Unit 3 — Customer Service



2026 English for the Office. All rights reserved.

Appreciate

to be grateful or to recognize that something is good

"Thank you for your comments, we appreciate all feedback."

Complaint

a statement that something is wrong or not satisfactory

"I made a complaint about the sales rep and the manager apologized for him."

Courteous

polite and showing respect

"She was very courteous when we spoke with her."

Thank you for your interest!

Please purchase a license to get the complete PDF.