

# Customer Service Communication Skills

Customer Service Communication Skills

The screenshot displays a software interface with a dark blue background. At the top, the title 'Customer Service Communication Skills' is shown in white, followed by a question mark icon and a close button. Below the title, there are two rows of four unit icons each. Each icon is a small photograph of a person in a customer service role, with a caption underneath. The units are: Unit 1: Reassuring the customer; Unit 2: Standardizing your English; Unit 3: Active listening; Unit 4: Giving clear explanations; Unit 5: Intonation and meaning; Unit 6: Asking questions; Unit 7: Empathizing; Unit 8: Apologizing. To the right of the unit grid, there are two large grey arrows pointing right, labeled 'Progress' and 'Scratch Pad'. At the bottom of the interface, there is a logo for 'FuturePerfect BUSINESS ENGLISH SPECIALISTS' on the left, a small 'Clear' logo in the center, and a photograph of a group of customer service representatives on the right.

Unit 1 Reassuring the customer

Unit 2 Standardizing your English

Unit 3 Active listening

Unit 4 Giving clear explanations

Unit 5 Intonation and meaning

Unit 6 Asking questions

Unit 7 Empathizing

Unit 8 Apologizing

Progress

Scratch Pad

FuturePerfect BUSINESS ENGLISH SPECIALISTS

Clear

# 產品簡介

# 簡介

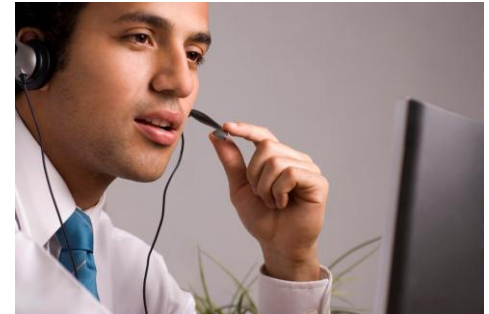
- Customer Service Communication Skills 利用真實的客服對話內容做為教材，協助您培養在職場及客服環境下所需的英語能力及溝通技巧。
- 對象: 投身於客戶服務的人員或即將踏進職場的學習者。
- 課程內容: 本教材以溝通技巧共分為八個單元，再以聽、讀、發音及文法等技巧細分為十三至十四個練習模組。搭配錄音功能，您也可以訓練職場必備的口說能力!

# 簡介

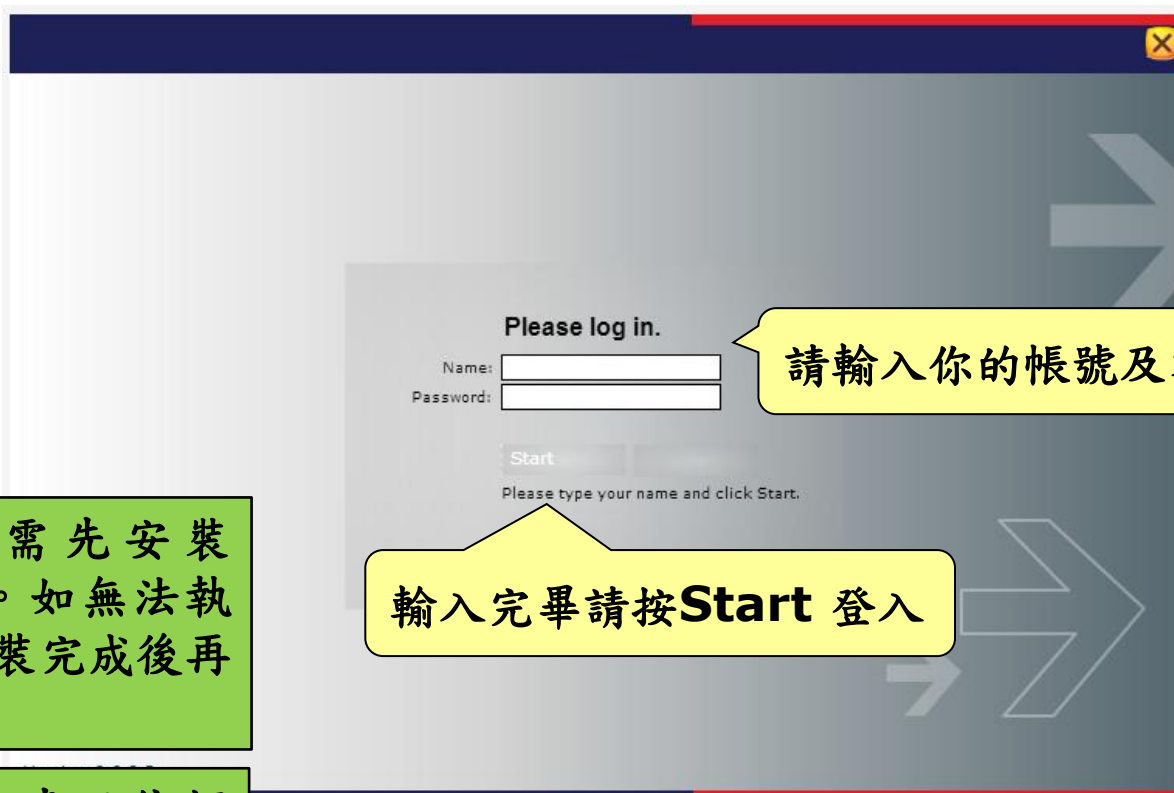


- 八大單元

1. Reassuring the customer (安撫客戶)
2. Standardizing your English (使用標準用語)
3. Active Listening (主動聆聽)
4. Giving clear explanations (給予明確的解答)
5. Intonation and meaning (了解音調與意義)
6. Asking questions (詢問問題)
7. Empathizing (展現同理心)
8. Apologizing (致歉)



# 操作說明



Please log in.

Name:

Password:

Please type your name and click Start.

請輸入你的帳號及密碼

輸入完畢請按**Start** 登入

使用本程式需先安裝  
Flash Player。如無法執  
行時，請於安裝完成後再  
次進入。

如程式於載入畫面停頓  
過久，請按“F5”，或點  
選重新整理。

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ENGLISH SPECIALISTS



# 操作方法



Customer Service Communication Skills

Progress

Scratch Pad

選擇情境主題



學習路徑

Customer Service Communication Skills

Progress

Scratch Pad

FuturePerfect BUSINESS ENGLISH SPECIALISTS

# 操作方法

上頁

下頁

批改答案

回主題選  
擇畫面

練習說明

The screenshot shows a web-based learning interface. At the top, there is a dark blue navigation bar with buttons for 'Menu', 'Back', 'Forward', and 'Scoring', along with a help icon and a close icon. Below the navigation bar, the page title is 'Unit 1 Reassuring the customer > Identifying the call flow'. The main content area contains a text box with the instruction: 'The blue words are stages in a call involving the agent and the customer. Drag them to the correct order they appear in a call.' Below this instruction is a horizontal bar with four categories: 'Greeting Closing', 'Service Purpose', 'Clarification', and 'Escalation'. To the right of the main content area is a vertical sidebar with several icons: 'Progress', 'Scratch Pad', 'Print', and 'Recorder'. A photograph of a woman talking on a mobile phone is visible in the lower right portion of the main content area.

學習  
紀錄

筆記本

列印

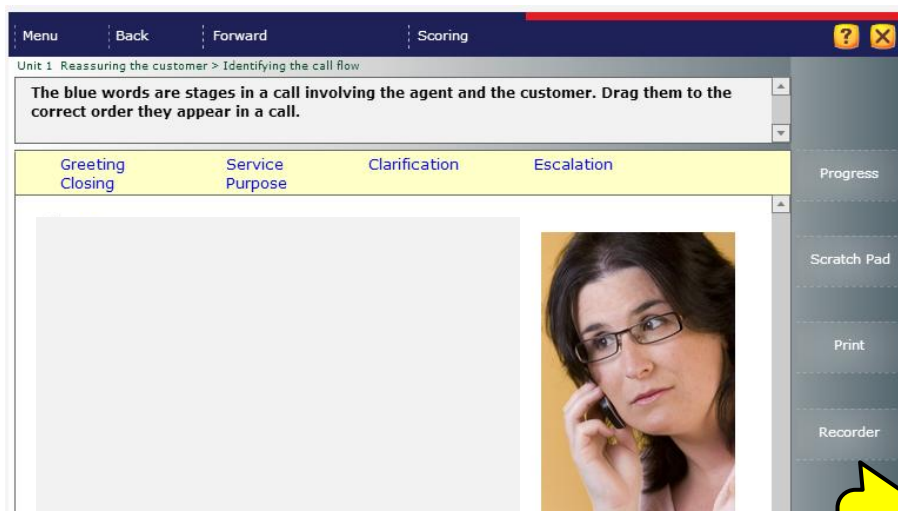
錄音

查詢單字: 將游標移到該字上方，  
同時按下鍵盤上的Ctrl及滑鼠右鍵。



# 操作方法

- Recorder 錄音功能 => 供您作發音及口語練習。

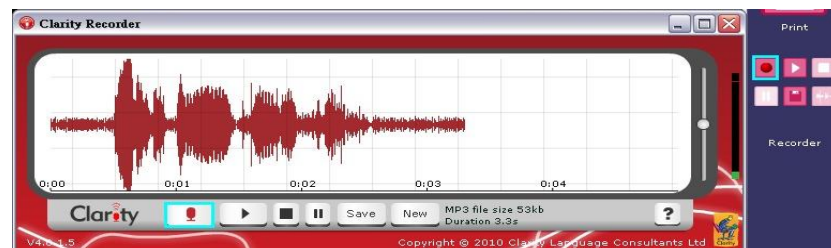


點選“Run”啟動錄音功能。  
\*如果您第一次使用，請依系統指示完成安裝；安裝完成後，點選“Run”即可啟動錄音功能。



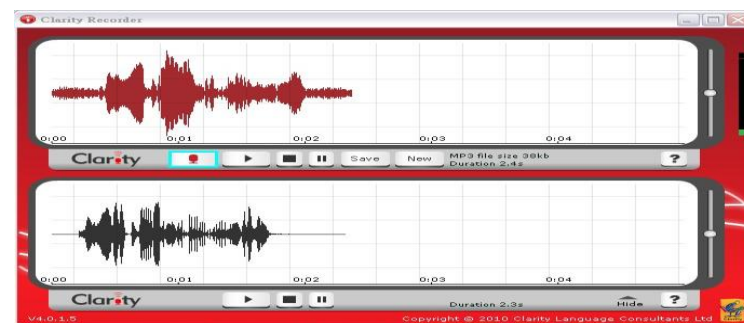
錄音

一般錄音功能: 點選“Run”即可啟動。



跟讀錄音功能

1. 先啟動一般錄音功能；
2. 點選系統音檔，再點選錄音功能中的聲波圖示。



# 操作說明

ACCESS UK

The screenshot shows a web-based learning interface. At the top, there is a navigation bar with 'Menu', 'Back', 'Forward', and 'Scoring' buttons, along with a help icon (?) and a close icon (X). Below this, the page title is 'Unit 1 Reassuring the customer > Identifying the call flow'. The main content area contains the instruction: 'The blue words are stages in a call involving the agent and the customer. Drag them to the correct order they appear in a call.' Below the instruction, there is a table with three columns: 'Greeting Closing', 'Service Purpose', and 'Clarification'. A 'Scoring' pop-up window is overlaid on the table, displaying a pie chart and the following text: 'You scored 20% in this exercise.', 'Correct = 1', 'Wrong = 0', and 'Missed = 4'. At the bottom of the pop-up are three buttons: 'Try again', 'See the answers', and 'Forward'. Three yellow callout boxes with black text are positioned below the pop-up: '再試一次' (Try again), '檢視答案' (See the answers), and '下個單元' (Next unit). The background of the interface is a light gray, and there is a small image of a woman talking on a mobile phone in the bottom right corner.

Greeting Closing	Service Purpose	Clarification

**Scoring**

You scored 20% in this exercise.

Correct = 1  
Wrong = 0  
Missed = 4

Try again    See the answers    Forward

再試一次    檢視答案    下個單元

# 操作方法

ACCESS UK

回饋

再練習一次

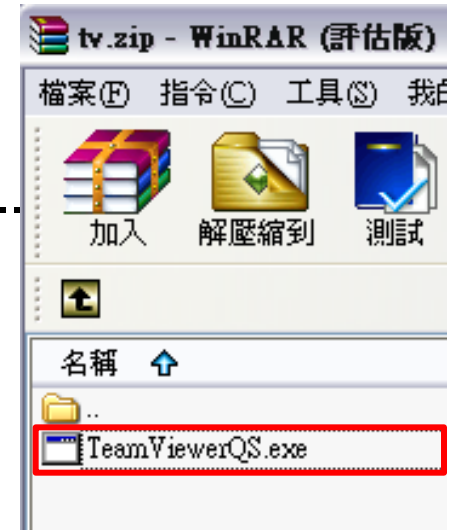
The screenshot displays a web-based learning interface. At the top, a dark blue navigation bar contains buttons for 'Menu', 'Back', 'Forward', 'Feedback', and 'Start again'. The 'Feedback' and 'Start again' buttons are highlighted with red boxes. Below the navigation bar, the main content area shows a unit title 'Unit 1 Reassuring the customer > Listening for detail: customer' and a text box with the instruction 'Look at the correct answers. The ones you got right are checked.' A 'Feedback' window is open, featuring a blue header with a close button and the text 'The customer is:'. To the right of the feedback window, a yellow box contains the text 'Worried Retired'. Below this, a silhouette of a woman's head is visible. A vertical sidebar on the right side of the page includes buttons for 'Progress', 'Scratch Pad', 'Print', and 'Recorder'. At the bottom of the page, a dark blue footer contains buttons for 'Start again', 'Print', and 'Forward'.



# 遠端連線服務

ACCESS UK

1. 下載 [www.winhoe.com/tv.zip](http://www.winhoe.com/tv.zip)
2. 執行 **TeamViewerQS.exe** 檔案
3. 取得一組 **ID** 及密碼，提供予我方
4. 備妥耳機及麥克風



《完成以上步驟我們將可立即連線至您的桌面為您服務》

# 與我們聯繫

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