

Class	EFW am	Start Date		Room					
Instructor		End Date			Week 1				
Shift		Ficha							
No	National ID	Trainee's Name	Total Absences	Status	25-mar	26-mar	27-mar	April 4th	April 18th
1	1016024531	JULIO BUITRAGO ANGEL MAURICIO			0	0	0	0	0
2	6811645	SEVILLA TORREALBA ARIANA SOFÍA			0	0	0	0	0
3	1014994314	CANRO BONILLA ARIE ALEJANDRO			0	0	0	0	0
4	1028888483	ÁLVAREZ PEREZ BRANDON YULIAM			0	0	0	0	0
5	1014994100	RODRÍGUEZ VEGA DAVID ANDRÉS			0	0	0	0	0
6	1145927233	MENDOZA AMAYA DEIVY JHOSHUA			0	0	0	0	0
7	1023915692	LARGO MORA DYLAN JOSÉ			0	0	0	0	0
8	1016052392	MARTÍNEZ SAMACÁ DYLAN EMMANUEL			0	0	0	0	0
9	5904759	FLÓRES ÁLVAREZ EDUANNYS VIRGINIA			0	0	0	0	0
10	1010213799	OVALLE PALOMINO GABRIELA			0	0	0	0	0
11	1016047165	FRAGOZO SALGADO JUAN ANDRÉS			0	0	0	0	0
12	1019999117	SUÁREZ SAENZ JUAN DAVID			0	0	0	0	0
13	1140863388	OSORIO BALLESTEROS LAURA NATALIA			0	0	0	0	0
14	1028864072	CAMARGO GARZÓN LAURA SOFÍA			0	0	0	0	0
15	1021314832	TREJO SALAMANCA LINA SOFÍA			0	0	0	0	0
16	1143435704	CHARRIS DE LA HOZ LUISA FERNANDA			0	0	0	0	0
17	1145926353	RENGIFO MORENO MARIA PAULA			0	0	0	0	0
18	1141328831	ALDANA PLAZAS MARIANA			0	0	0	1	1
19	1016723400	AMAYA LÓPEZ SARA XIMENA			0	0	0	0	0
20	1016048180	ADVÍNCULA RIVERA SARA SOFÍA			0	0	0	0	1
21	1028490599	SIERRA CARMONA SIMÓN DAVID			0	0	0	1	1
22	1019995819	SALCEDO GONZÁLEZ THOMAS GERÓNIMO			0	0	0	0	0
23	1019999933	ARIZA SILVA VALENTINA			0	0	0	0	0

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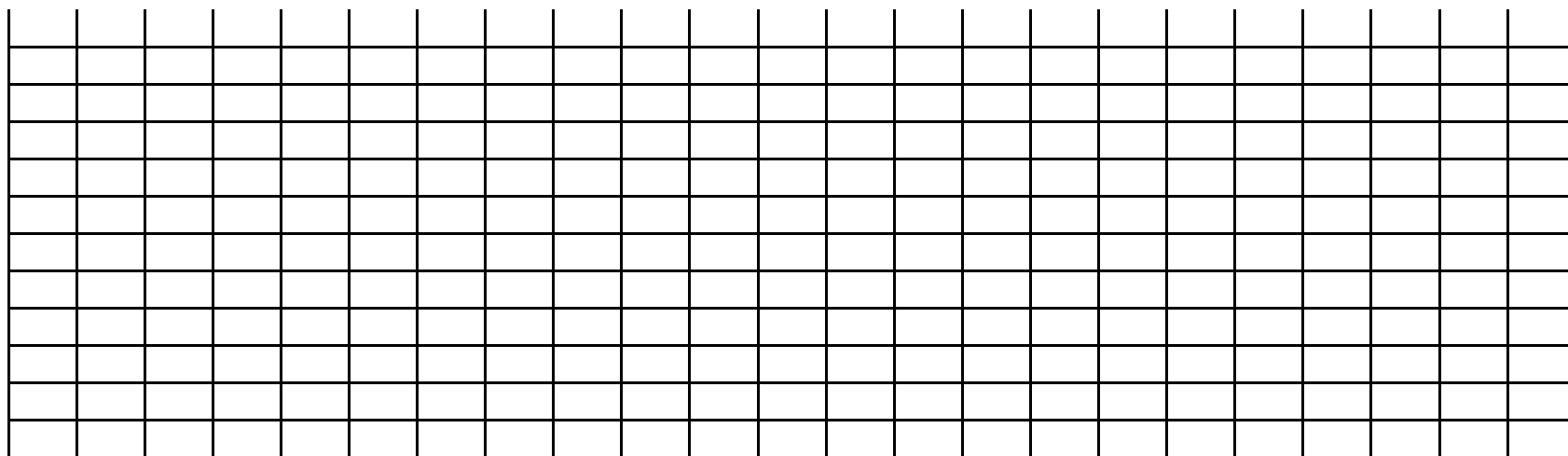
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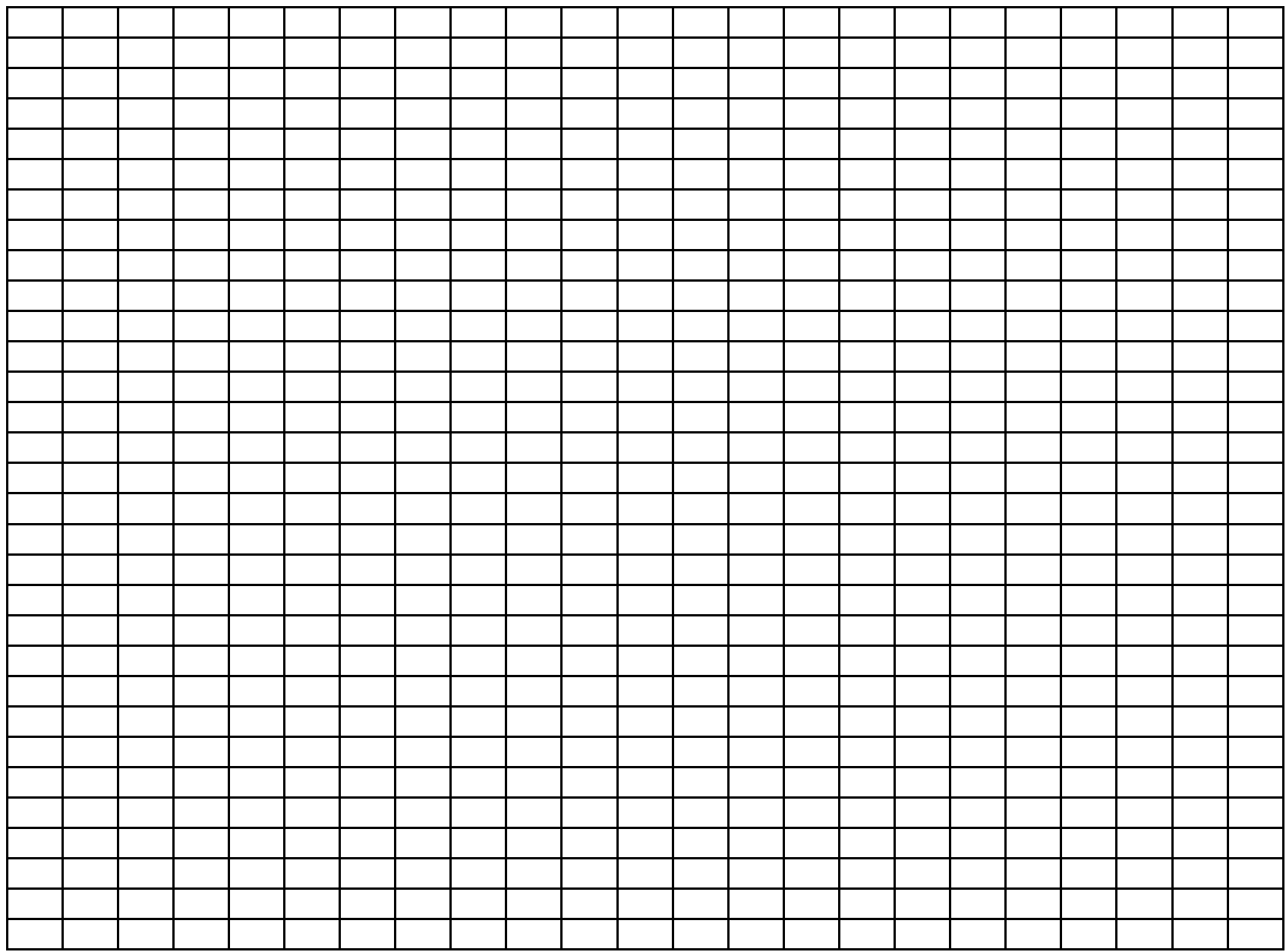
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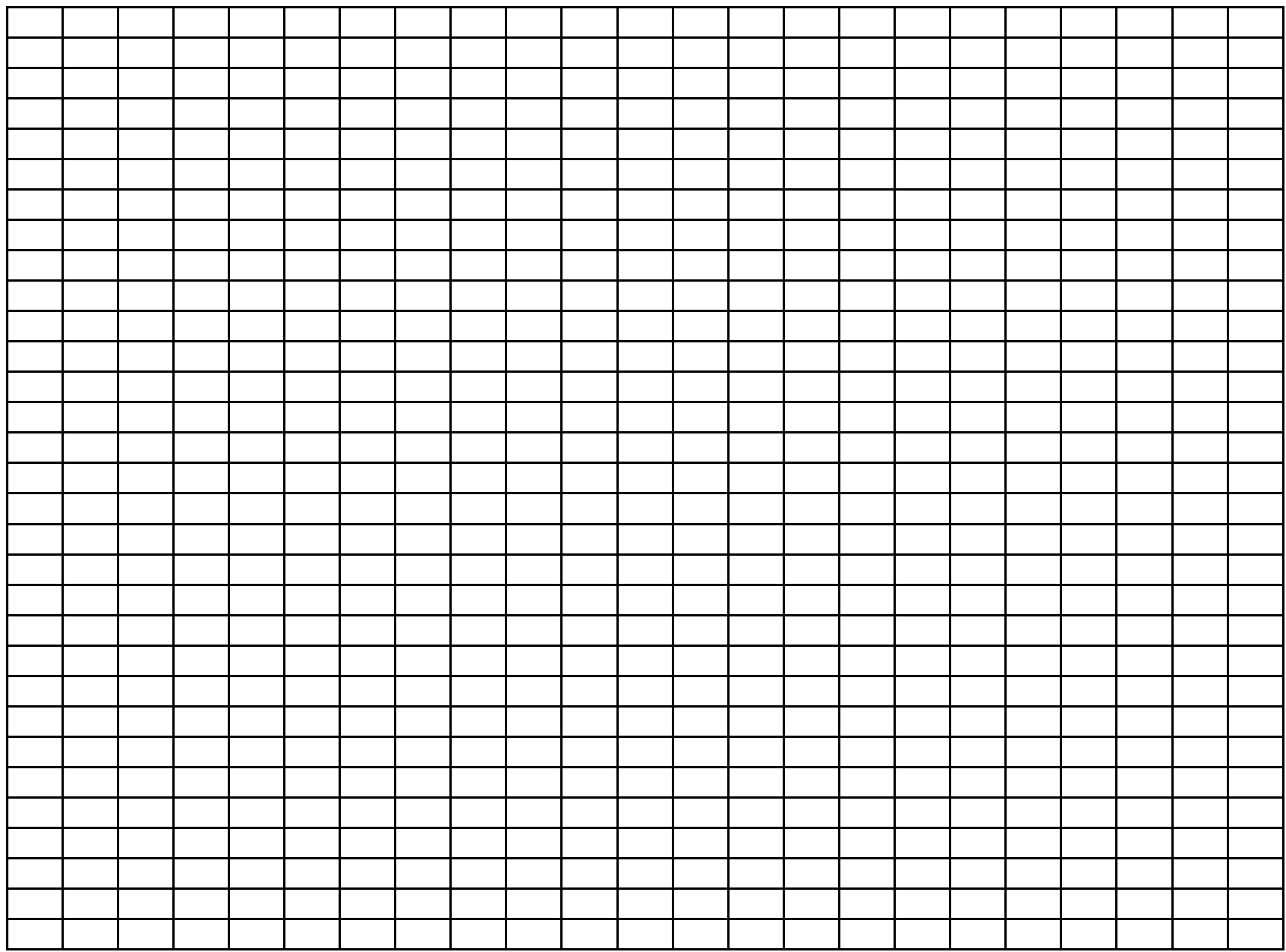
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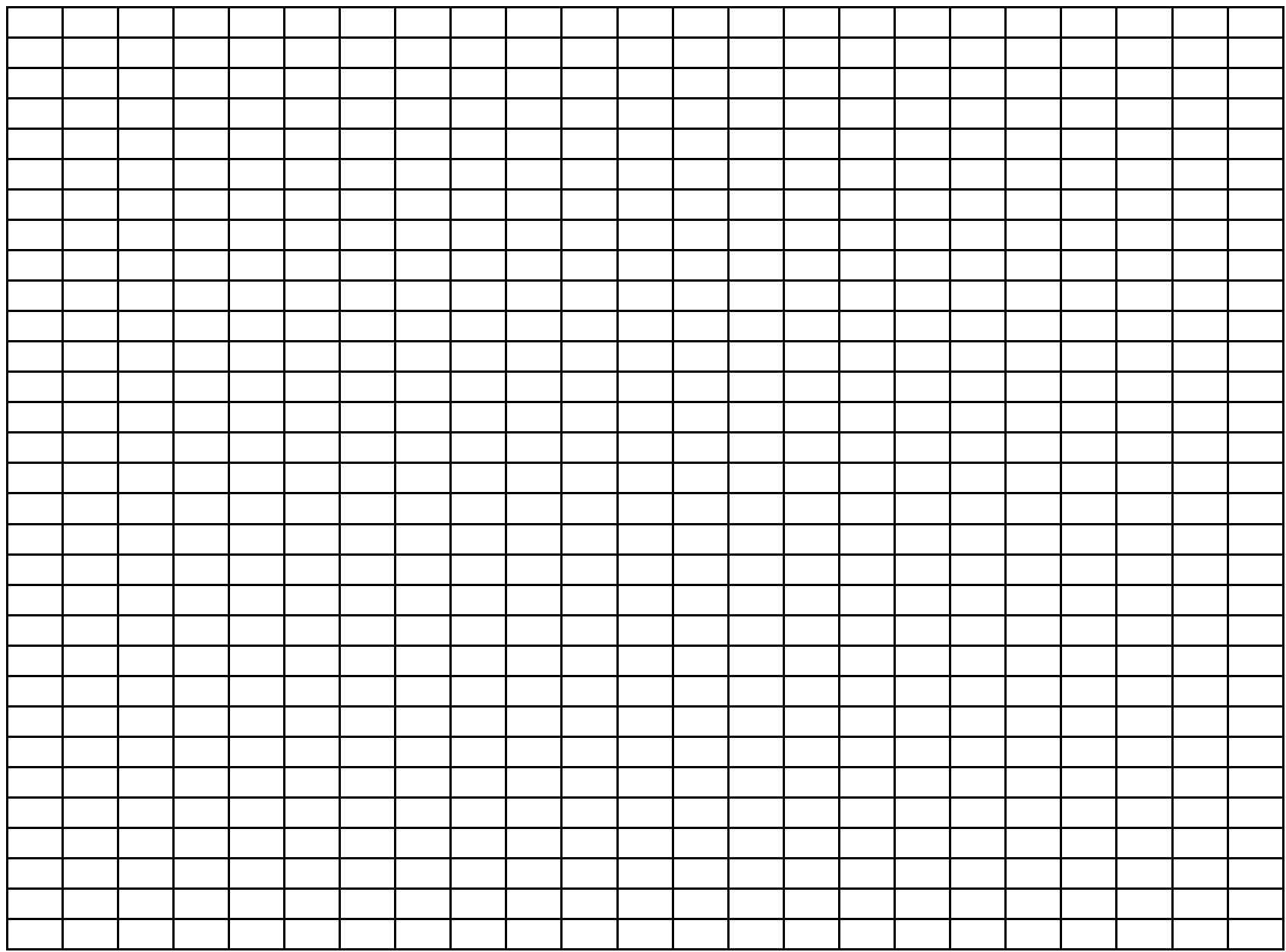
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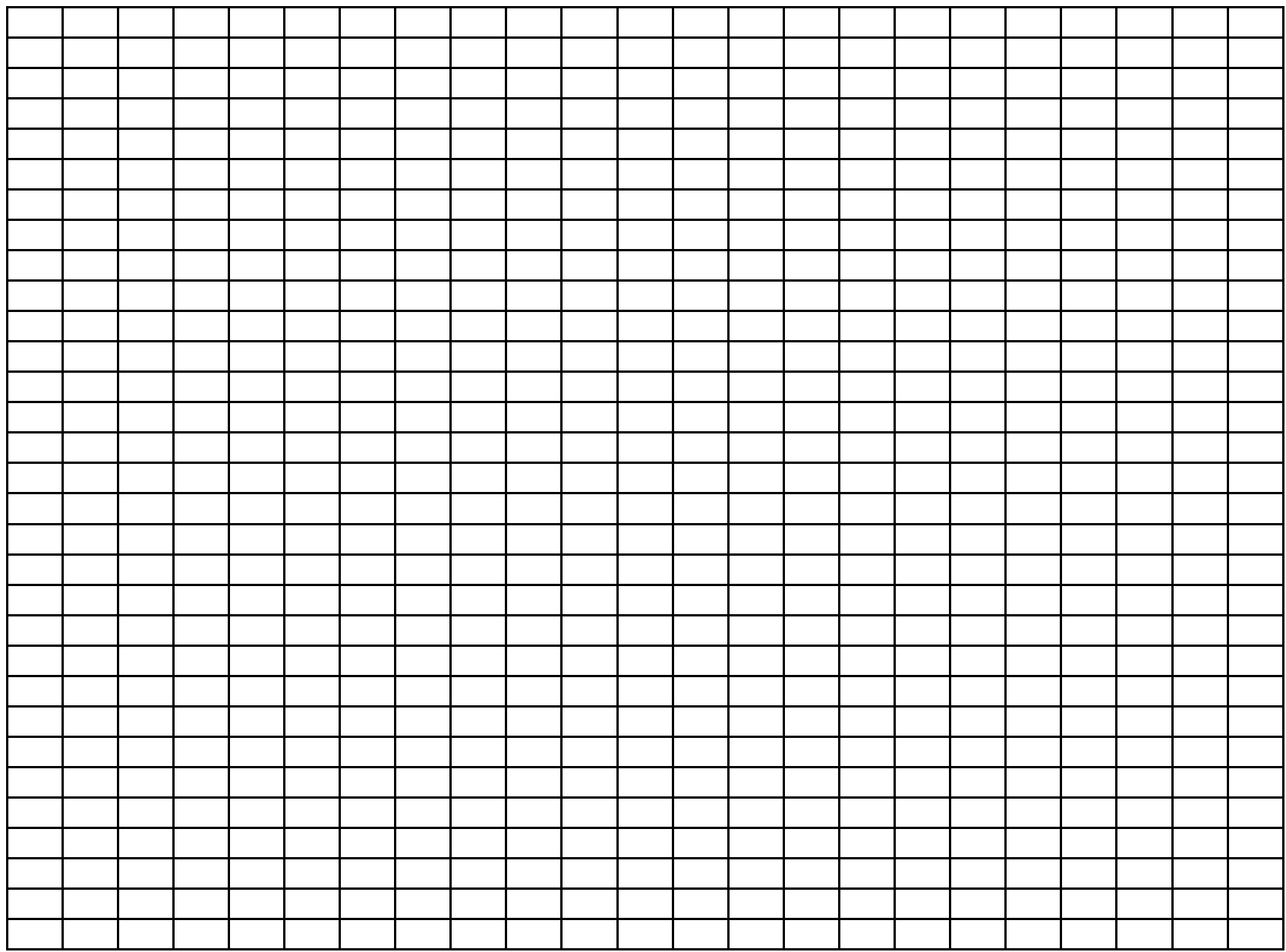
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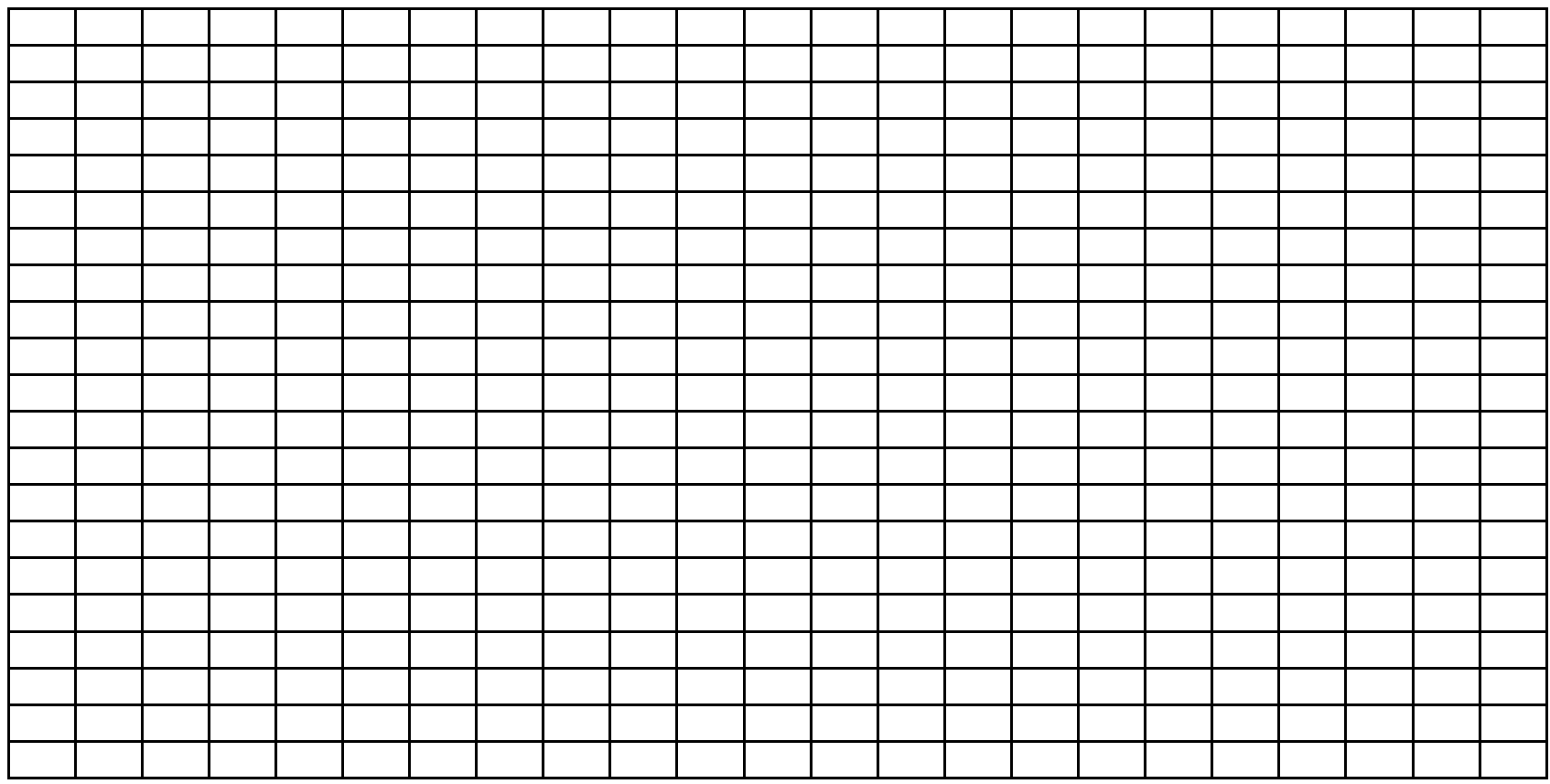


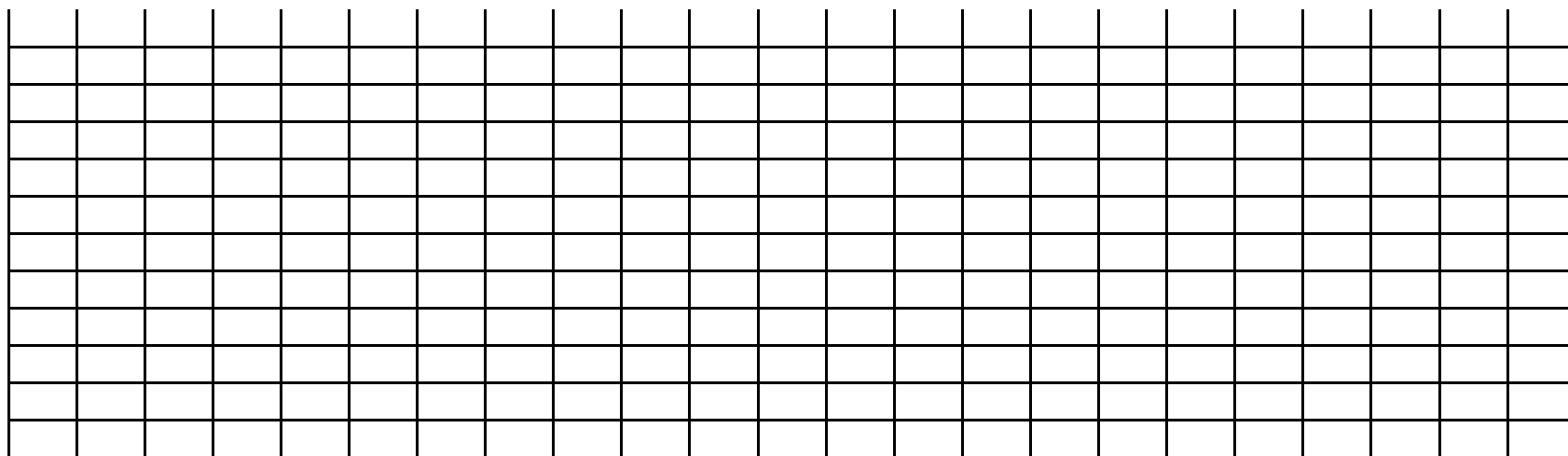


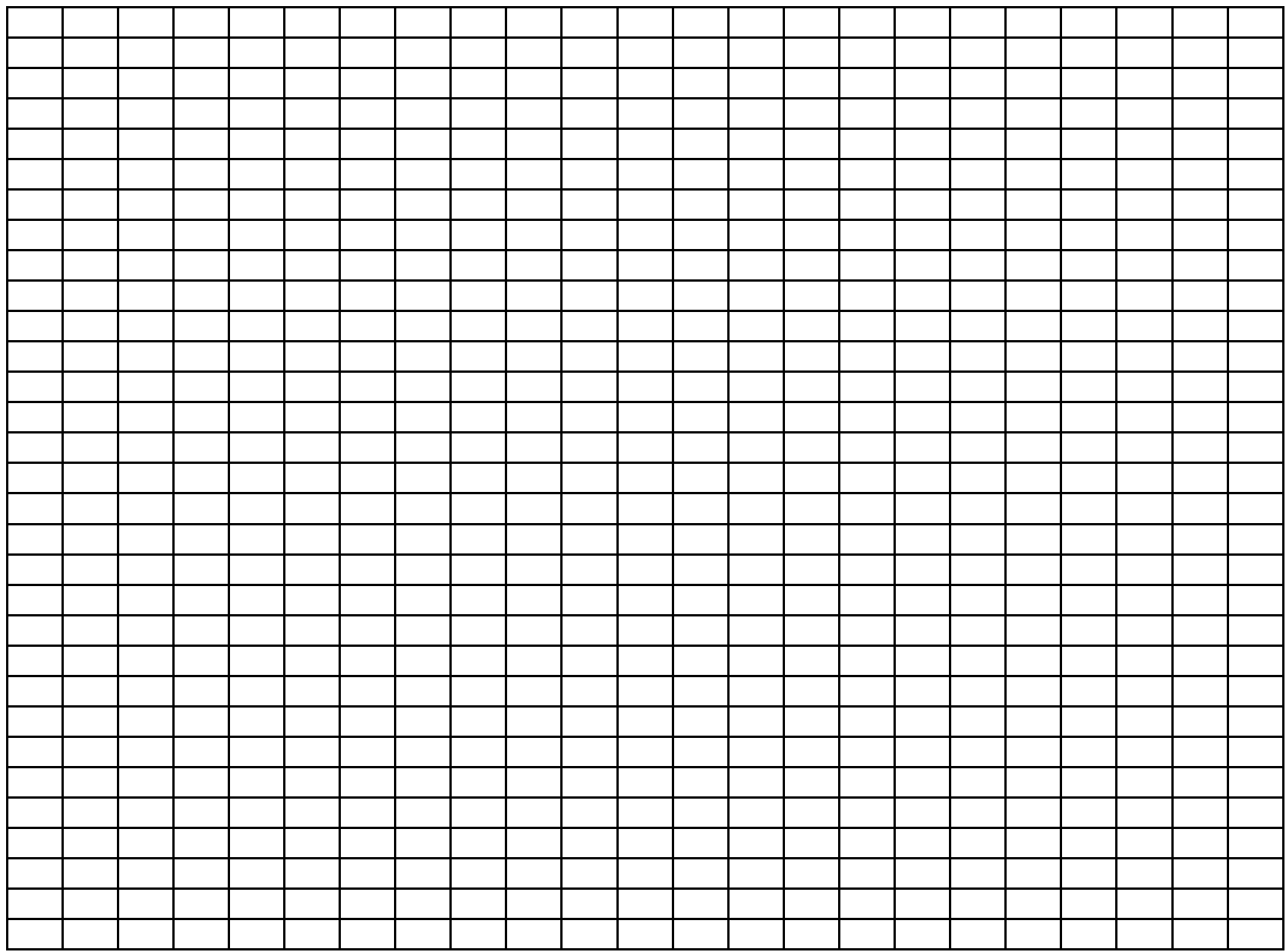


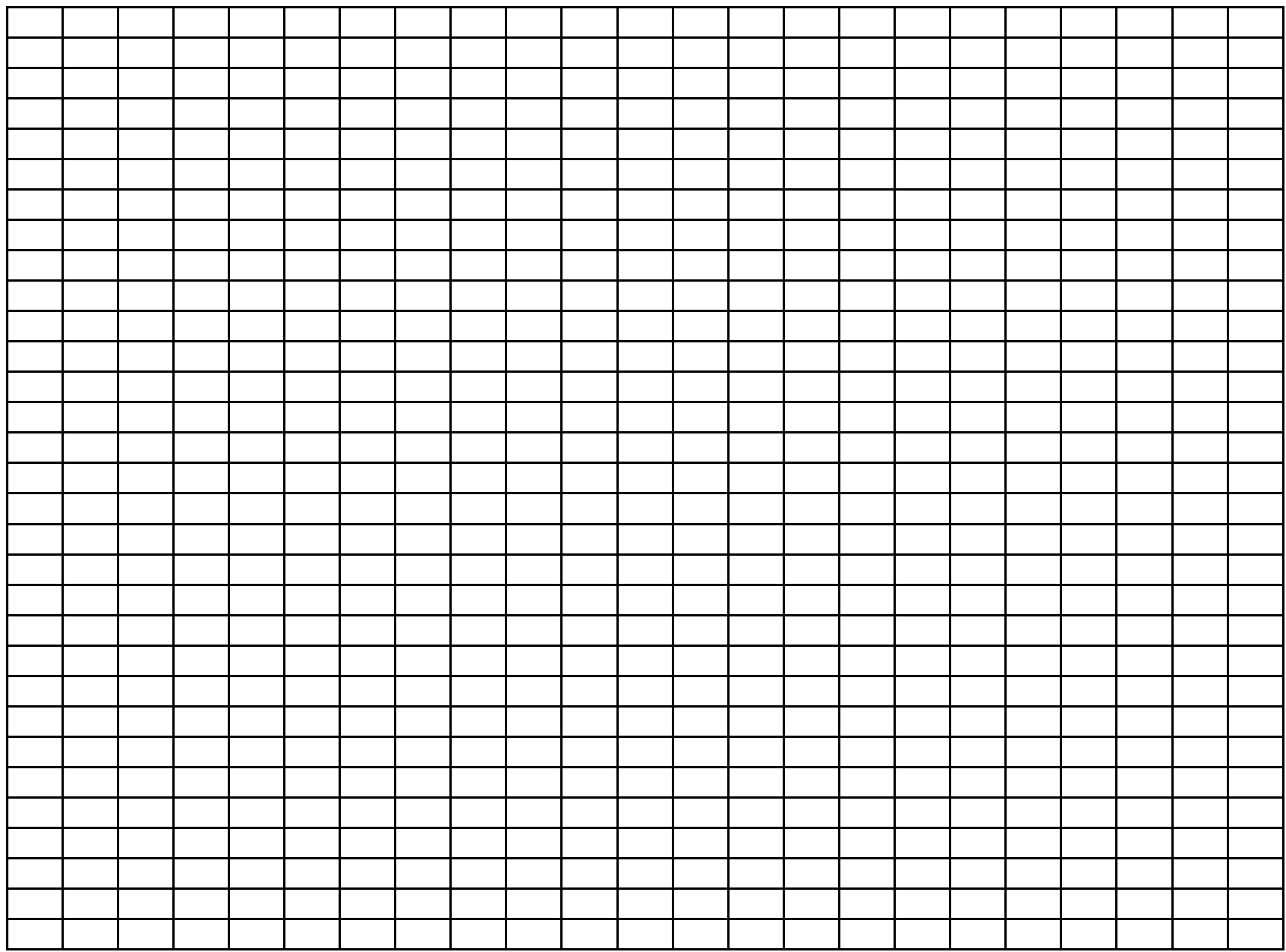


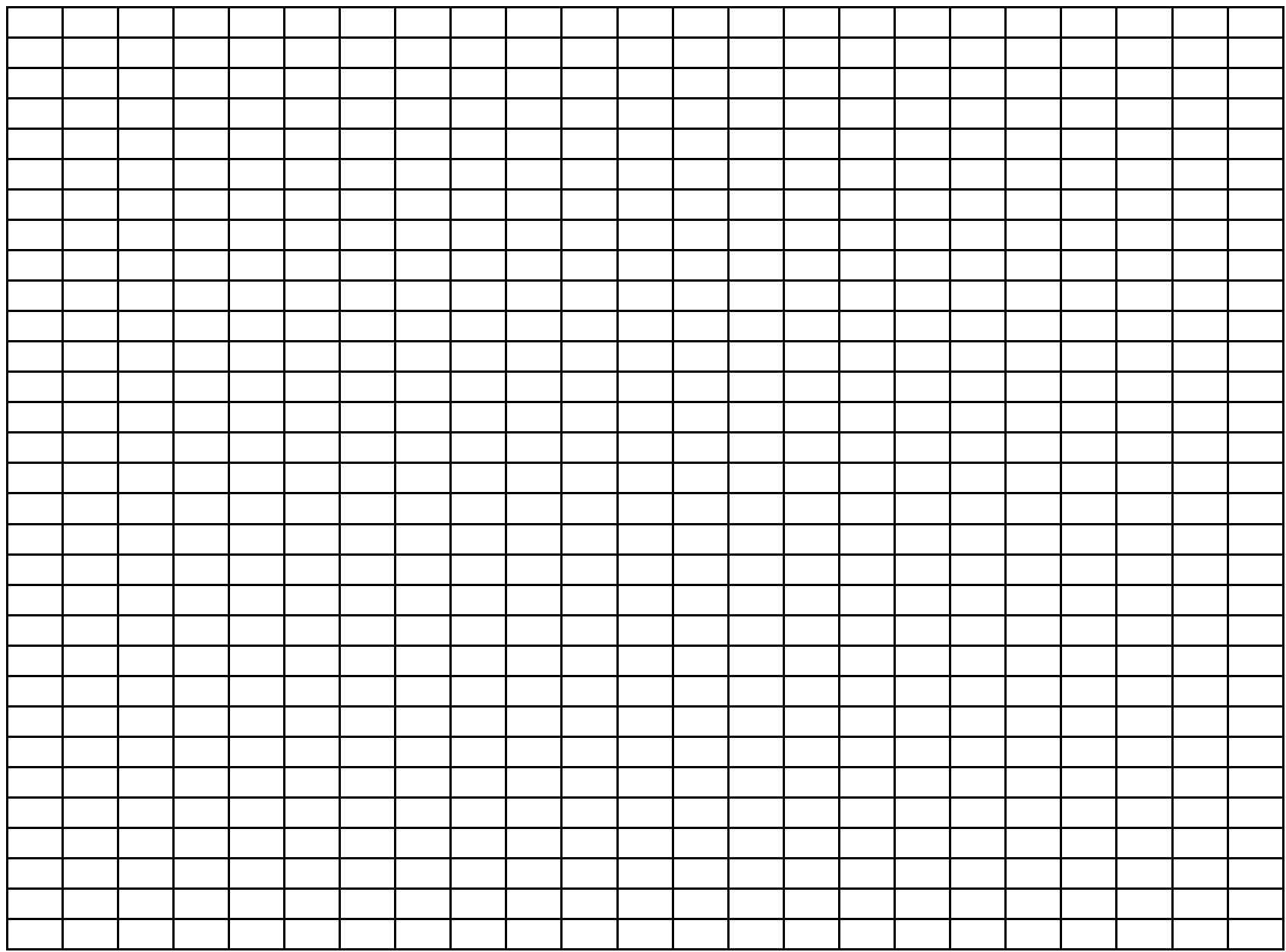


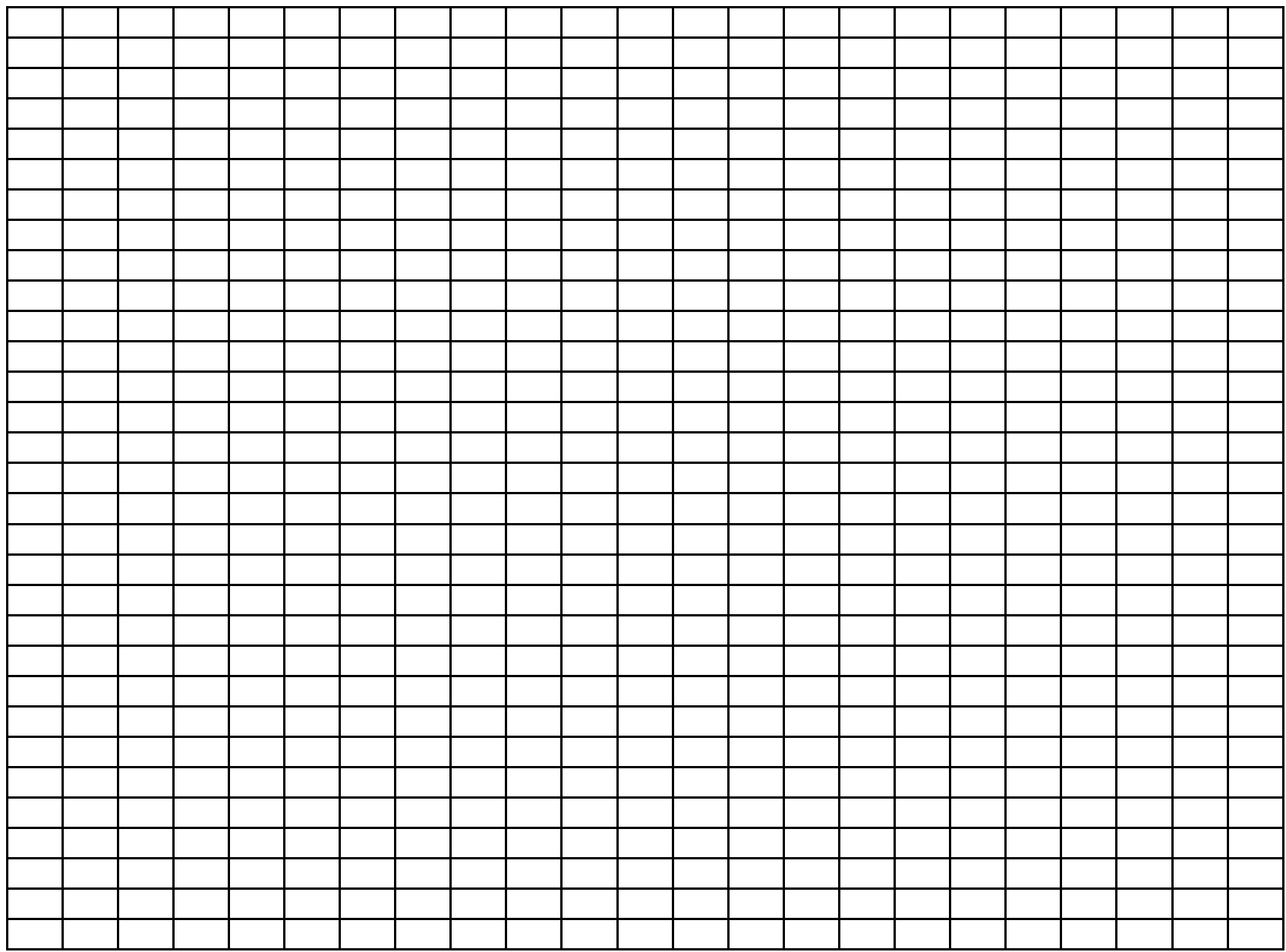


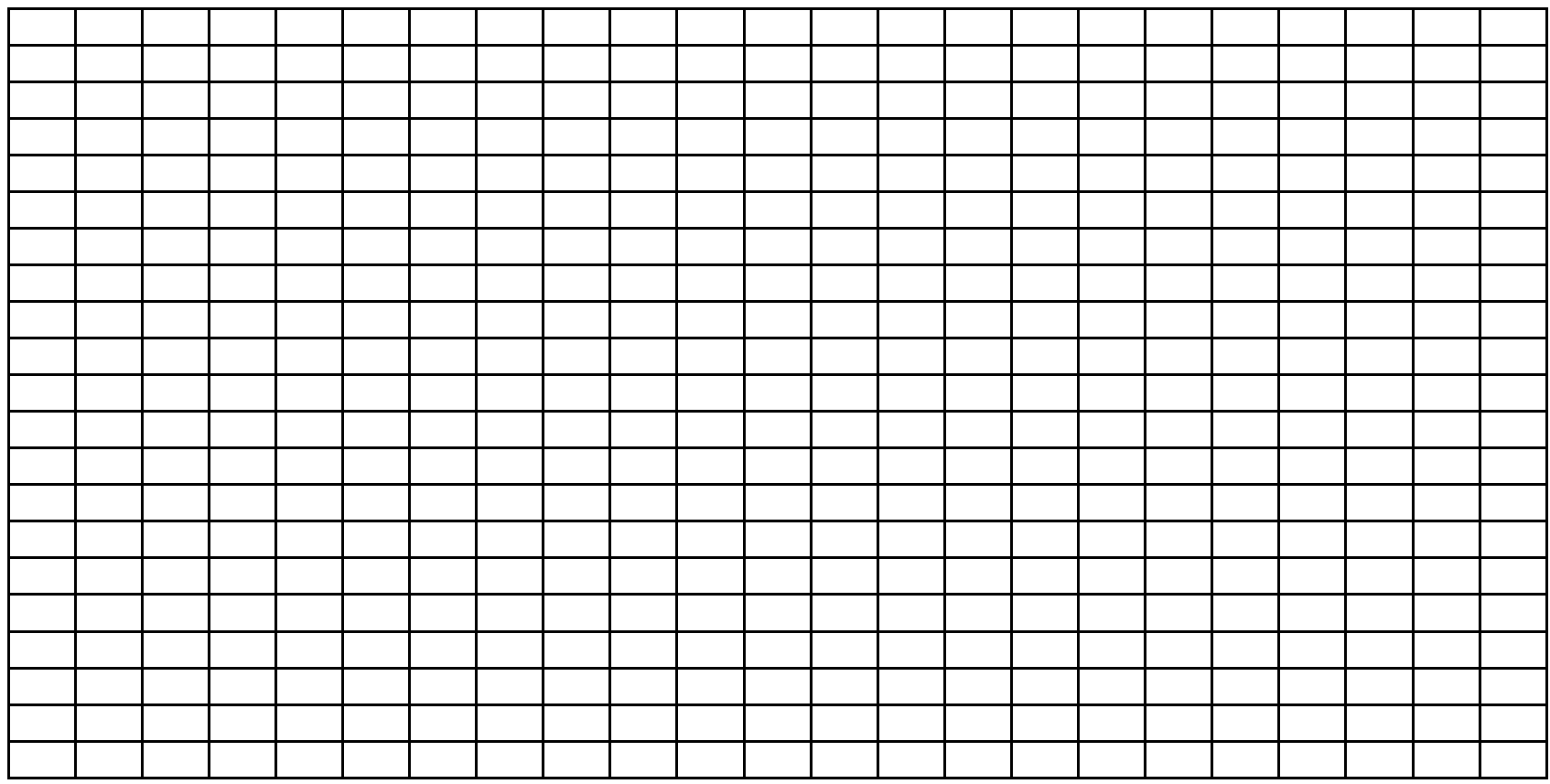


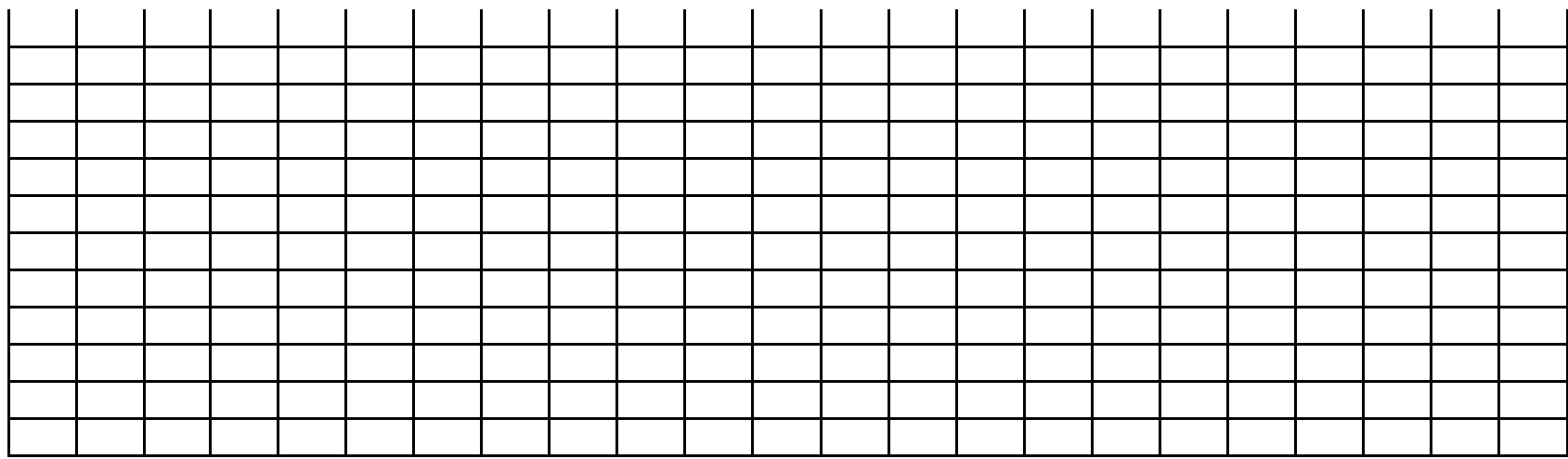


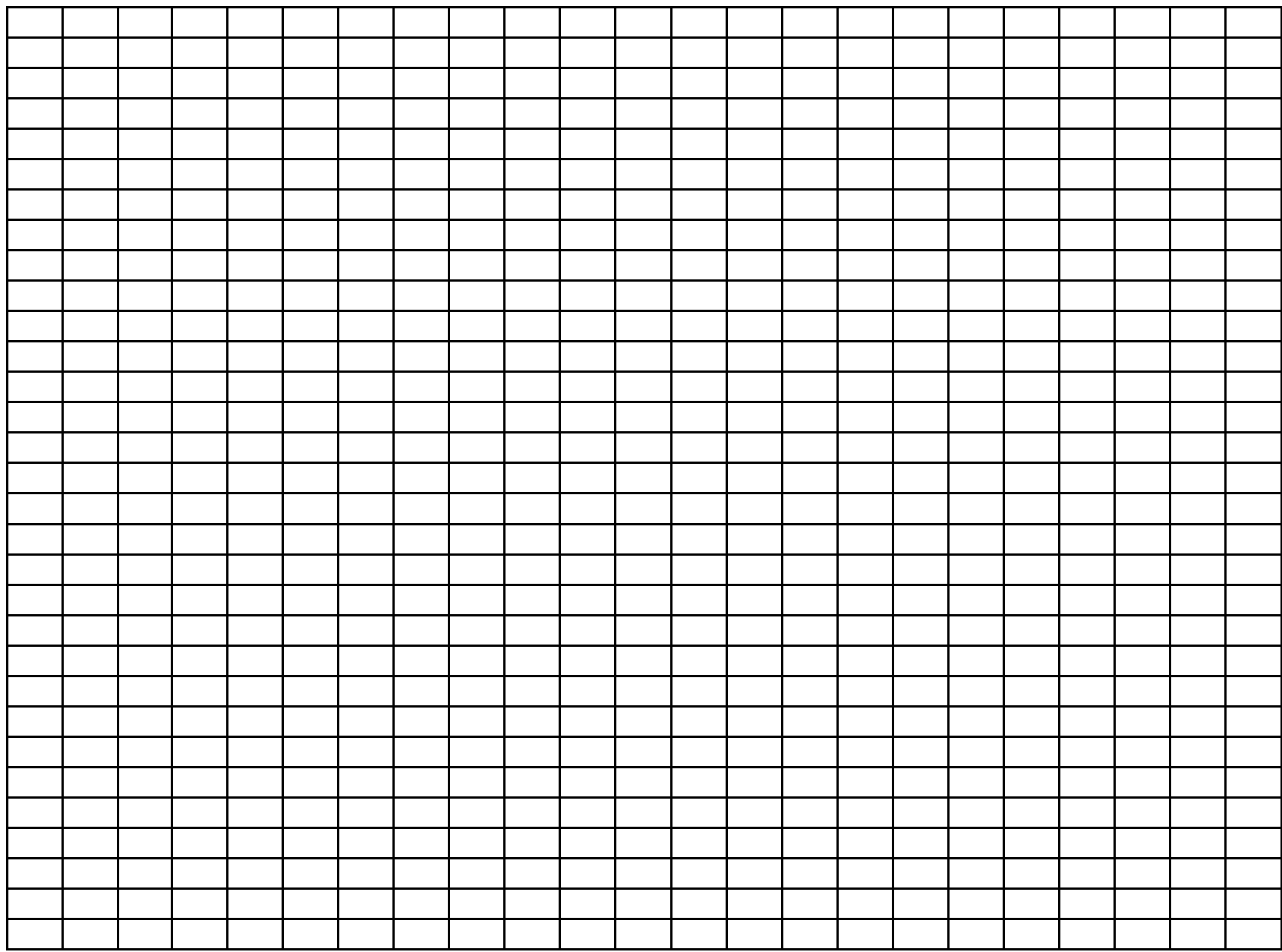


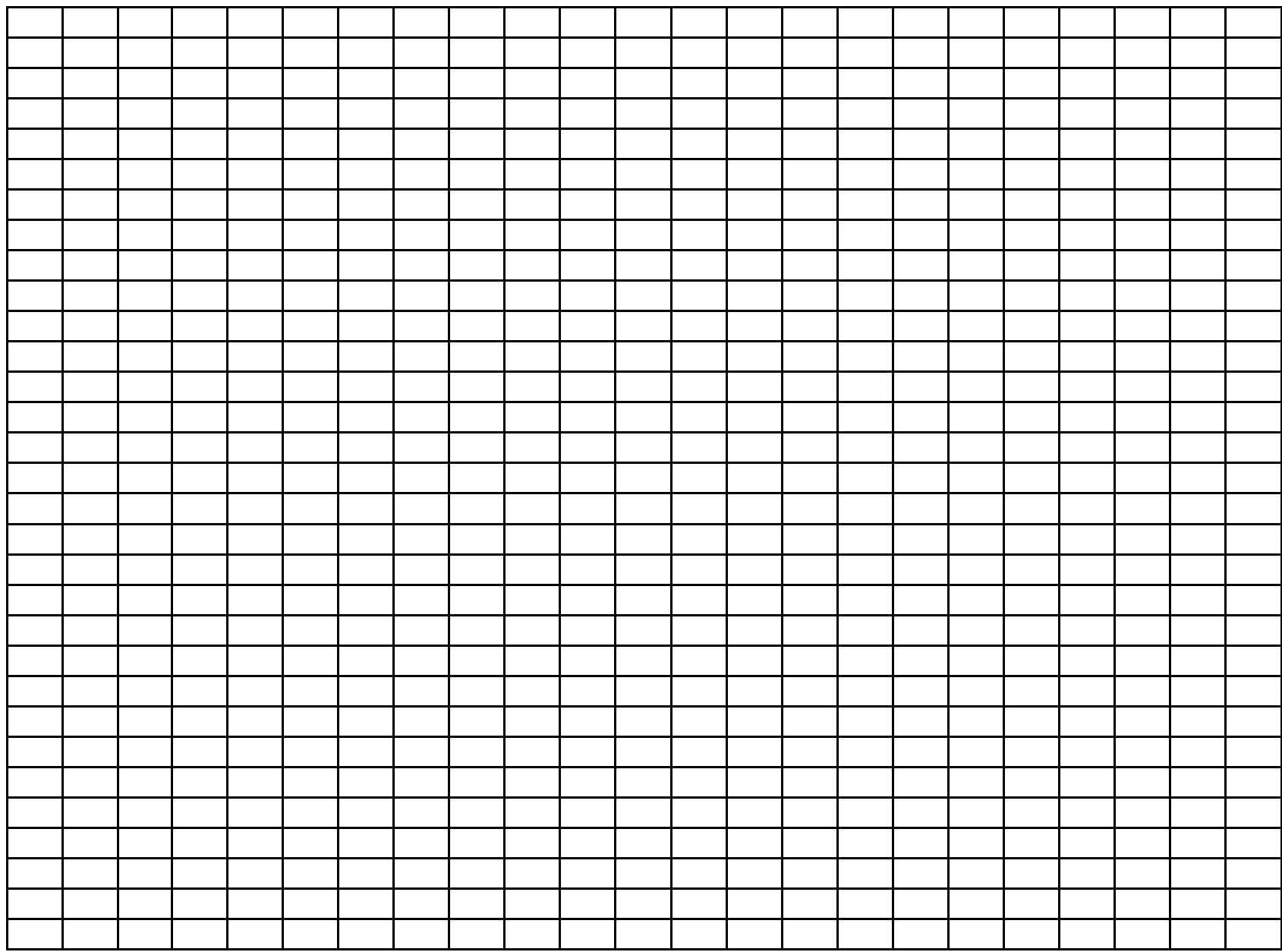


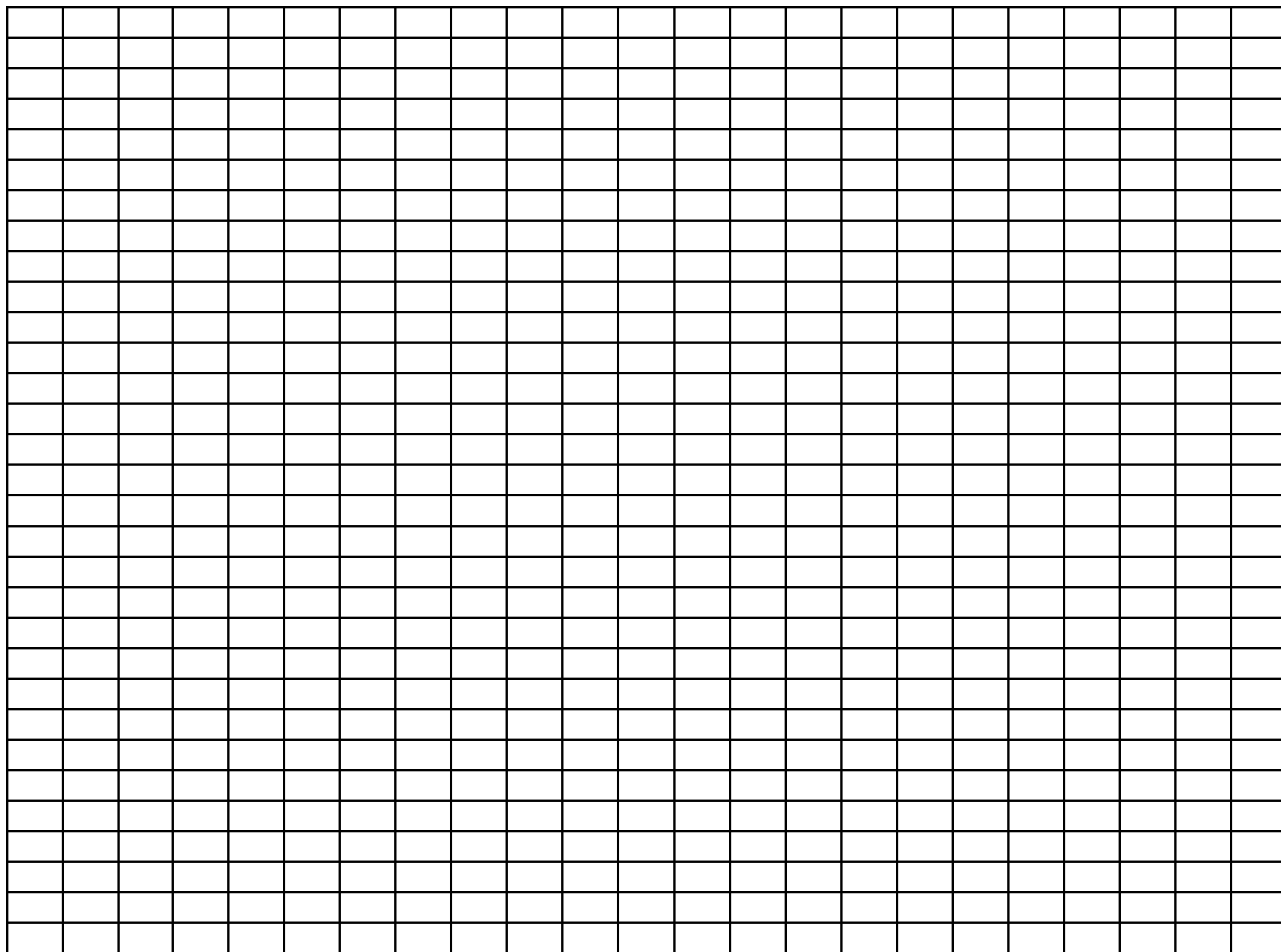


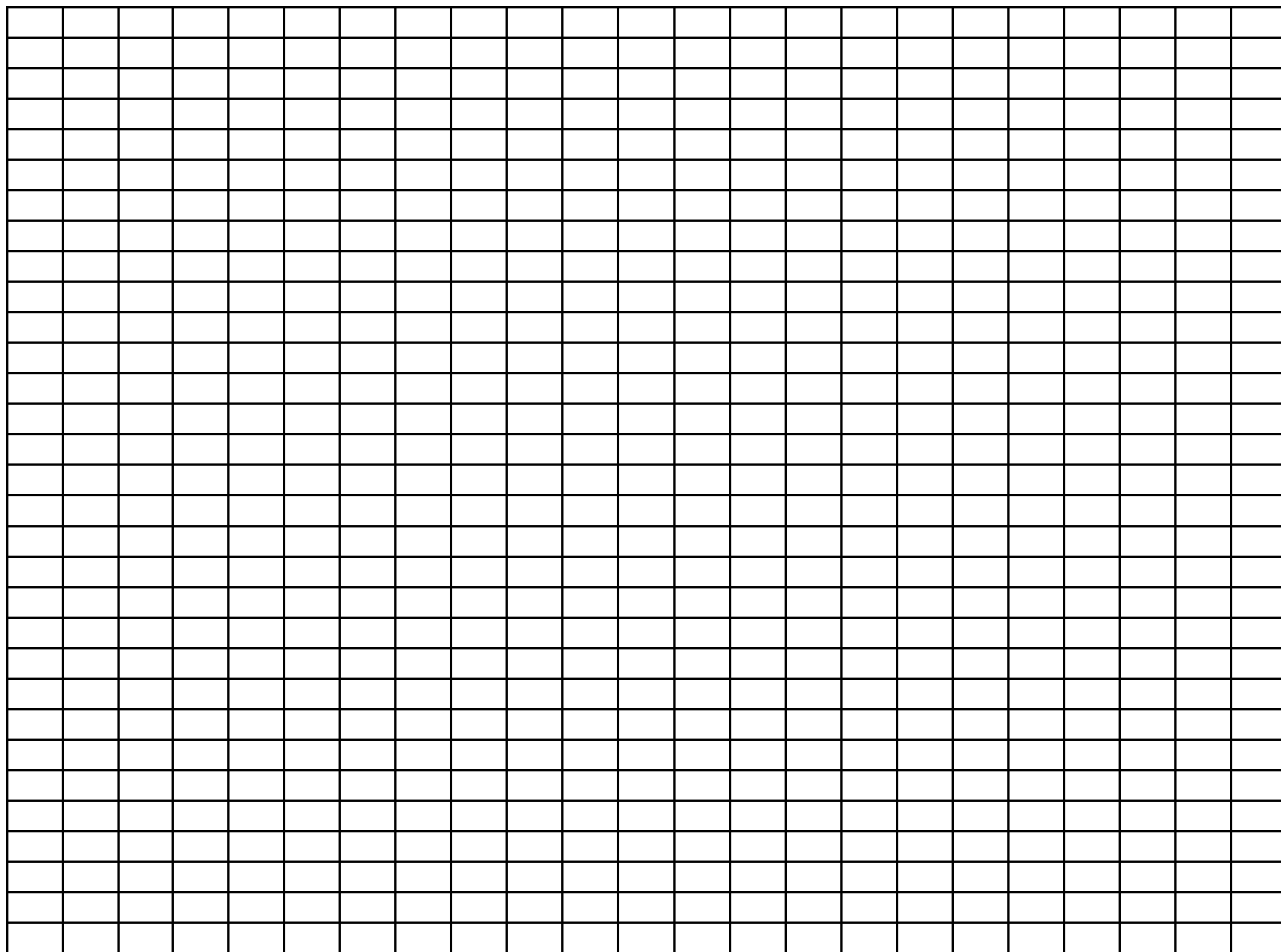


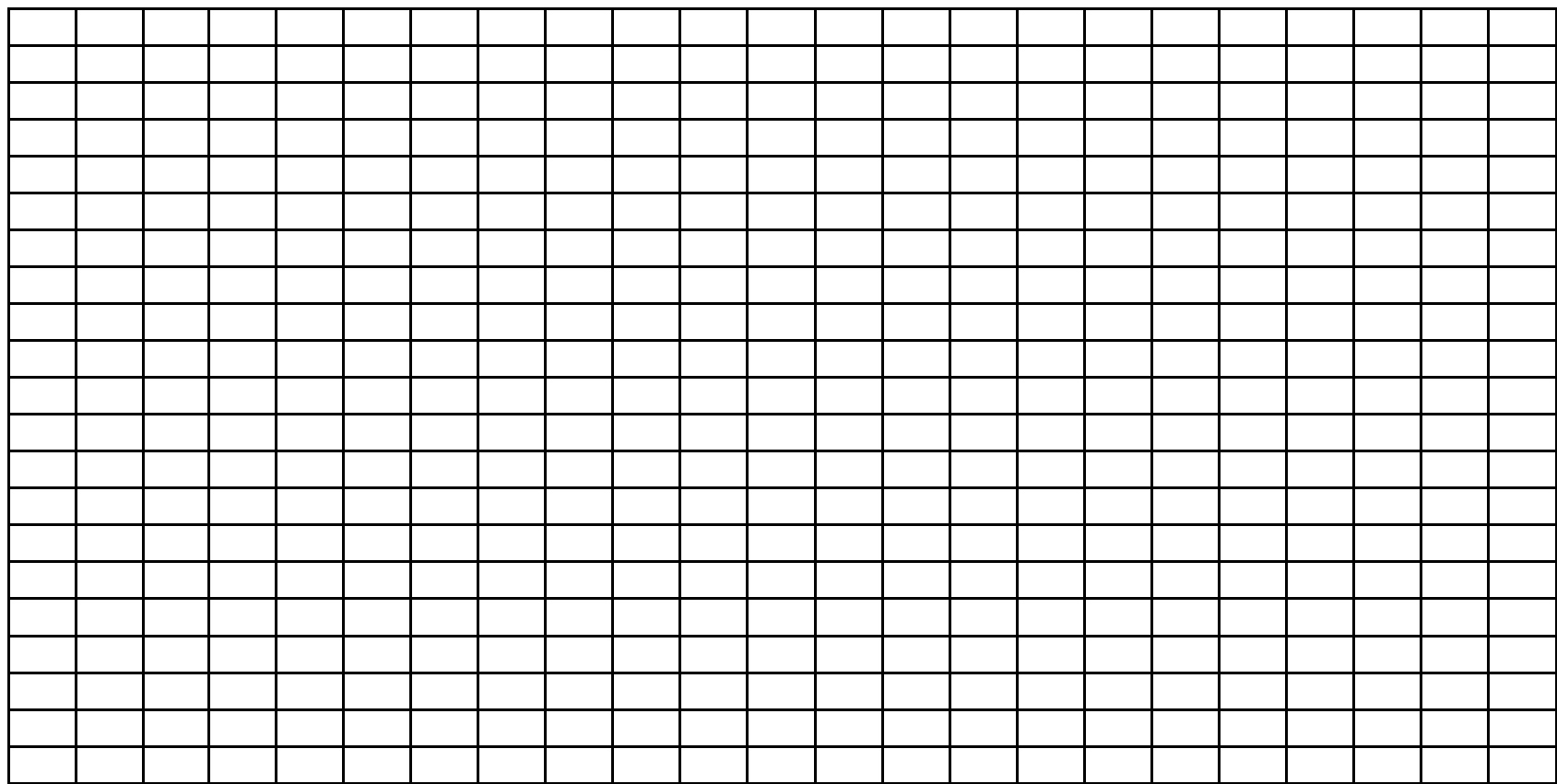












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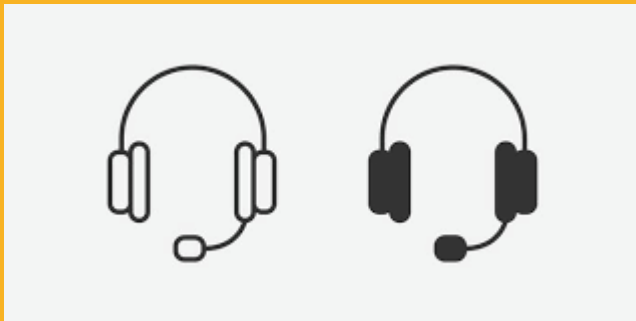
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ENGLISH FOR CONTACT CENTER & BPO AGENTS



CLASS OBJECTIVES

- **Today you will:**
- 😊 Introduce yourself in English
- 😊 Learn BPO vocabulary
- 😊 Practice customer service phrases
- 😊 Ask and answer simple questions
- 😊 Participate in games and roleplays
- 😊 Work like a real contact center agent

WOULD YOU LIKE TO WORK FOR AN INTERNATIONAL COMPANY?

- Students answer:
- Yes, I would.
- Maybe.
- No, I wouldn't.

FAST ENGLISH GAME



FIND SOMEONE WHO...

- Find someone who:
- drinks coffee every day
- likes English music
- wants to work from home
- uses a headset
- likes helping people
- is good with technology
- answers many messages
- works at night

Useful Questions:

- Do you...?
- Can you...?
- Are you...?

Example: "Do you work at night?"

GREETINGS & INTRODUCTIONS

- Hello!
- Hi!
- Good morning!
- Good afternoon!
- Nice to meet you!
- Welcome!
- My name is...
- I work at...
- I help customers.
- I am a support agent.
- I work in customer service.

MODEL DIALOGUE

- **Agent:**
- Hello! Good morning. My name is Laura. How can I help you today?
- **Customer:**
- Hi! I have a problem with my internet.
- **Agent:**
- No problem. Let me check.

PRONUNCIATION TIME

REPEAT AFTER ME

- Practice these words:
- customer
- supervisor
- headset
- transfer
- solution
- support
- password
- technical support

Fun Challenge:

Say the words:

like a robot

very slowly

very fast

whispering

dramatically

CONTACT CENTER VOCABULARY

- English Spanish
- Agent Agente
- Customer Cliente
- Headset Audífonos
- Supervisor Supervisor
- Call Llamada
- Keyboard Teclado
- Screen Pantalla
- Password Contraseña
- Ticket Caso
- Transfer Transferir
- English Spanish

- English Spanish
- Hold Esperar en línea
- Problem Problema
- Solution Solución
- Shift Turno
- Break Descanso
- Schedule Horario
- Email Correo
- Chat Chat
- Login Iniciar sesión
- Team Equipo

GUESS THE WORD

- **Guess the word!**
- “You use this to listen to customers.” HEADSET
- “This person helps customers.” AGENT
- “You type with this.” KEYBOARD
- “A customer has a...” PROBLEM
- “The agent gives a...” SOLUTION

CUSTOMER SERVICE PHRASES

USEFUL EXPRESSIONS

- **Agents Say:**
- How can I help you?
- Thank you for calling.
- One moment, please.
- Can you repeat that?
- Let me check.
- I understand your problem.
- I can help you.
- Please hold.
- I will transfer your call.
- Have a great day!

SIMPLE QUESTIONS & ANSWERS

- **Questions:**
- What is your name?
- Where do you work?
- Do you speak English?
- Are you a support agent?
- Can you help customers?

SPEED INTERVIEW

- **Instructions:**
- Interview your partner. Ask 3 questions. Write the answers.
- **Example Questions:**
- What is your name?
- Where are you from?
- Do you work in customer service?
- Can you speak English?
- Do you like helping customers?

ROLEPLAY MISSION

CUSTOMER SERVICE MISSION

- **Situation 1:**
- “My internet doesn’t work.”
- **Situation 2:**
- “I forgot my password.”
- **Situation 3:**
- “I want to speak to the supervisor!”
- **Situation 4:**
- “Thank you for your help!”
- **Instructions:**
- Work in pairs. One student : customer. One student : agent.

INTERVIEW LIKE A RECRUITER

RECRUITER GAME

- One student = recruiter. One student = applicant.
- **Recruiter Questions:**
- Why do you want this job?
- Are you friendly?
- Can you work at night?
- Do you speak English?
- Can you solve problems?

SPEAKING DICE GAME

ROLL & SPEAK

Number	Task
1	Introduce yourself
2	Say 3 BPO words
3	Ask a question
4	Spell your name
5	Say a customer service phrase
6	Make a mini dialogue

Kahoot activity

CREATE YOUR AGENT AVATAR

- Draw your agent:
- name
- company
- job
- skills
- Personality

Present your avatar

BEFORE YOU GO...

- Answer:
- One new word I learned:
- One phrase I remember:
- One thing I liked today:

FIND THE WORDS

h	a	s	d	g	j	k	g	r	d	f	f	a	f	g	f	d
e	c	d	g	d	b	r	g	e	n	m	b	g	c	x	c	r
a	q	a	z	x	s	w	u	e	d	c	v	e	g	r	d	f
d	j	s	y	h	n	s	v	f	r	f	r	n	g	e	n	m
s	w	e	r	t	s	t	g	h	y	j	u	t	i	k	l	o
e	a	z	x	i	x	s	s	x	d	v	g	h	j	k	l	m
t	r	q	w	e	p	t	g	b	s	o	l	u	t	i	o	n
z	e	b	c	d	e	t	f	g	h	i	j	k	l	o	m	n
l	f	k	o	o	i	u	y	t	r	g	r	d	f	e	w	q
a	s	k	g	r	d	f	r	a	f	g	e	n	m	j	u	h
z	n	j	g	e	n	m	d	e	c	s	d	h	f	g	h	n
q	a	g	a	f	g	p	l	o	k	a	n	s	w	e	r	n
z	r	r	g	c	x	t	g	b	s	o	l	u	t	i	o	b
x	t	f	e	g	r	t	f	g	h	i	j	k	l	o	m	v
c	r	c	n	g	e	s	u	p	e	r	v	i	s	o	r	f
b	f	a	h	a	s	d	g	j	k	g	r	d	f	f	a	f
n	r	l	e	c	d	g	d	b	r	g	e	n	m	b	g	c
h	f	l	c	u	s	t	o	m	e	r	g	l	e	g	n	a

Handling Customers Like a Real U.S. Call Center Agent

Class Objectives

- • Improve pronunciation
- • Handle objections
- • Practice empathy
- • Sound professional
- • Build confidence

1. Activity: Worst Customer Ever

What happened?

Why was the customer angry?

What should the agent do?

Students share a bad customer service experience in English.

QUICK PRONUNCIATION DRILL

KEY PHRASES

1. Customer Service

- I completely understand.
- Let me check that for you.
- Thank you for your patience.
- I apologize for the inconvenience.

2. Sales

- This offer is only available today.
- Would you like to upgrade?
- You can save more money.

- Work in...
- connected speech,
- stress,
- intonation,
- polite tone.

MICRO TRAINING: OBJECTION HANDLING

FORMULA

Acknowledge → Empathize → Solution → Confirmation

Example:

Customer:

Your service is too expensive.

Agent:

I understand your concern. Many customers felt the same way at first.

However, this plan includes unlimited support and faster service. Would you like me to explain the benefits?

IMPORTANT OBJECTIONS

SALES

Customer Says	Agent Response
<i>It's too expensive.</i>	<i>I understand. Let me explain the value.</i>
<i>I need more time.</i>	<i>Of course. What information would help you decide today?</i>
<i>I'm not interested.</i>	<i>May I ask what specifically is not useful for you?</i>

CUSTOMER SERVICE

Customer Says	Agent Response
<i>I'm very upset.</i>	<i>I completely understand your frustration.</i>
<i>This is unacceptable.</i>	<i>I apologize for the inconvenience.</i>
<i>I want to speak to a supervisor.</i>	<i>I can certainly help escalate this for you.</i>

FRASES QUE DEBEN DOMINAR

Empathy

I understand how you feel.

I'd feel the same way.

Let me help you with that.

Holding

May I place you on a brief hold?

Thank you for waiting.

Clarifying

Could you repeat that, please?

Just to confirm...

Softening

What I can do for you is...

Here's the best option available.

Call Center Voice Tips

- **1. Smile while speaking**
 - La voz cambia inmediatamente.
- **2. Never say: ✗ "Calm down." Say: ✓ "I understand your frustration."**
- **3. Avoid dead air**
 - Siempre hablar mientras buscan información: "Thank you for waiting. I'm reviewing your account now."
- **4. Control the call**
 - Con preguntas: "May I ask...?" "Could you clarify...?"
- **5. American Call Center Tone**
 - Debe sonar: calm, warm, confident, solution-oriented. NO militar. NO robótico.

MAIN ROLE PLAY ROTATION

Divide el salón:

- Agent
- Customer
- QA Supervisor

Cada XX minutos rotan.

ROLE PLAY SCENARIOS

SCENARIO 1 — BANK CUSTOMER SERVICE

Bank of America style

Situation:

Customer's card was blocked.

Agent must:

- verify identity,
- calm customer,
- explain solution,
- avoid dead air.

Customer instructions:

Be angry and impatient.

SCENARIO 2 — UBER SUPPORT

Uber style

Situation:

Customer was charged twice.

Agent goals:

- apologize,
- explain process,
- offer timeline,
- maintain professionalism.

SCENARIO 3 — APPLE TECH SUPPORT

Apple style

Situation:

iPhone microphone is not working.

Agent must:

- troubleshoot,
- ask effective questions,
- use simple English,
- avoid silence.

SCENARIO 4 — SALES CALL

Internet company.

Objective:

Sell upgraded plan.

Customer objections:

- too expensive,
- already have service,
- not interested,
- no time.

LIVE FEEDBACK SYSTEM (DURING ROLE PLAY)

Student

Grammar

Pronunciation

Fluency

Soft Skills

Toma notas rápidas:

Errores comunes:

- robotic tone
- no empathy
- weak intonation
- saying “mmm”
- direct translations
- poor questioning
- speaking too fast
- lack of confidence

HOT SEAT ACTIVITY (15 min)

Un estudiante pasa al frente.

Tú eres el customer **MÁS** difícil posible.

Debes:

- interrumpir,
- hablar rápido,
- ser impaciente,
- cambiar el tema,
- usar slang simple.

Objetivo:

entrenar presión REAL.

- **FINAL FEEDBACK (15 min)**

- Haz feedback tipo call center QA.

- **Categories:**

- Confidence

- Pronunciation

- Active listening

- Empathy

- Objection handling

- Professional tone

- Fluency



Watch the video and read the conversation between Sophie and Niwat. Then do these exercises to check your understanding of the present simple.



1. Check your grammar: true or false – the present simple

Circle *True* or *False* for these sentences about the present simple.

- | | | | |
|----|---|-------------|--------------|
| 1. | We use it for talking about permanent states or situations. | <i>True</i> | <i>False</i> |
| 2. | We use it for things happening at the moment. | <i>True</i> | <i>False</i> |
| 3. | We use it for general facts (e.g. scientific facts). | <i>True</i> | <i>False</i> |
| 4. | We use it for talking about timetables (e.g. bus or lesson timetables). | <i>True</i> | <i>False</i> |
| 5. | We use it for future plans. | <i>True</i> | <i>False</i> |
| 6. | We use it for routines (e.g. things we do every day or week). | <i>True</i> | <i>False</i> |
| 7. | We use it for talking about likes and dislikes. | <i>True</i> | <i>False</i> |
| 8. | We use it for giving opinions (e.g. with the verbs think / believe). | <i>True</i> | <i>False</i> |

2. Check your grammar: multiple choice – the present simple

Circle the best word to complete these sentences.

- Jack **go / goes** to a film club on Wednesdays.
- I **love / loves** reading in my free time.
- They **don't / doesn't** usually see each other during the week.
- The train **leave / leaves** at 6.30.
- Do / Does** Ollie play chess?
- Daisy **like / likes** most sports.

7. We always **get up / gets up** at 7 o'clock.
8. What **do / does** you think of their new album?

3. Check your grammar: gap fill – the present simple

Write the word in the correct form to fill the gaps.

1. Alfie _____ in London. (live)
2. _____ you go swimming a lot? (Do)
3. Sophie _____ in Thailand today. (be)
4. We _____ go to the same school. (do not)
5. I _____ old black and white films. (hate)
6. She _____ as a travel writer. (work)
7. My dad _____ breakfast before us. (have)
8. They _____ taekwondo on Tuesdays. (do)