



# Customer Care GLOSSARY



## GLOSSARY – Customer Care

### 1. FACE-TO-FACE CONTACT

#### Welcoming a client at reception

Good morning, how can I help you?

Can I have your name, please?

It's nice to finally meet face to face.

I'll just call Mr / Ms Smith for you.

Someone will come down to get you.

Can you complete this form, please?

Please could you wear this visitors' badge?

Please have/take a seat.

Come this way, please.

We need to take the lift / stairs to the 3<sup>rd</sup> floor. Please come with me.

#### Making visitors feel welcome

Can/May I take your coat?

Let me help you with that.

Would you like to have a seat while you're waiting?

I'm afraid that Mr / Ms Smith is still in a meeting.

Would you like some water / a cup of coffee?

Can I get you some mineral water?

Here you are.

I'm sorry you have to wait, but Mr/ Ms Smith will be here soon.