**Key Vocabulary and Expressions Used in Customer Service and Sales**

As a customer service or sales representative, it is important to have a strong command of the key vocabulary and expressions used in these fields. Use this handout as a reference to help you communicate effectively with customers and close more sales.

**Greetings and Introductions**

* Good morning/afternoon/evening
* How may I assist you?
* My name is [Name]. What is yours?

**Expressions for Offering Assistance**

* Can I help you find something?
* Is there anything in particular you are looking for?
* Let me show you our selection of [product/service].

**Handling Complaints**

* I'm sorry to hear that.
* Let me see if I can resolve this issue for you.
* I understand your frustration and I will do my best to make things right.

**Closing the Sale**

* Can I help you with anything else today?
* Are you interested in purchasing this product/service?
* Let's finalize the details so we can get you set up.

**Thanking the Customer**

* Thank you for choosing us.
* We appreciate your business.
* Have a great day/evening.

*Remember to always use a polite and professional tone, listen actively to the customer's needs, and aim to provide the best possible customer service experience. Happy selling!*