



## Actividad | #1|

### **Customer service practices**

### **Ingles Para Los Negocios II**

Ingeniería en Desarrollo de Software

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academiaglobal

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## Introduction

English has established itself as the global language for business, used in commercial transactions, corporate communication, and international collaboration. Mastering English in an interconnected world for business is not only an advantage but has become a necessity for those seeking to excel in the global marketplace. It encompasses not only specific vocabulary, such as financial, legal, or marketing terms, but also essential communication skills, such as writing formal emails, making presentations, negotiating contracts, and participating in meetings. It allows professionals to interact effectively with clients, partners and colleagues from different parts of the world.

## Description

In this first activity, we are asked to conduct a survey for our consumers, in turn with a company of our choice.

The document will have a cover, index, its introduction which tells us about English for business and the impact it represents globally, it has a justification, a development which will take the project, the survey, and the concept map, finally, it will end with the conclusion and references if there are any in this case.

## Justification

Learning English for business is a strategic investment in a globalized world where this language has become the lingua franca of commercial and international relations. Its mastery not only facilitates communication between companies from different countries but also improves the competitiveness and employability of professionals in an increasingly demanding and diversified labor market.

From an individual perspective, learning business English not only improves communication skills but also fosters critical thinking, effective negotiation, and confidence in multicultural contexts. This is particularly relevant in an environment where virtual meetings, global presentations, and international agreements are an integral part of day-to-day operations.

## Development

Our company is called CompuServicios pai-pi, it is a store that is responsible for repairing and selling spare parts for PCs and selling electronic equipment. We have a physical store and an online store where our customers can make purchases and make appointments to see their equipment.

This is the survey in which we have observed the different opinions of our users. 1.- rate our service:

- 2.- What do you think about our store?
- 3.- Which product do you like best?
- 4.- What do you think about our online store?
- 5.- What would you like us to improve for your next visit?

CompuServicios pai-pi

help us to be better with this small survey so we can serve you the next time you visit us, THANK YOU!

rate our service

1 2 3 4 5

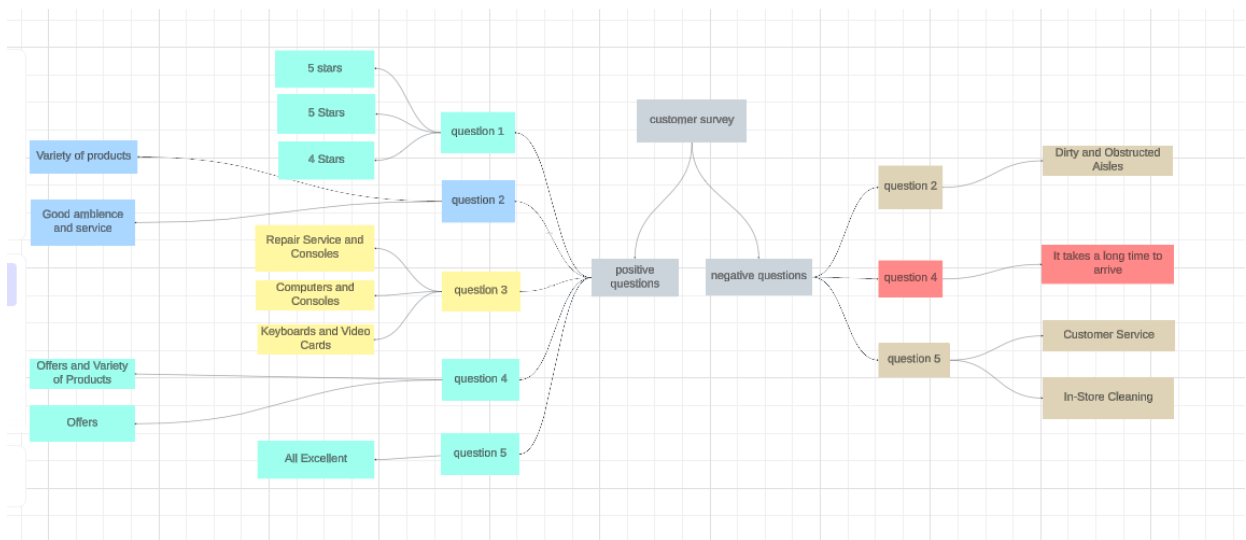
☆ ☆ ☆ ☆ ☆

What do you think about our store?

Texto de respuesta breve

<https://docs.google.com/forms/d/19A3G5GiIN2UCZJaK7qMMPSbjA8BMO1nLBhaXSf7-I00/edit?pli=1>

Based on the survey we created the concept map with these answers.



[https://lucid.app/lucidspark/b354bc5b-5e39-4ae4-9e84-bb57e2d83521/edit?page=0\\_0&invitationId=inv\\_91986f62-e1f3-4c14-9cbf-263209604b8c](https://lucid.app/lucidspark/b354bc5b-5e39-4ae4-9e84-bb57e2d83521/edit?page=0_0&invitationId=inv_91986f62-e1f3-4c14-9cbf-263209604b8c)

## Conclusion

Business English has established itself as a fundamental skill in the globalized professional environment. Its mastery not only allows effective and efficient communication in international contexts but also opens doors to new job opportunities, facilitates business expansion, and strengthens commercial relationships.

Business English is a strategic tool that contributes to professional development and organizational success and reinforces key skills such as negotiation, presentation of ideas, and problem-solving in multicultural contexts.

## References

- Lucid visual collaboration suite: Log in.* (n.d.). [https://lucid.app/lucidspark/b354bc5b-5e39-4ae4-9e84-bb57e2d83521/edit?page=0\\_0&invitationId=inv\\_91986f62-e1f3-4c14-9cbf-263209604b8c](https://lucid.app/lucidspark/b354bc5b-5e39-4ae4-9e84-bb57e2d83521/edit?page=0_0&invitationId=inv_91986f62-e1f3-4c14-9cbf-263209604b8c)
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