

## **8 . Customer service**

### **1 . To carry out surveys**

We carry out surveys or do surveys , but NEVER ~~make~~ survey

- Most companies carry out surveys to find out what customers or potential customers feel about their products and services .

### **2 . Value for money**

Value for money is a good quality to price ratio

- I prefer going to shops to see if their goods are good value for money .

### **3 . To be fit for purpose**

To be good at doing what it's supposed to do

- I hope this tool kit is fit for purpose .

### **4 . To place an order ( on)**

To make an order specifically on a website

- This company offers a discount when you place your orders online .

### **5 . Prompt service**

Performed or executed without delay

- Their website promises prompt service . In fact , it took them two days to process my complaint .

## 6 . Next-day delivery

If you make an order today they will deliver your purchase tomorrow

- I'd rather go for next-day delivery and pay extra charge than waiting for ten day to receive my order .

## 7 . To kick up a fuss

To make a complaint ( informal)

- I'm furious . They promised the top quality original goods but we received poor quality replicas . I'm going to kick up such a fuss man !

## 8 . To take one's customs elsewhere ( formal )

To stop buying from some place due to poor quality of goods or service .

- I'm afraid I'll have to take my customs somewhere else . I had a terrible experience shopping there .

## 9 . To conform to safety regulations

To obey all the laws or rules relating to safety

- No need to be worried , all out products conform to safety regulations .

## **10 . To come up to standard**

To reach appropriate standards

- So if you feel that one of our products doesn't come up to standard , then we will immediately offer you a replacement .

## **11 . To honor all commitments ( to )**

To keep your promises

To do what you say you'd do

- We honor all commitments to customers .

## **12 . To handle complains**

To deal with complaints

- If there's something you don't like about our service we promise to handle your complaints promptly .

## **13 . grounds for complaint**

To have grounds for complaint means you have a reason for complaining .

- In case you have grounds for complaint , please contact our Head Office at the

address below .