



VOCABULARY PRACTICE

> 6. In the Workplace > 1. Listen & Speak: Customer Service

WORDS	TRANSLATION
as soon as possible	
broken	
get back to someone	
hoodie	
I'm sorry to hear that.	
Is there anything else I can assist you with?	
May I ask who's calling?	
purchase	
repair	
replace	
stain	
suitcase	
tablecloth	
Thanks for holding.	
tone of voice	
transfer a call	
urgent	
wheel	
Would you mind if I put you on hold?	
zipper	