

Customer Service Training Videos

Look on YouTube for “Customer Service Training” videos. There are many different examples. Choose three examples that look interesting to you and make some notes about each one:

Video #1

Title of Video: _____

YouTube address: _____

How long is this video? _____

Is the English in this video easy to understand? (easy) 1 2 3 4 5 6 7 8 9 10 (difficult)

Do you think this video was helpful? (not helpful) 1 2 3 4 5 6 7 8 9 10 (very helpful)

What are three vocabulary words you learned from this video?

Video #2

Title of Video: _____

YouTube address: _____

How long is this video? _____

Is the English in this video easy to understand? (easy) 1 2 3 4 5 6 7 8 9 10 (difficult)

Do you think this video was helpful? (not helpful) 1 2 3 4 5 6 7 8 9 10 (very helpful)

What are three vocabulary words you learned from this video?

Video #3

Title of Video: _____

YouTube address: _____

How long is this video? _____

Is the English in this video easy to understand? (easy) 1 2 3 4 5 6 7 8 9 10 (difficult)

Do you think this video was helpful? (not helpful) 1 2 3 4 5 6 7 8 9 10 (very helpful)

What are three vocabulary words you learned from this video?

Which one do you think is the best? Why?
