



KAPITAŁ LUDZKI
NARODOWA STRATEGIA SPÓJNOŚCI



UNIA EUROPEJSKA
EUROPEJSKI
FUNDUSZ SPOŁECZNY



WSCHÓD BIZNESU 2

OBSŁUGA KLIENTÓW, KONTRAHENTÓW ORAZ PARTNERÓW ZAGRANICZNYCH W JĘZYKU ANGIELSKIM

ARUP

PAG  **Uniconsult**



**Your most unhappy customers are your greatest
source of learning.**

Bill Gates

**Najbardziej niezadowolony klient jest źródłem
najcenniejszej wiedzy dla firmy.**

Bill Gates

Moje doświadczenie w obsłudze klienta w języku angielskim – Own experience



Ankieta

- **Jak często obsługuję angielskojęzycznych klientów?**
- **Czy kontaktuję się z angielskojęzycznymi klientami firmy telefonicznie, korespondencyjnie, bezpośrednio?**
- **Jakiego rodzaju są to klienci? (duże firmy, klienci indywidualni, branża)**
- **Co sprawia największą trudność w obsłudze klienta w języku angielskim?**

Analiza potrzeb - Needs analysis



- **Kogo? (kogo, jakiego typu firmy będą obsługiwane, klienci indywidualni czy instytucjonalni?)**
- **Jakiego typu sprawy będą obsługiwane? (sprzedaż/zakup towarów, udzielanie informacji, prezentowanie firmy, organizacja przyjazdów/wyjazdów)**
- **Gdzie? (czy obsługa klienta instytucjonalnego/indywidualnego będzie wiązała się z wyjazdem zagranicznym czy odbywać się będzie w firmie w Polsce?)**
- **Jaka? (czy będzie to obsługa telefoniczna, korespondencyjna, na miejscu?)**



Rozmowa telefoniczna

Telephone conversation

Rozmowa telefoniczna

Telephone conversation



Zasady profesjonalnej obsługi klienta po angielsku:

- **Answer all incoming phone calls before the third ring.**
- **When you answer the phone, be warm and enthusiastic.**
- **When answering the phone, welcome callers courteously and identify yourself and your organization. Say, for instance, "Good morning. Cypress Technologies. Susan speaking. How may I help you?"**

Rozmowa telefoniczna

Telephone conversation



- **Enunciate clearly, keep your voice volume moderate, and speak slowly and clearly when answering the phone, so your caller can understand you easily.**
- **Don't use slang or jargon. Instead of saying, "OK", or "No problem", for instance, say "Certainly", "Very well", or "All right".**
- **Train your voice and vocabulary to be positive when phone answering. For example, rather than saying, "I don't know", say, "Let me find out about that for you."**

Rozmowa telefoniczna

Telephone conversation



- **Take telephone messages completely and accurately. If there's something you don't understand or can't spell, ask the caller to repeat it or spell it for you.**
- **Answer all your calls within one business day.**
- **Always ask the caller if it's all right to put her on hold when answering the phone, and don't leave people on hold. Provide callers on hold with progress reports every 30 to 45 seconds. Offer them choices if possible, such as "That line is still busy. Will you continue to hold or should I have call you back?"**

Rozmowa telefoniczna

Telephone conversation



- **If you use an answering machine to answer calls when you can't, make sure that you have a professional message recorded.**
- **Train everyone else who answers the phone to answer the same way.**

Rozmowa telefoniczna

Telephone conversation



Przydatne zwroty - Useful Phrases

- **Answering the phone:**

- Good morning/afternoon/evening, York Enterprises, Elizabeth Jones speaking.
- Who's calling, please?

- **Introducing yourself:**

- This is Paul Smith speaking.
- Hello, this is Paul Smith from Speakspeak International.

Rozmowa telefoniczna

Telephone conversation



Asking for someone

- **Could I speak to John Martin, please?**
- **I'd like to speak to John Martin, please.**
- **Could you put me through to John Martin, please?**
- **Could I speak to someone who ...**

Rozmowa telefoniczna

Telephone conversation



Problems

- **I'm sorry, I don't understand. Could you repeat that, please?**
- **I'm sorry, I can't hear you very well. Could you speak up a little, please?**
- **I'm afraid you've got the wrong number.**
- **I've tried to get through several times but it's always engaged.**
- **Could you spell that, please?**

Rozmowa telefoniczna

Telephone conversation



Putting someone through

- **One moment, please. I'll see if Mr Jones is available.**
- **I'll put you through.**
- **I'm connecting you now.**

Taking a message

- **Can I take a message?**
- **Would you like to leave a message?**
- **Can I give him/her a message?**
- **I'll tell Mr Jones that you called**
- **I'll ask him/her to call you as soon as possible.**

Rozmowa telefoniczna

Telephone conversation



Explaining

- **I'm afraid Mr Martin isn't in at the moment.**
- **I'm sorry, he's in a meeting at the moment.**
- **I'm afraid he's on another line at the moment.**

Putting someone on hold

- **Just a moment, please.**
- **Could you hold the line, please?**
- **Hold the line, please.**



Słownictwo

Sprzedaż – obsługa klienta



Ćwiczenie

Skróty
Abbreviations



Skargi klientów

Costumers' complaints



Przydatne zwroty - Useful Phrases

- **What seems to be the problem?**
- **What happened exactly?**
- **I'm afraid it's not our policy to ...**
- **I promise you I'll ...**
- **Did you read the instructions that came with the ...?**
- **How were you using the ...?**
- **I understand you're upset, sir.**
- **I'm just trying to understand the problem.**
- **We're sorry that you've had a problem with this product.**
- **Is there anything else I need to know about this that I haven't thought to ask?**

Skargi klientów – Customers' complaints



McDonald's Angry Customers

Top Five Complaints:

- Rude employees
- Being out of toys
- Slow service
- Missing product/wrong order
- Unclean restaurant
- Greetings with no smile





Słownictwo

Korespondencja – obsługa klienta



Listy formalne



Przykład

Faktura w języku angielskim



Faktery - Invoices

Cypress Technologies
Suite 7, 77 Marwood Place
1-888-888-888

Invoice No. 754

Date of Invoice: 27/03/2007

Sarah's Computer Bin
8424 Business Plaza, London

INVOICE FOR:

1 HP OfficeJet Inkjet Color Printer
VAT

500 Euro
35 Euro

TOTAL PAYABLE:

535 Euro

VAT No. 568 7766545 658

To be paid within 30 days of invoice date.

Faktury - Invoices



Najbardziej powszechne skróty i wyrażenia jakie używane są na fakturach

- **Net 7** Payment seven days after invoice
- **Net 10** Payment ten days after invoice
- **Net 30** Payment 30 days after invoice
- **EOM** End of month
- **21 MFI** 21st of the month following invoice

Faktury - Invoices



1 per cent 10 Net 30 1 per cent discount if payment received within ten days otherwise payment 30 days after invoice

COD Cash on delivery

CND Cash next delivery

CBS Cash before shipment

CIA Cash in advance

Faktury - Invoices



- **CWO** Cash with order
- **A/C** Account
- **CY** Currency
- **VAT (If applicable)**



Ćwiczenie

Sporządzanie faktury w języku angielskim



Dziękuję za uwagę.