

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

FIND THE WORDS

- My internet doesn't work.

→ Now - OK, did you say your router

→ No, I did. I bang to see. I son

- ~~Isbo~~

→ OK, So, follow ~~the~~ those steps, disconnect the

3 seconds <sup>(connect)</sup> again

the internet should work. If

not, call me again



You use this to listen to customer  
= headset

This person helps our customers

= Agent

= You type with this

A customer has a

= keyboard

The agent gives a

= Solution

o Do you want to work from home?

= No, he doesn't

o Can you drink coffee every day?

= Sara can drink coffee every day.

Does he

o ~~do~~ you work at night?

No, I don't

= No, he doesn't

Julio

o Are you like helping people?

= Julio doesn't like helping people

o Do you like English music?

= No, she doesn't.



like English music?

works at night?

Do you ...  
Can you ...  
Are you ...

Does he work from home?

= No, he doesn't ~~works~~

Can you drink coffee every day?

Yes, I can — Sari-toi can drinks coffee...

No, I can't

Do you work's at night?

Yes, I do — No he doesn't

No, I don't

Are you like helping people?

~~Yes, like~~

Yes, I are

~~No, I don't~~

No, I aren't

Julio doesn't helping people

Do you like English music?

= NO, she ~~does~~ doesn't

Customer = person of organization that  
 a store or business.

Agent = entity person or thing that  
 has the capacity to act

Supervisor =

Solution =

Ask =

Call

phone =

Issue =

desk =

Transfer

Script =



Saturday, 16<sup>th</sup> May, 2025  
English for Contact  
Center and BPO  
Agents

Aqua

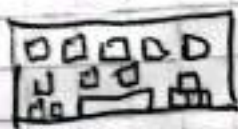


Hello good morning my name is ...  
What do you need How can I help  
you

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

~~Microphone~~  
headset = Audifone  
on microphone  
Customer = Client

What's the difference between customer-cl



- Teclado = keyboard

Headset = headphones with microphone  
or headset with microphone

Answer = answer or solution



23

5

26

Saturday, 23<sup>rd</sup> May, 2026

Scribe

I apologize for the inconvenience

Let me check that for you

I completely understand

Thank you for your patience

Customer Service

This offer is only available today

Would you like to upgrade?

You can save more money

Sales

Acknowledge = ~~Empatizar~~ Reconocer

However = Sin embargo

Certainly =

I'd feel the same way = Entiendo como te sientes

May I place you on a brief hold? = lo voy a poner en espera

dead air = tiempo en silencio

3 Supervisor = Brandon

2 Agent = Valentina

1 Customer = Paula

Upset = Molesto / Fastidiado

unacceptable = inaceptable

Softening = Suavizar

1A = Hi, How are you today,  
My name is Valentina  
How can I help you?

2A = I apologize for the inconvenience  
but I need to check your  
identify ok confirm

since = desde

need to writing  
your name is  
correct

3A Let me check your email,  
your name and your ID

4A Ok I find the problem,  
you need to go to the  
bank and pay your debt

P A U L A

Papa Alpa uniform Lima



Sorry when I don't clean my room sometimes I feel shy doing that scold my brother for my fail and I can't speak him *Andrew @*

Saturday, 16<sup>th</sup> May, 2026

English for contact center and BPO agents

Customer Agent

Hello how are you today

Yes, I would

Maybe

No, I wouldn't

} Students answer

Would you like to work for an international company?

Yes, I would because, I would like listen ~~America~~ angry Americans



~~Earpacks~~ headsets earphones headphone

Customer - client keyboard phone

angry customer coffee Computer

I worked with my news headset

My supervisor is angry with the group

The customer of my friend needs

- Issue = expedir

They're going to issue new

- Customer (buyer, client) cliente klienta

He's really good customer, and has been coming here for years

- Headset (apparatus with earpiece)

When I use the headset only I can hear the keyboard

- Supervisor (manager, overseer)

- Ask (with object, enquire)

- Agent (representative)

- Transfer (convey to new place)

- Call (telephone)

- Solution (answer to problem)

answer

Like some

Do you drink

Are you going

Do you answer

Do you like

Do you like

~~I drink~~

~~I don't~~

Lina do

Sara

Julio

Teacher

Gabrie

1. He

2. He

3. He

4. He



answer (response)

Scribe

Like someone who

Do you drink coffee every day?

Are you good with technology?

Do you answer many messages?

Do you like helping people?

Do you like english music?

~~I drink coffee every day~~

~~I don't like helping people~~

Lina doesn't ~~like~~ drink coffee every day

Sara ~~doesn't~~ is not good in technology

Julio doesn't answers many messages

Teacher likes helping people

Gabriela ~~likes~~ doesn't like English music

1 Headset

5 Solution

2 Agent

3 keyboard

4 Reason



You use this to listen customers = headset  
 This person helps customers = agent  
 You type with this = keyboard  
 A customer has a problem  
 The agent gives a solution

### Roleplay

I forgot my password Joshi = Agent ✓  
 Ariza = Client ✓

Hello. How can I help you? → Introduction

Good afternoon, I forgot my password

Oh, let me check your email

Which is your email?

My email is Valeariza1994to@gmail.com

Thank you, please hold

OK, thank you

I identify your email, let me check your ID number

My ID is 6767679969

Thank you

In your email numbers,

OK, my code

OK, change

Oh, thank

You are welcome

Remember Mendoza,

Good bye!

3. Situation

• question

A time

• location

on a

• people

People

A to



In your email will appear a code with six numbers, I need that pass this code

OK, my code is 327167

OK, Change your Password

Oh, thank you, I solve my problem

You are welcome, have a good day

Remember you are communicate with Joshua Mendoza, thank you for the calling

Good bye!

3. Situations in which I'm usually

- quiet when I broken thinks

A time of day when

- I work hardest when I draw an action

- I feel confident and clean

People who

- I'm always polite to



Write Saturday, May 16<sup>th</sup> 2026

## English for Contact Center and BPO Agents

\* Agent = Hola, muy buenas días. Gracias por contactar en servicios claro, con quien tengo el gusto de hablar?

\* Agent = Buena Carolina, que inconveniente presenta su internet?

• Would you like to work for an international company?

- Maybe, cus' if The company is very good, I can do

## Fast English Game

• Headphones → Headset

• Customer • Coffee

• Keyboard • Computer

• Phone

• Angry Customer



Headset = A device consisting of one or two earphones, and sometimes a microphone, attached to a headband.

Agent = A person whose job is to act for, or manage the affairs of, other people in business, politics, etc.

Customer = A person or an organization that buys goods or services from a shop or business.

Supervisor = A person who make sure that the workers do their job correctly.

Answer = Something that you say, write or do to react to a question or situation.

Transfer = To move, bring, or remove from one place, person, or position to another.

Solution = A way of solving a problem or dealing with a difficult situation.

Ask = To say or write something in the form of a question, in order to get information



Call = To give somebody/something a particular name; To use a particular name or title when you are talking to somebody

Issue = An important topic that people are discussing or arguing about.

Desk = A piece of furniture like a table, that you sit at to read, write, work, etc.

Script = A written text of a play, film, broadcast, talk, etc.

## = Vocabulary =

n	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
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

FIND THE WORDS

Headset    Supervisor    Solution    Issue  
 Agent    Answer    Ask    ~~Script~~  
 Customer    Transfer    Call    Desk



## Find Someone Who

1. I Like helping people
2. I don't work at night
3. I Want to work from home
4. I Like English music (musicals - Soundtrack)
5. I Answer so many messages (god 😊)

## Answer

- ① Sofia ~~does~~ likes helping people
- ② Carolina ~~does~~ works at night
- ③ Laura ~~does~~ wants to work from home
- ④ Virginia ~~does~~ likes listen to English music
- ⑤ Dylan ~~doesn't~~ answers many messages

↓  
Aur V.

3 Forget 😊

## Another

- ★ Arianna loves helping people
- ★ Valentina can't work at night
- ★ Joshua wants to work from home
- ★ Natalia loves listen to English music
- ★ Thomas answers messages, but not a lot 😊



## Greetings and Introductions

★ Hello!

★ Hi!

★ Good morning!

★ Good afternoon!

★ Nice to meet you!

★ Welcome!

★ My name is ...

★ I work at ...

★

## "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 ..."

- Issue

"The agent gives a ..."

- Solution



## Roleplay Mission

Situation  
2

Agent = Hi! I'm Caroline Ferrer. How can I help you?

Customer = Hi, well I'm forgot my password, and I tried to restore it, but I don't receive an message on Gmail 😞.

Agent = I understand your problem, and I know how to help you. But first, I need your personal information, so I can search your password, so what's your name please?

Customer = Oh well, my name is Veronika Gil

Agent = What's your phone number?

Customer = 310790879

Agent = Alright, and the last, your Gmail please:  
→ At

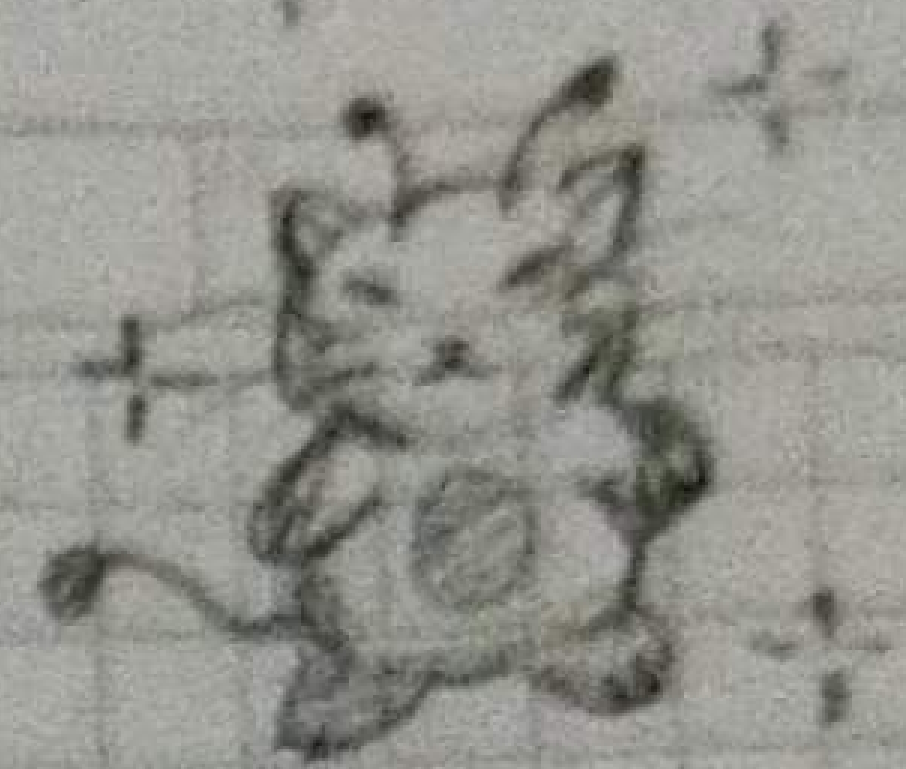
Customer = It's kibo7138@gmail.com

Agent = Okay Veronika let me check. Just please hold... Oh, everything it's alright, you should receive a message on



Scribe

Saturday, May 23<sup>rd</sup>, 2026



Situation 3 = Apple style

Good morning

Agent = Hello, my name is \_\_\_\_\_. How can I help you today?

Customer = Well, my iPhone microphone is not working and I want to talk with the tech support technician.

Agent = I understand your problem. I will transfer you to a technician, but first, let me confirm your information. So again, what's your name?

Customer = My name is Virginia Flores

Agent = Your ID please.

Customer = 1335987821

Agent = Okay miss Virginia, I will transfer you to one of our technicians.

Customer = Ok, Thanks you 😊



② Agent = Hi, Good Morning, my name is \_\_\_\_\_, how can I help you Today?

Customer = I want to talk with ~~the~~ <sup>your Frustration</sup> supervisor

Agent = ~~I~~ I understand, but before That, Can I know what happened?

Customer = Well, ~~one~~ ~~they~~ ~~I~~ ~~agent~~ one of you ~~said~~ told me that she ~~was~~ will transfer me to a Technician to talk about my problem, but I wait for 10 min and nothing, so I want to talk with your Supervisor 😡

Agent = I understand your frustration, Do you want me to transfer you of one of our Technicians?

Customer = No! I want to talk with your Supervisor!



Saturday, 16<sup>th</sup> May, 2026

16 | 05 | 26

## English for contact center & BPO agents

1 Customer = Buenos días, un gusto de hablar con usted me llamo Carolina Ferrer y tengo un inconveniente con mi servicio de internet

2 customer = En los últimos días no he tenido buena señal de internet y se me va el internet de vez en cuando

• ¿Would you like to work for an international company?

→ Maybe, because probably I could do other thing for my future

• earphones = headset

• Staff = Customer

• Keyboard ✓

• Phone

• Angry customer

• Coffee

• Computer = PC



**Customer** = A person who purchases goods or services from another; buyer

**headset** = A device consisting of one or two earphones, and, sometimes a microphone, attached to a headband

**Agent** = A person or business authorized to act on another's behalf

**Supervisor** = A person who watches over, directs, or manages another or others

**Answer** = A spoken or written reply or response to question, request, letter, etc.

**Solution** = The act, or process of solving a problem, or the state of being solved

**Ask** = To put a question to; inquire of

**Transfer** = To move, bring or remove from one place, person, or position to another

**Call** = to communicate or try to communicate with (someone) by telephone

**Issue** = The act of sending out or putting forth; distribution



**Script:** Any system of writing

**Desk:** An article of furniture having a board writing surface and drawers or compartments for papers etc.

- O — O — O — O —
1. Likes English music = Veronika does like listen music
  2. Likes helping people = Ariana does like help
  3. Wants to work from home = Valentina does work
  4. Is good with technology = Thomas is good poss. math
  5. Works at night = Super doesn't work at night

Find someone

6. drinks coffee every day

7. Use a headset

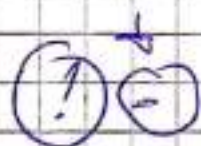
8. Answer many messages



## Answer

1. Veronika <sup>Sis</sup> ~~does~~ likes listen to English music
2. Ariana does like help to others
3. Valentina does want work from home
4. Thomas does good with the technology
5. Sofia doesn't work at night
6. Brandon doesn't drink coffee every day
7. The teacher does use a headset
8. Sara Sofia doesn't answers many messages

↓  
Auz ver



1. Veronika likes listen to music
2. Ariana likes help others
3. Valentina wants work from home
4. Thomas is good with the technology
5. The teacher Angel uses headset



Guess the word

- You use this to listen to customers - Head set
- This person helps customers - Agent
- You type with this - Keyboard
- A customer has a - Problem
- The agent gives a - solution

Customer service phrase

- 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



# Vocabulary



FIND THE WORDS

customer

head set

Agent

supervisor

Answer

solution

Ask

transfer

Call

Issue

script

desk