plugged in to a power source? **I believe so...**

Let's double check: *when you're not sure, you can check again*

I thought I plugged my computer in, but **let's double check** and make sure.

Let's go ahead and....: *a common phrase when offering a solution*

Let's go ahead and check the power source to the computer.

I'd like to try....: *a common phrase when solving a problem*

Before we do anything else, **I'd like to try** one more thing. Can you press and hold the power button on the computer?

If it still [makes those noises], **then it's most likely** [a physical error]: *a common phrase when eliminated some possibilities*

If it still won't turn on, **then it's most likely** a problem with the hard drive and you'll have to bring it in for repairs.

Covered under warranty: *a company guarantees that they will repair or replace a product within a certain period of time after purchase*

The good news is, your computer is **covered under warranty**, so it won't cost you anything to repair or replace it.

In case it doesn't work out: *if something doesn't work or go as planned*

In case it doesn't work out with getting my computer to work today, I have a laptop I can use as a backup.

No problem, happy to help: *a polite phrase*

Thank you so much for helping me figure out what's wrong with my computer.

No problem, happy to help.

We'll get it straightened out: *to fix a problem*

If that doesn't work, we'll try something else. Don't worry, **we'll get it straightened out.**

How To Provide Excellent Customer Service:

1. Respond quickly
2. Be polite and friendly
3. Try to understand the problem
4. Try to offer a helpful solution

Vanessa's Challenge Question

Use the space below to write a few sentences answering this question: **Describe a time that you had to troubleshoot a problem.**

Sample answer: *Last weekend, my husband tried to turn on our lawnmower, and it wouldn't turn on. He double checked the gas tank, and it was full. When he tested out the battery, he realized that it was dead. Thankfully, the problem got straightened out when he got a new battery.*

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