

## Unit 3 — Customer Service



### Appreciate

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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!**

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