

Customer Service Spanish 101

By Miguel Lira

from SpanishForYourJob.com

Customer Service Spanish 101 Guide

Have you ever had a customer come up to you or call you speaking Spanish, and you just froze? You're not alone, and honestly, you don't need years of classes to fix it.

If you work in customer service, learning Spanish isn't just a nice bonus; it’s fast becoming a high-value must-have skill in the current job market. The good news? You don't need fluency to make a real difference. You just need the right phrases, ready to go.

That's what this guide is here for. I’m sharing 400+ words and phrases made specifically for customer service. Plus, you'll get real conversation scripts to practice with, so you're not just memorizing words; you're learning how they actually sound in real life.

Let's get started!

TABLE OF CONTENTS:

1- Start by Learning Conversational Spanish 7

2- Learn Common Customer Service Vocabulary Words 9

Essential Customer Service Vocabulary: 10
General Customer Service Vocabulary Words: 13
Greetings, Titles & Small Talk Vocabulary: 16
Store, Product & Service-Related Words: 19
Money & Finance Vocabulary Words: 21
Payment & Transaction Words: 23
Websites and Apps Vocabulary Words: 25
Time, Scheduling & Availability Vocabulary 28
Problem-Solving & Complaint Vocabulary 30

3- Learn Common Customer Service Phrases 32

Phrases for Greetings & Offering Help 33
Phrases for introducing your Role and Department 36
Phrases for Talking about Dates, Time and Schedules 38
Phrases for Asking Clarifying Questions to Customers 41
Phrases to Request Information during a Customer Service Call 44
Spanish Phrases to Place a Caller on Hold During a Call 46
Spanish Phrases to Talk about Sales at Work 48
Handling Problems, Complaints & Apologies 50
Showing Empathy and Being Understanding with Customers 52
Asking for Repetition Politely when you Can't Understand Something .55
Explaining Policies, Prices & Procedures 58
Phrases to talk about Promotions and Special Offers 60

Phrases for Transferring Calls 62
Closing the Interaction & Thanking the Customer 65
Additional Customer Service Phrases: 67

4- Learn Customer Service Words and Phrases for your Industry 75

Customer Service Spanish Words and Phrases for Retail 76
Customer Service Spanish Vocabulary and Phrases for E-commerce ... 82
Customer Service Spanish Vocabulary and Phrases for IT 89
Customer Service Spanish Vocabulary and Phrases for Telecommunications 96
Customer Service Spanish Vocabulary and Phrases for Hospitality & Travel 103
Customer Service Spanish Vocabulary and Phrases for Banking & Finance 110

5- Improve your Spanish Listening Skills 117

Conversation during a Customer Service Phone Call about Fixing a Printer: 118

Why Customer Service Spanish Matters in the Job Market

If you've ever wondered whether learning Spanish is worth the effort, the job market has a pretty clear answer: absolutely yes (and your paycheck will thank you for it!)

Spanish is the second most spoken language in the United States, with more than 44 million home speakers, making the U.S. the fourth-largest Spanish-speaking country in the world.

That's an enormous customer base that businesses can't afford to ignore, and **they need people like you to bridge that gap**.

Here's where it gets exciting for your career: **bilingual employees earn between 5% and 20% more** than their monolingual counterparts, with the average premium for bilingual professionals in the U.S. reaching approximately $14,050 per year (that’s an 18.8% pay increase!)



Get more **in-depth learning materials** here:
SpanishForYourJob.com/Premium/

Some employers even sweeten the deal further with dedicated language bonuses on top of your base salary.

In customer service specifically, the numbers are strong. Bilingual Spanish customer service representatives earn an average of nearly $60,000 per year in the U.S., well above **the national average for the role**.

And the demand? It's only growing. Customer service centers can't function without bilingual representatives, and bilingual skills serve as a powerful differentiator, the kind of concrete advantage that moves your résumé to the top of the pile.

How to Learn Spanish for Customer Service:

Next, we will talk about the main steps to learn Spanish for customer service, and I'll share resources that can help you get started. Let's go!

1- Start by Learning Conversational Spanish

Before you jump into memorizing customer service phrases, here's a little secret: learning some basic conversational Spanish first will make everything else click faster. Think of it like learning to walk before you run.

Customer service phrases are built on core building blocks: greetings, numbers, question words, common verbs like tener (to have) and poder (to be able to).

If you skip straight to "Would you like a refund or an exchange?" without understanding the grammar underneath it, you're just memorizing a script.

And scripts fall apart the moment a real customer goes off-script (which, let's be honest, happens constantly).

Basic conversational Spanish gives you the flexibility to actually understand what someone's asking, not just recite a canned response. It also builds your confidence. You'll feel less like you're reciting lines and more like you're actually communicating.

Plus, customer interactions rarely stay perfectly on-topic. Someone might ask about the weather, make small talk while you look something up, or throw in a phrase you didn't expect.

Having that conversational foundation means you can roll with it instead of freezing.

If you need help learning easy conversational Spanish (or want to remember the basics from high school), you can get a 7-day free trial with Cheat Sheets and daily 15-minute lessons for beginners.

Get the free trial here:

15 Minute Spanish Crash Course for Beginners:

https://spanishforyourjob.com/spanish-crash-course/

2- Learn Common Customer Service Vocabulary Words

It is tempting to jump straight into memorizing phrases like "How can I help you?" because they feel immediately useful. But if you learn vocabulary first, those phrases become more useful because you can use them in many scenarios by replacing specific words for different topics.

Think of vocabulary as the building blocks, and phrases as the finished walls. When you know that “el recibo” means "receipt," “cambio” means "change" or "exchange," and “mostrador” means "counter," you're not just memorizing a script; you’re understanding the pieces that make it up.

That means when a customer throws you a curveball (and they will), you can swap words in and out instead of freezing because the sentence didn't match exactly what you rehearsed.

There's also a confidence factor. Walking in with a strong base of nouns and everyday terms means you're never totally lost, even if you haven't learned the "perfect" phrase for a situation yet, and use simple words to get your message across.

So before you memorize "Would you like to exchange this item?" word-for-word, get comfortable with the words “exchange,” “item,” and the phrase “would you like” on their own. The phrases will come faster and feel more natural once the vocabulary is already in your head.

Essential Customer Service Vocabulary:

Let's start with a list of essential vocabulary words that are frequently used in customer service interactions in real life.

Click the video below to practice your listening (opens in a new window):



Essential Customer Service Vocabulary:

1. Customer service representative - El representante de atención a clientes
2. Agent - El agente
3. Database - La base de datos
4. A call - Una llamada
5. To call - Llamar
6. Call center - El centro de atención a clientes
7. Caller - La persona que llama
8. Help desk - El área de soporte técnico
9. Toll-free number - El número gratuito
10. Free of charge - Sin costo
11. Good service - Buen servicio
12. Bad service - Mal servicio
13. Complaint - La queja
14. Feedback - La retroalimentación
15. Dissatisfied - Insatisfecho
16. Damaged - Dañado
17. Defective - Defectuoso
18. Broken - Quebrado

19. Stained - Manchado
20. Expired - Vencido
21. Incomplete - Incompleto
22. Delay - Demora
23. On time - A tiempo
24. Warranty - La garantia
25. To guarantee - Garantizar

YOUR NOTES:

General Customer Service Vocabulary Words:

Next, we have a collection of commonly used vocabulary words that are often used in customer service conversations.

Click the video below to practice your listening (opens in a new window):



General Customer Service Vocabulary Words:

- Greeting - El saludo
- Welcome - Bienvenido/a
- Please - Por favor
- Thank you - Gracias
- You're welcome - De nada
- Help - La ayuda
- Assistance - La asistencia
- Customer - El cliente
- Service - El servicio
- Call - La llamada
- Agent - El agente
- Representative - El representante
- Inquiry - La consulta
- Question - La pregunta
- Answer - La respuesta
- Problem - El problema
- Issue - La incidencia
- Complaint - La queja
- Solution - La solución
- Support - El soporte
- Technical issue - El problema técnico
- Account - La cuenta
- Billing - La facturación
- Invoice - La factura
- Payment - El pago

Get more **in-depth learning materials** here:
SpanishForYourJob.com/Premium/

- Refund - El reembolso
- Order - El pedido
- Delivery - La entrega
- Update - La actualización
- Record - El registro
- Database - La base de datos
- Password - La contraseña
- Security - La seguridad
- To put on hold - Poner en espera
- Connection - La conexión
- Communication - La comunicación
- Follow-up - El seguimiento
- Feedback - La retroalimentación
- Supervisor - El supervisor
- Manager - El gerente
- Schedule - El horario
- Extension - La extensión
- Voicemail - El correo de voz
- Resolution time - El tiempo de resolución
- Customer satisfaction - La satisfacción del cliente

YOUR NOTES:

Get more **in-depth learning materials** here:
SpanishForYourJob.com/Premium/

Greetings, Titles & Small Talk Vocabulary:

Next, here's a list of common greetings and courtesy words that can be useful in customer service interactions.

Click the video below to practice your listening skills (opens in a new window):



Greetings, Titles & Small Talk Vocabulary Words:

Common Greetings:

- Hello - Hola
- Welcome - Bienvenido / Bienvenida
- How can I help you? - ¿Cómo puedo ayudarle?
- Good morning - Buenos días
- Good afternoon - Buenas tardes
- Good evening - Buenas noches

Polite ways to address individuals:

- Sir - Señor
- Ma'am - Señora
- Young man - Joven
- Miss - Señorita

Courtesy words:

- Please - Por favor
- Thank you - Gracias
- You're welcome - De nada
- Excuse me - Disculpe
- How are you? - ¿Cómo está usted?
- Nice to meet you - Mucho gusto
- What's your name? - ¿Cómo se llama?
- My name is... - Me llamo...
- Have a good day - Que tenga un buen día
- See you soon - Hasta pronto
- Take care - Cuídese

YOUR NOTES:

Want more good stuff?

Continue learning Customer Service Spanish here:
SpanishForYourJob.com/premium/

Store, Product & Service-Related Words:

Next, we have a list of vocabulary words frequently used to talk about store transactions, products, and service-related topics.

Click the video below to practice your listening skills (opens in a new window):



Store, Product & Service-Related Vocabulary Words:

Transactions and Payments:

- Receipt - El recibo
- Refund - El reembolso
- Exchange - Un cambio
- Discount - El descuento
- Price - El precio
- Invoice - La factura
- Line/Queue - La fila
- Cashier - El cajero / La cajera

Services and Customer Care:

- Warranty - La garantía
- Delivery - La entrega
- Complaint - La queja
- Manager - El gerente

Store and Shopping:

- Store - La tienda
- Cart - El carrito
- Bag - La bolsa
- Sale - La oferta
- Customer - El cliente
- Item - El artículo
- Product - El producto
- Garment/shoe size - La talla

Money & Finance Vocabulary Words:

Here's a list of words commonly used when talking about money and finance-related topics.

Click the video below to practice your listening skills (opens in a new window):



Money & Finance Vocabulary Words

Money and Currency

- Coin - La moneda
- Bill (banknote) - El billete
- Currency - La divisa
- Exchange rate - El tipo de cambio

Costs and Fees

- Cost - El costo
- Surcharge - El recargo
- Fee - La tarifa
- Budget - El presupuesto

Banking and Accounts

- Bank - El banco
- Account - La cuenta
- Deposit - El depósito
- Withdrawal - El retiro
- Loan - El préstamo

Shopping and Payments

- Price tag - La etiqueta de precio
- Wallet - La cartera
- Sale - La venta
- Purchase - La compra
- Cashier - El cajero / La cajera
- Cash register - La caja registradora
- Gift card - La tarjeta de regalo

Payment & Transaction Words:

In this section, we will review vocabulary around money and payments that are often used during checkout transactions.

Click the video below to practice your listening (opens in a new window):



Payment & Transaction Words:

Payments

- Payment - El pago
- Cash - El efectivo
- Credit card - La tarjeta de crédito
- Debit card - La tarjeta de débito
- Total - El total
- Cashier - El cajero / La cajera

Sales and Purchases

- Sale - La venta
- Purchase - La compra
- Price - El precio
- Discount - El descuento
- Refund - El reembolso
- Product exchange - El cambio de producto
- Balance - El saldo
- Tax - El impuesto
- Bill (to pay) - La cuenta
- Tip - La propina
- Installments - Los pagos parciales
- Receipt - El recibo
- Invoice - La factura

Websites and Apps Vocabulary Words:

In this section, we will review vocabulary words related to websites and apps that are commonly used during customer service calls.

Click the video below to practice your listening (opens in a new window):



Websites and Apps Vocabulary Words:

- App - La aplicación (La App)
- Website - El sitio web
- Homepage - La página de inicio
- Webpage - La página web
- Navigation menu - El menú de navegación
- Sidebar - La barra lateral
- Search bar - La barra de búsqueda
- Search results - Los resultados de búsqueda
- Top right corner - La esquina superior derecha
- Bottom left corner - La esquina inferior izquierda
- Active window - La ventana activa
- Tab - La pestaña
- Scroll down/up - Desplazar hacia abajo/arriba
- To click on - Hacer clic en
- To double-click - Hacer doble clic
- To drag and drop - Arrastrar y soltar
- To sign up - Registrarse
- To sign in - Iniciar sesión
- Confirmation message - El mensaje de confirmación
- Verification - La verificación
- Security code - El código de seguridad
- Two-factor authentication - La autenticación de dos factores
- Attachment - El archivo adjunto
- Notification - La notificación

- Subscription - La suscripción
- Free trial - La prueba gratuita
- Log in - Iniciar sesión
- Log out - Cerrar sesión
- Username - El nombre de usuario
- Password - La contraseña
- To forget password - Olvidar la contraseña

YOUR NOTES:

Want to learn more Customer Service Spanish?
Get more learning resources here:
SpanishForYourJob.com/premium/

Time, Scheduling & Availability Vocabulary

Next, we have a list of terms used to talk about time and scheduling during customer service interactions.

Click the video below to practice your listening skills (opens in a new window):



Time, Scheduling & Availability Vocabulary Words:

Time Units:

- Hour - La hora
- Minute - El minuto
- Day - El día
- Week - La semana
- Month - El mes
- Year - El año

Scheduling and Appointments:

- Schedule - El horario
- Appointment - La cita
- Morning - La mañana
- Afternoon - La tarde
- Evening - La noche

Relative Time:

- Yesterday - Ayer
- Today - Hoy
- Tomorrow - Mañana
- Now - Ahora
- Later - Más tarde
- Early - Temprano
- Late - Tarde

Business Hours:

- Opening time - La hora de apertura
- Closing time - La hora de cierre
- Business days - Los días hábiles

Problem-Solving & Complaint Vocabulary

In this section, we will cover vocabulary words that are often used when talking about complaints or solving problems in customer service calls.

Click the video below to practice your listening skills (opens in a new window):



Problem-Solving & Complaint Words:

Customer Issues:

- Complaint - La queja
- Problem - El problema
- Mistake - El error
- Delay - El retraso
- Inconvenience - La molestia
- Damage - El daño
- Defect - El defecto

Customer Requests:

- Refund - El reembolso
- Exchange - El cambio
- Return - La devolución
- Compensation - La compensación
- Discount - El descuento
- Warranty - La garantía

Resolution Process:

- Receipt - El recibo
- Policy - La política
- Escalation - La escalación
- Manager - El gerente
- Apology - La disculpa
- Solution - La solución
- Resolution - La resolución

3- Learn Common Customer Service Phrases

When it comes to learning Spanish for work, you don't need to master the whole language to start making an impact. You need the right phrases, ready to go, when a customer walks up to your counter or calls in with a problem.

Think about it. Most customer service conversations follow a predictable pattern. Someone needs help, you figure out what they want, maybe you solve a hiccup along the way, and then you send them off happy.

That means the same handful of phrases show up again and again. Including phrases similar to: "How can I help you?", "I'm sorry for the inconvenience," "Would you like a refund or an exchange?"

Once you've got these locked in, you can handle a huge chunk of real interactions with confidence, even if your grammar isn't perfect yet.

That's the beauty of learning phrases over grammar rules when you're just starting. You skip the years-long path to fluency and go straight to what actually helps you on the job: making customers feel heard, solving their problems, and doing it in their language. It builds trust fast, and honestly, it feels pretty great to pull off, too.

Phrases for Greetings & Offering Help

Let's start by exploring a few common phrases for greetings and offering assistance that are frequently used in customer service interactions.

Click the video below to practice your listening skills (opens in a new window):



Phrases for Greetings & Offering Help in Spanish:

- Welcome, how can I help you?
- Bienvenido, ¿cómo puedo ayudarle?

- Good morning, how may I assist you today?
- Buenos días, ¿cómo puedo asistirle hoy?

- Is there anything I can help you find?
- ¿Hay algo que pueda ayudarle a encontrar?

- How can I be of service?
- ¿Cómo puedo servirle?

- Hi, my name is Robert. How may I help you?
- Hola, mi nombre es Roberto. ¿Cómo puedo ayudarle?

- Please let me know if you need anything.
- Por favor, avíseme si necesita algo.

- What can I do for you today?
- ¿Qué puedo hacer por usted hoy?

- Feel free to ask me any questions.
- Siéntase libre de hacerme cualquier pregunta.

- I'll be happy to assist you.
- Con gusto le ayudaré.

- Come in, we're here to help.
- Pase, estamos aquí para ayudar.

- Thank you for coming in today.
- Gracias por venir hoy.

YOUR NOTES:

Can't get enough?
Keep learning Customer Service Spanish over here:
SpanishForYourJob.com/premium/

Get more **in-depth learning materials** here:
SpanishForYourJob.com/Premium/

Phrases for introducing your Role and Department

Next, we'll discover welcoming and professional phrases to introduce your role or department in Spanish during customer service conversations.

Click the video below to practice your listening (opens in a new window):



Phrases for introducing your role and department in Spanish:

- Let me introduce myself
- Permítame presentarme

- Hello, my name is “Robert” and I work in customer service
- Hola, mi nombre es “Robert” y trabajo en servicio al cliente

- I am a customer service representative
- Soy representante de servicio al cliente

- I am part of the support team
- Soy parte del equipo de soporte

- I work in the returns department
- Trabajo en el departamento de devoluciones

- I am here to help you today
- Estoy aquí para ayudarle hoy

- I am part of the sales department
- Soy parte del departamento de ventas

- I am in charge of this area
- Estoy a cargo de esta área

- This is the customer service department
- Este es el departamento de servicio al cliente

- I will be assisting you today
- Yo le atenderé hoy

Phrases for Talking about Dates, Time and Schedules

In this section, we will review expressions for discussing dates, time, and schedules in Spanish during customer service exchanges.

Click the video below to practice your listening skills (opens in a new window):



Phrases for Talking about Dates, Time, and Schedules:

- We open at nine a.m.
- Abrimos a las nueve de la mañana.

- We close at eight in the evening.
- Cerramos a las ocho de la noche.

- What day would you like to schedule your appointment?
- ¿Qué día le gustaría programar su cita?

- We are open Monday through Friday.
- Estamos abiertos de lunes a viernes.

- Your order will arrive in three business days.
- Su pedido llegará en tres días hábiles.

- Could you come back tomorrow morning?
- ¿Podría regresar mañana por la mañana?

- We are closed on Sundays.
- Estamos cerrados los domingos.

- Your appointment is scheduled for next Tuesday.
- Su cita está programada para el próximo martes.

- How long will the repair take?
- ¿Cuánto tiempo tardará la reparación?

- We will call you as soon as it is ready.
- Le llamaremos tan pronto como esté listo.

YOUR NOTES:

Want more?
Continue learning Spanish here:
SpanishForYourJob.com/premium/

Phrases for Asking Clarifying Questions to Customers

In this section, we will learn Spanish phrases that can help you uncover customer needs during customer service conversations.

Click the video below to practice your listening skills (opens in a new window):



Phrases for Asking Clarifying Questions to Customers:

- What seems to be the problem?
- ¿Cuál es el problema?

- Could you repeat that, please?
- ¿Podría repetir eso, por favor?

- Could you spell your name for me?
- ¿Podría deletrear su nombre?

- Which color would you prefer?
- ¿Qué color prefiere?

- What size are you looking for?
- ¿Qué talla está buscando?

- How would you like to pay?
- ¿Cómo desea pagar?

- What is your order number?
- ¿Cuál es su número de pedido?

- Could you give me more details?
- ¿Podría darme más detalles?

- When did you purchase this item?
- ¿Cuándo compró este artículo?

- Do you have your receipt?
- ¿Tiene su recibo?

YOUR NOTES:

Want more good stuff?
Find more resources to learn Spanish here:
SpanishForYourJob.com/premium/

Phrases to Request Information during a Customer Service Call

In this section, we'll explore helpful Spanish phrases for requesting information during a customer service call.

Click the video below to practice your listening (opens in a new window):



Phrases to Request Information during a Call:

- Who am I speaking with?
- ¿Con quién hablo?

- May I have your full name, please?
- ¿Me puede dar su nombre completo, por favor?

- For security reasons, I need to confirm the information associated with your account
- Por motivos de seguridad, necesito confirmar los datos asociados con su cuenta

- Can you please provide me with your account number?
- ¿Me puede dar su número de cuenta, por favor?

- May I have the phone number associated with your account?
- ¿Puede dar el número de teléfono asociado a su cuenta?

- Can you confirm your email address, please?
- ¿Puede confirmar su correo electrónico, por favor?

- Let me verify your information in the system
- Déjeme verificar su información en el sistema

Spanish Phrases to Place a Caller on Hold During a Call

In this section, we'll explore friendly and professional Spanish phrases to use when placing a caller on hold.

Click the video below to practice your listening skills (opens in a new window):



Spanish Phrases to Place a Caller on Hold:

- Please hold
- Por favor espere en la línea

- Would you mind holding for a moment?
- ¿Le molestaría esperar un momento?

- Let me verify your information. This will take just a moment
- Permítame verificar su información. Esto tomará solo un momento

- I'm checking the system now. Please hold for a moment
- Estoy revisando el sistema. Por favor, espere un momento

- Let me place you on a brief hold while I check that information
- Permítame ponerle en espera mientras verifico esa información

- I'll be back with you shortly. Please stay on the line
- Regreso con usted en un momento. Por favor, manténgase en la línea

- I'm still with you, please hold
- Sigo con usted, por favor espere en la línea

- Thank you for your patience
- Gracias por su paciencia

Spanish Phrases to Talk about Sales at Work

Next, we will go over a few friendly, professional Spanish phrases for talking about sales in the workplace.

Click the video below to practice your listening skills (opens in a new window):



Spanish Phrases to Talk about Sales at Work:

- What specific challenges are you looking to solve?
- ¿Qué desafíos específicos busca resolver?

- Which features are most important to you?
- ¿Cuáles son las características más importantes para usted?

- Are there any specific requirements you need?
- ¿Tiene algún requerimiento específico?

- How can we help?
- ¿Cómo podemos ayudar?

- Which product are you interested in?
- ¿Qué producto le interesa?

- Would you like to know more about this product?
- ¿Desea conocer más sobre este producto?

- Do you have any questions about the features?
- ¿Tiene alguna pregunta sobre las características?

Handling Problems, Complaints & Apologies

In this section, we will go over a list of friendly and professional Spanish phrases that can be used when addressing problems, complaints, or offering apologies at work.

Click the video below to practice your listening skills (opens in a new window):



Phrases for Handling Problems, Complaints & Apologies:

- I'm sorry for the inconvenience
- Lamento las molestias

- I understand your frustration
- Entiendo su frustración

- Let me check with my manager
- Permítame consultar con mi gerente

- We can offer you a refund
- Podemos ofrecerle un reembolso

- We can offer you an exchange
- Podemos ofrecerle un cambio

- I apologize for the mistake
- Me disculpo por el error

- Could you tell me what happened?
- ¿Podría decirme qué pasó?

- We will resolve this as soon as possible
- Resolveremos esto lo antes posible

- Thank you for your patience
- Gracias por su paciencia

- Is there anything else I can do to help?
- ¿Hay algo más que pueda hacer para ayudarle?

Showing Empathy and Being Understanding with Customers

In this section, we will cover a set of phrases that can help you express empathy and understanding when talking with customers on work calls.

Click the video below to practice your listening skills (opens in a new window):



Phrases for showing empathy and being understanding with customers:

- I understand how frustrating this must be for you.
- Entiendo lo frustrante que debe ser esto para usted.

- I'm sorry for the inconvenience this has caused you.
- Lamento el inconveniente que esto le ha causado.

- I can imagine how stressful this situation is.
- Puedo imaginar lo estresante que es esta situación.

- Thank you for your patience while we resolve this.
- Gracias por su paciencia mientras resolvemos esto.

- I hear you, and I want to help you fix this.
- Le escucho, y quiero ayudarle a solucionar esto.

- That sounds really difficult, let's find a solution together.
- Eso suena realmente difícil, busquemos una solución juntos.

- I understand your concern.
- Entiendo su preocupación.

- You're right to feel upset about this.
- Tiene razón en sentirse molesto por esto.

- I appreciate you bringing this to our attention.
- Le agradezco que nos haya informado sobre esto.

- We're going to work together to make this right.
- Vamos a trabajar juntos para solucionar esto.

YOUR NOTES:

Want more good stuff?
Continue learning Spanish here:
SpanishForYourJob.com/premium/

Asking for Repetition Politely when you Can't Understand Something

In this section, we will explore a list of phrases that can help you when you can’t understand what someone said.

Click the video below to practice your listening skills (opens in a new window):



Phrases to ask for repetition politely when you can't understand what was said

- I apologize, could you speak a bit slower?
- Disculpe, ¿podría hablar un poco más despacio?

- Could you please repeat that?
- ¿Podría repetir eso, por favor?

- I'm sorry, I didn't catch that.
- Disculpe, no le escuché bien.

- Sorry, could you say that one more time?
- Perdón, ¿podría decirlo una vez más?

- Excuse me, I didn't understand.
- Disculpe, no entendí.

- Could you clarify that for me, please?
- ¿Podría aclararme eso, por favor?

- I'm having trouble hearing you, could you repeat that?
- Estoy teniendo problemas para escucharlo, ¿podría repetirlo?

- Sorry, the line isn't very clear. Could you say that again?
- Perdón, la línea no se escucha bien, ¿podría repetir eso?

- Pardon me, could you go over that once more?
- Perdón, ¿podría explicarlo una vez más?

YOUR NOTES:

Want to keep learning Spanish?

You can find more useful resources here:
SpanishForYourJob.com/premium/

Explaining Policies, Prices & Procedures

In this section, we'll explore some friendly and professional phrases to help explain policies, prices, and procedures during customer service calls at work.

Click the video below to practice your listening skills (opens in a new window):



Phrases for explaining policies, prices & procedures

- We accept cash or credit cards.
- Aceptamos efectivo o tarjetas de crédito.

- We are open until nine p.m.
- Estamos abiertos hasta las nueve de la noche.

- This item is currently on sale.
- Este artículo está en oferta actualmente.

- We offer free shipping on orders over fifty dollars.
- Ofrecemos envío gratis en pedidos de más de cincuenta dólares.

- The discount applies at checkout.
- El descuento se aplica al finalizar la compra.

- Our return policy is thirty days.
- Nuestra política de devolución es de treinta días.

- You need your receipt to make a return.
- Necesita su recibo para hacer una devolución.

- Please allow five to seven business days for delivery.
- Por favor, espere de cinco a siete días hábiles para la entrega.

- We do not offer refunds on final sale items.
- No ofrecemos reembolsos en artículos de venta final.

- We are unable to give you a refund. I'm sorry.
- No podemos darle un reembolso. Lo siento.

Phrases to talk about Promotions and Special Offers

In this section, we will review a set of phrases to talk about promotions and special offers in Spanish during customer service calls.

Click the video below to practice your listening skills (opens in a new window):



Phrases to talk about Promotions and Special Offers:

- What special offers are available?
- ¿Qué promociones actuales están disponibles?

- We are offering a summer sale with discounts on select items. For more details, please visit our website
- Estamos ofreciendo una venta de verano con descuentos en artículos seleccionados. Para más detalles, visite nuestro sitio web

- How do I redeem a promotion code?
- ¿Cómo puedo canjear un código de promoción?

- When does the promotion end?
- ¿Cuándo termina la promoción?

- The current promotion is valid until the end of the month. Please check our website for the exact end date
- La promoción actual es válida hasta fin de mes. Por favor, consulte nuestro sitio web para conocer la fecha exacta de finalización

- You can enter your promo code in the designated field during checkout
- Puede ingresar su código de promoción en el campo designado durante el proceso de pago

- You can apply your promo code during the checkout process
- Puede aplicar su código de promoción durante el proceso de pago

Phrases for Transferring Calls

In this section, we will review a group of friendly and professional phrases to use when transferring calls at work.

Click the video below to practice your listening skills (opens in a new window):



Phrases to Transfer Calls in Spanish:

- Hi, who do you want to talk to?
- Hola, ¿con quién quiere hablar?

- Good morning. With whom would you like to speak?
- Buenos días. ¿Con quién le gustaría hablar?

- Welcome, to whom should I direct your call?
- Bienvenido, ¿a quién debo dirigir su llamada?

- Please hold, I will transfer you
- Por favor espere, voy a transferirlo

- Please hold, I will transfer your call
- Por favor espere en la línea, voy a transferir su llamada

- I will transfer you to the appropriate department
- Voy a transferirle al departamento correspondiente

- Let me connect you with the person who can best assist you
- Permítame comunicarle con la persona que mejor puede ayudarle

- I'm sorry, but I need to transfer your call to another representative
- Lo siento, pero necesito transferir su llamada a otro representante

- Let me see if Lucía is available to take your call
- Déjeme ver si Lucía está disponible para tomar su llamada

- The person in charge is currently unavailable. Would you like to leave a message?
- La persona encargada no está disponible en este momento. ¿Le gustaría dejar un mensaje?

YOUR NOTES:

Want more good stuff?
Continue learning Spanish here:
SpanishForYourJob.com/premium/

Closing the Interaction & Thanking the Customer

In this section, we will go over a few phrases to conclude a customer service call and thank the customer.

Click the video below to practice your listening skills (opens in a new window):



Phrases to Close the Interaction and Thank the Customer:

- Thank you for your visit
- Gracias por su visita

- Have a great day
- Que tenga un buen día

- Is there anything else I can help you with?
- ¿Hay algo más en lo que pueda ayudarle?

- We hope to see you again soon
- Esperamos verlo pronto de nuevo

- Thank you for your patience
- Gracias por su paciencia

- It was a pleasure helping you
- Fue un placer ayudarle

- Please don't hesitate to contact us
- Por favor no dude en contactarnos

- Thank you for choosing us
- Gracias por elegirnos

- We appreciate your business
- Apreciamos su preferencia

- Take care and see you soon
- Cuídese y hasta pronto

Additional Customer Service Phrases:

In this section, we will go over a list of additional phrases that follow the sequence of a typical customer service call.

Click the video below to practice your listening skills (opens in a new window):



Additional Customer Service Phrases:

Phrase 1:

- Hi, my name is Alberto García; thank you for calling Banco del Norte. May I know your name, please?
- Hola, mi nombre es Alberto García; gracias por llamar a Banco del Norte. ¿Me puede decir su nombre?

In this example, depending on the time of the day, you could replace the word “hola” for one of these words:

- Buenos días - Good Morning
- Buenas tardes - Good afternoon
- Buenas noches - Good evening

Phrase 2:

- Nice to meet you. How may I help you today?
- Mucho gusto. ¿Cómo puedo ayudarle hoy?

The next phrase is another alternative you could use to start this kind of conversation.

Phrase 3:

- How may I help you?
- ¿Cómo puedo ayudarle?

You could also say:

- How may I help you today?
- ¿Cómo puedo ayudarle hoy?

Now, let's go over a few phrases that can be used to help customers feel heard and understood.

Phrase 4:

- I understand how you feel.
- Entiendo cómo se siente.

You could also say:

- I understand that you feel that way
- Entiendo que se sienta así

Phrase 5:

- I understand your point of view. We will work together to find a solution.
- Entiendo su punto de vista. Vamos a trabajar juntos para encontrar una solución.

Phrase 6:

- I understand that you are upset
- Entiendo que esté molesto

As a note, the word “molesto” is a masculine noun. If you are talking with woman, you would have to change it to “molesta” and the phrase would sound like this: Entiendo que esté molesta

Phrase 7:

- I apologize on behalf of the company.
- Le ofrezco una disculpa a nombre de la empresa.

You could also say:

- I apologize sincerely.
- Le ofrezco una sincera disculpa.

Phrase 8:

- I understand, I would feel frustrated too.
- Lo entiendo, yo también me sentiría frustrado.

Phrase 9:

- I understand how difficult this situation must be for you.
- Entiendo lo difícil que debe ser esta situación para usted.

Now, let's go over a few phrases that can be used to let customers know things are under control.

Phrase 10:

- I assure you we will do our best to find a solution.
- Le aseguro que haremos todo lo posible por encontrar una solución.

You could also say:

- We will do our best effort to find a solution.
- Vamos a hacer nuestro mejor esfuerzo por encontrar una solución.

Phrase 11:

- I assure you everything is under control.
- Le aseguro que todo está bajo control.

Phrase 12:

- Rest assured that we will find a solution.
- Tenga la seguridad de que vamos a encontrar una solución.

Phrase 13:

- On behalf of the company, I thank you for your patience
- A nombre de la empresa, agradezco su paciencia.

Phrase 14:

- I don't know the answer, but I will find out in order to find a solution.
- No sé la respuesta, pero voy a investigar y encontrar una solución.

Phrase 15:

- I will get in touch with you by Thursday at 5 pm.
- Yo voy a comunicarme con usted el jueves a las 5 de la tarde.

Phrase 16:

- Thank you for letting us know about this situation.
- Gracias por avisarnos sobre esta situación.

Now, let's go over a few phrases that can be used to end a call.

Phrase 17:

- I appreciate your patience. I have recorded the details of your case and we will get in touch with you in less than 48 hours.
- Agradezco su paciencia. He registrado los detalles de su caso y nos pondremos en contacto en menos de 48 horas.

Phrase 18:

- Do you need help with anything else?
- ¿Necesita ayuda con algo más?

Phrase 19:

- Is there anything else I can help you with today?
- ¿Hay algo más en lo que pueda ayudarle hoy?

Phrase 20:

- Thank you for calling Banco del Norte. Have a great day.
- Muchas gracias por llamar a Banco del Norte. Que tenga un buen día.

YOUR NOTES:

Want to learn more Customer Service Spanish?

Get more learning resources here:

SpanishForYourJob.com/premium/

4- Learn Customer Service Words and Phrases for your Industry

Not every customer service job looks the same, and neither should your Spanish vocabulary.

A hotel front desk agent needs different phrases than a retail cashier or a customer service representative. That's why generic "customer service Spanish" only gets you so far; a lot of value comes from learning the words and phrases specific to your industry.

Below, you'll find vocabulary broken down by field, covering common situations you're likely to encounter on the job. These industry-specific terms will help you sound more natural, confident, and prepared.

Customer Service Spanish Words and Phrases for Retail

Let's start by reviewing a list of retail terms and phrases that are often encountered in customer service interactions.

Customer Service Spanish Vocabulary for Retail:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Vocabulary for Retail:

- Customer - Cliente
- Receipt - Recibo
- Discount - Descuento
- Refund - Reembolso
- Exchange - Cambio
- Cashier - Cajero
- Fitting room - Probador
- Sale - Rebaja
- Inventory - Inventario
- Warranty - Garantía

Now, Let's review a list of examples that include these vocabulary words:

- The **customer** asked if this product comes with a warranty.
- El **cliente** preguntó si este producto viene con garantía.

- Could you please show me your **receipt** for the purchase?
- ¿Podría mostrarme su **recibo** de compra?

- We are offering a 20% **discount** on all electronics today.
- Estamos ofreciendo un 20% de **descuento** en todos los electrónicos hoy.

- If you are not satisfied, we can issue a full **refund**.
- Si no está satisfecho, podemos emitir un **reembolso** completo.

- Would you like to make an **exchange** for a different size?
- ¿Le gustaría hacer un **cambio** por una talla diferente?

- Please take your items to the **cashier** to complete the purchase.
- Por favor, lleve sus artículos al **cajero** para completar la compra.

- The **fitting room** is available if you want to try these clothes on.
- El **probador** está disponible si desea probarse esta ropa.

- This jacket is part of our winter **sale** promotion.
- Esta chaqueta es parte de nuestra promoción de **rebaja** de invierno.

- I will check our **inventory** to see if that item is in stock.
- Voy a revisar nuestro **inventario** para ver si ese artículo está disponible.

- This product includes a one-year **warranty** for manufacturing defects.
- Este producto incluye una **garantía** de un año por defectos de fabricación.

YOUR NOTES:

Want more good stuff?
Continue learning Spanish here:
SpanishForYourJob.com/premium/

Customer Service Spanish Phrases for Retail:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Phrases for Retail:

- Welcome, how can I help you today?
- Bienvenido, ¿cómo puedo ayudarle hoy?

- We currently have a discount on this item.
- Actualmente tenemos un descuento en este artículo.

- Would you like to try this on?
- ¿Le gustaría probárselo?

- Do you have a rewards card with us?
- ¿Tiene una tarjeta de puntos con nosotros?

- I'm sorry, that item is out of stock.
- Lo siento, ese artículo está agotado.

- We can order it for you and have it shipped to your home.
- Podemos pedirlo para usted y enviarlo a su casa.

- Please let me know if you need anything else.
- Por favor avíseme si necesita algo más.

- How would you like to pay, cash or card?
- ¿Cómo desea pagar, en efectivo o con tarjeta?

- Would you like a bag for your items?
- ¿Desea una bolsa para sus artículos?

- Here is your receipt. Thank you for shopping with us.
- Aquí tiene su recibo. Gracias por comprar con nosotros.

Customer Service Spanish Vocabulary and Phrases for E-commerce

In this section, we'll explore a list of common words and phrases associated with E-commerce that frequently come up in customer service conversations.

Customer Service Spanish Vocabulary for E-commerce:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Vocabulary for E-commerce:

- Order - Pedido
- Refund - Reembolso
- Shipping - Envío
- Tracking number - Número de seguimiento
- Checkout - Pago
- Cart - Carrito
- Return - Devolución
- Delivery - Entrega
- Customer support - Atención al cliente
- Discount code - Código de descuento

Now, let's go over a few examples with these vocabulary words:

- I received your **order** yesterday, and it is already being processed.
- Recibí su **pedido** ayer y ya está siendo procesado.

- We can issue a **refund** if the product is defective.
- Podemos emitir un **reembolso** si el producto está defectuoso.

- Your **shipping** will take three to five business days.
- Su **envío** tardará de tres a cinco días hábiles.

- Could you please provide your **tracking number** to locate the package?
- ¿Podría proporcionarme su **número de seguimiento** para localizar el paquete?

- The **checkout** process is simple and secure on our website.
- El **proceso de pago** es sencillo y seguro en nuestro sitio web.

- You still have two items left in your **cart**.
- Aún tiene dos artículos en su **carrito**.

- The **return** will be accepted within thirty days of your purchase.
- La **devolución** será aceptada dentro de los treinta días posteriores a la compra.

- Your **delivery** is scheduled for tomorrow before 5 PM.
- Su **entrega** está programada para mañana antes de las 5 PM.

- Please contact **customer support** if you have any further questions.
- Por favor, contacte a **atención al cliente** si tiene más preguntas.

- Apply the **discount code** at checkout to save 15%.
- Aplique el **código de descuento** al momento del pago para ahorrar un 15%.

YOUR NOTES:

Want to learn more?

Find resources to learn faster over here:
SpanishForYourJob.com/premium/

Customer Service Spanish Phrases for E-Commerce:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Phrases for E-commerce:

- Thank you for contacting us, how can I help you today
- Gracias por contactarnos, ¿cómo puedo ayudarle hoy?

- I understand your concern, let me look into that
- Entiendo su inquietud, permítame revisar eso

- Your order has been shipped and is on its way
- Su pedido ha sido enviado y está en camino

- Could you please provide your order number?
- ¿Podría proporcionarme su número de pedido, por favor?

- We apologize for the inconvenience this may have caused
- Lamentamos los inconvenientes que esto le haya podido causar

- Your refund will be processed within five business days
- Su reembolso se procesará dentro de cinco días hábiles

- We will notify you as soon as your item is back in stock
- Le notificaremos tan pronto como su artículo esté disponible nuevamente

- Please allow twenty four to forty eight hours for a response
- Por favor, permita de veinticuatro a cuarenta y ocho horas para recibir una respuesta

- Please allow three to five business days for your reimbursement
- Por favor, permita de de tres a cinco días hábiles para recibir su reembolso.

- Thank you for your patience while we resolve this issue
- Gracias por su paciencia mientras resolvemos este problema

YOUR NOTES:

Want more good stuff?
Find more Spanish resources over here:
SpanishForYourJob.com/premium/

Customer Service Spanish Vocabulary and Phrases for IT

In this section, we will review a group of common IT terms and phrases that often come up in customer service exchanges.

Customer Service Spanish Vocabulary for IT:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Vocabulary for IT:

- Password - La contraseña
- Account - La cuenta
- Username - El nombre de usuario
- Update - La actualización
- Device - El dispositivo
- Connection - La conexión
- Error - El error
- Support - El soporte
- Software - El software
- Troubleshooting - La solución de problemas

Next, we have a few examples with these vocabulary words:

- Please enter your **password** to proceed with the verification.
- Por favor, ingrese su **contraseña** para continuar con la verificación.

- I need to check the status of your **account** before we continue.
- Necesito revisar el estado de su **cuenta** antes de continuar.

- Could you please confirm your **username** for security purposes?
- ¿Podría confirmar su **nombre de usuario** por motivos de seguridad?

- The system requires an **update** to fix the issue.
- El sistema necesita una **actualización** para solucionar el problema.

- Please restart your **device** to complete the setup process.
- Por favor, reinicie su **dispositivo** para completar el proceso de configuración.

- There seems to be a problem with the **connection**; let me check it.
- Parece que hay un problema con la **conexión**, déjeme revisarlo.

- The **error** message indicates that the software was not installed correctly.
- El mensaje de **error** indica que el software no se instaló correctamente.

- Our **support** team is available 24/7 to assist you with any questions.
- Nuestro equipo de **soporte** está disponible 24/7 para ayudarle con cualquier pregunta.

- You will need to update the **software** to access all the new features.
- Necesitará actualizar el **software** para acceder a todas las funciones nuevas.

- We will start the **troubleshooting** process to identify the root cause of the problem.
- Comenzaremos el proceso de **solución de problemas** para identificar la causa principal del problema.

YOUR NOTES:

Want more good stuff?
Continue learning Spanish here:
SpanishForYourJob.com/premium/

Customer Service Spanish Phrases for IT:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Phrases for IT:

- How can I help you today?
- ¿Cómo puedo ayudarle hoy?

- Could you please describe the problem you're experiencing?
- ¿Podría describir el problema que está experimentando?

- I understand how frustrating that must be.
- Entiendo lo frustrante que debe ser eso.

- Let me check that for you right away.
- Permítame revisar eso de inmediato.

- Have you tried restarting your device?
- ¿Ha intentado reiniciar su dispositivo?

- Could you provide me with your account or ticket number?
- ¿Podría proporcionarme su número de cuenta o de ticket?

- I'm going to transfer you to a specialist who can assist you further.
- Voy a transferirle con un especialista que puede ayudarle más a fondo.

- Thank you for your patience while we resolve this.
- Gracias por su paciencia mientras resolvemos esto.

- Is there anything else I can help you with?
- ¿Hay algo más en lo que pueda ayudarle?

- We appreciate your business and hope to serve you again soon.
- Apreciamos su preferencia y esperamos poder atenderle nuevamente pronto.

YOUR NOTES:

Get more good stuff here:
SpanishForYourJob.com/premium/

Customer Service Spanish Vocabulary and Phrases for Telecommunications

Next, we will go over common telecommunication words and phrases that are frequently used in customer service conversations.

Customer Service Spanish Vocabulary for Telecommunications:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Vocabulary for Telecommunications:

- Account - Cuenta
- Bill - Factura
- Signal - Señal
- Network - Red
- Contract - Contrato
- Data plan - Plan de datos
- Router - Enrutador
- Password - Contraseña
- Technical support - Soporte técnico
- Outage - Corte del servicio

Next, we have a few examples that include these vocabulary words:

- Could you please confirm the details of your **account** before we proceed?
- ¿Podría confirmar los detalles de su **cuenta** antes de continuar?

- I see that your **bill** for this month hasn't been paid.
- Veo que su **factura** de este mes no ha sido pagada.

- We are currently not receiving a strong **signal** from your modem.
- Actualmente no estamos recibiendo una **señal** fuerte de su módem.

- Our **network** is undergoing maintenance in your area.
- Nuestra **red** está en mantenimiento en su área.

- Your current **contract** will expire in December.
- Su **contrato** actual vencerá en diciembre.

- Would you like to upgrade your **data plan** to include more streaming?
- ¿Desea mejorar su **plan de datos** para incluir más transmisión de video?

- Please restart your **router** to refresh the connection.
- Por favor, reinicie su **enrutador** para actualizar la conexión.

- Make sure you update your **password** for security reasons.
- Asegúrese de actualizar su **contraseña** por motivos de seguridad.

- I'm going to transfer your call to **technical support**.
- Voy a transferir su llamada a **soporte técnico**.

- We apologize for the **outage** affecting your neighborhood.
- Nos disculpamos por el **corte del servicio** que afecta a su vecindario.

YOUR NOTES:

Want to continue learning?
Get resources to learn faster over here:
SpanishForYourJob.com/premium/

Customer Service Spanish Phrases for Telecommunications:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Phrases for Telecommunications:

- Good morning, thank you for calling. How can I help you today?
- Buenos días, gracias por llamar. ¿En qué puedo ayudarle hoy?

- Could you please provide me with your account number?
- ¿Podría darme su número de cuenta, por favor?

- I understand your frustration; let me look into that for you.
- Entiendo su frustración, permítame revisar eso por usted.

- I'm going to check your internet connection now.
- Voy a revisar su conexión a internet en este momento.

- Please give me a moment while I access your account.
- Permítame un momento mientras accedo a su cuenta.

- Your service plan includes unlimited data and calls.
- Su plan de servicio incluye datos y llamadas ilimitadas.

- I apologize for the inconvenience this has caused you.
- Le pido disculpas por el inconveniente que esto le ha causado.

- We will send a technician to your home this week.
- Enviaremos un técnico a su domicilio esta semana.

- Is there anything else I can help you with today?
- ¿Hay algo más en lo que pueda ayudarle hoy?

- Thank you for your patience, have a wonderful day.
- Gracias por su paciencia, que tenga un excelente día.

YOUR NOTES:

Want more good stuff?
Continue learning Spanish here:
SpanishForYourJob.com/premium/

Customer Service Spanish Vocabulary and Phrases for Hospitality & Travel

Next, we'll take a closer look at some frequently used words and phrases in the Hospitality & Travel industry, particularly those that arise in customer service conversations.

Customer Service Spanish Vocabulary for the Hospitality & Travel industry:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Vocabulary for the Hospitality & Travel industry:

- Reservation - Reservación
- Check-in - Registro de entrada
- Check-out - Registro de salida
- Front desk - Recepción
- Luggage - Equipaje
- Available room - Habitación disponible
- Guest - Huésped
- Complaint - Queja
- Refund - Reembolso
- Amenities - Servicios

Next, we have a few examples with these vocabulary words:

- I can confirm your **reservation** for tonight.
- Puedo confirmar su **reservación** para esta noche.

- Please proceed to the **check-in** desk to receive your room keys.
- Por favor diríjase al mostrador de **registro de entrada** para recibir las llaves de su habitación.

- What time would you like to do your **check-out** tomorrow?
- ¿A qué hora le gustaría realizar su **registro de salida** mañana?

- You can ask for extra towels at the **front desk**.
- Puede pedir toallas adicionales en la **recepción**.

- We will store your **luggage** safely until your room is ready.
- Guardaremos su **equipaje** de forma segura hasta que su habitación esté lista.

- There is only one **available room** for tonight.
- Solo hay una habitación disponible para esta noche.

- Every **guest** receives a complimentary breakfast.
- Cada **huésped** recibe un desayuno de cortesía.

- The manager will handle your **complaint** immediately.
- El gerente atenderá su **queja** de inmediato.

- You will receive your **refund** within five business days.
- Recibirá su **reembolso** en un plazo de cinco días hábiles.

- Our hotel offers many **amenities,** including a gym and a pool.
- Nuestro hotel ofrece muchos **servicios**, incluyendo un gimnasio y una piscina.

YOUR NOTES:

Want to learn more?

Find more useful Spanish resources here:
SpanishForYourJob.com/premium/

Customer Service Spanish Phrases for the Hospitality & Travel industry:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Phrases for the Hospitality & Travel industry:

- Welcome to our hotel, how can I help you today?
- Bienvenido a nuestro hotel, ¿en qué puedo ayudarle hoy?

- Do you have a reservation under your name?
- ¿Tiene una reservación a su nombre?

- Your room will be ready in a few minutes.
- Su habitación estará lista en unos minutos.

- Would you like a wake-up call tomorrow morning
- ¿Desea que le llamemos para despertarlo mañana por la mañana?

- Breakfast is served from seven to ten in the morning.
- El desayuno se sirve de siete a diez de la mañana.

- I'm sorry for the inconvenience; we'll fix it right away.
- Lamento las molestias, lo solucionaremos de inmediato.

- Enjoy your stay with us.
- Disfrute su estancia con nosotros.

- Please let us know if you need anything during your trip.
- Por favor, avísenos si necesita algo durante su viaje.

- Is there anything else I can do for you?
- ¿Hay algo más en lo que pueda ayudarle?

- Thank you for choosing our services, safe travels!
- Gracias por elegir nuestros servicios, ¡buen viaje!

YOUR NOTES:

Want more good stuff?
Continue learning Spanish here:
SpanishForYourJob.com/premium/

Get more **in-depth learning materials** here:
SpanishForYourJob.com/Premium/

Customer Service Spanish Vocabulary and Phrases for Banking & Finance

In this section, we will explore a list of commonly used words and phrases in Banking & Finance that often come up during customer service interactions.

Customer Service Spanish Vocabulary for Banking & Finance:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Vocabulary for Banking & Finance:

- Account - La cuenta
- Balance - El saldo
- Deposit - El depósito
- Withdrawal - El retiro
- Transfer - La transferencia
- Loan - El préstamo
- Interest rate - La tasa de interés
- Credit card - La tarjeta de crédito
- Statement - El estado de cuenta
- Overdraft - El sobregiro

Let's go over a few examples with these vocabulary words:

- I need to verify your **account** information before proceeding.
- Necesito verificar la información de su **cuenta** antes de continuar.

- Your current **balance** is available on the mobile app.
- Su **saldo** actual está disponible en la aplicación móvil.

- Would you like to make a **deposit** into your savings account today?
- ¿Desea hacer un **depósito** en su cuenta de ahorros hoy?

- Please sign here to confirm your **withdrawal**.
- Por favor, firme aquí para confirmar su **retiro**.

- We can help you complete a **transfer** to another bank.
- Podemos ayudarle a completar una **transferencia** a otro banco.

- Your **loan** application has been approved.
- Su solicitud de **préstamo** ha sido aprobada.

- The **interest rate** for this account is very competitive.
- La **tasa de interés** para esta cuenta es muy competitiva.

- Could you please provide the last four digits of your **credit card**?
- ¿Podría proporcionar los últimos cuatro dígitos de su **tarjeta de crédito**?

- Your monthly **statement** is available online.
- Su **estado de cuenta** mensual está disponible en línea.

- We need to discuss the **overdraft** on your checking account.
- Necesitamos hablar sobre el **sobregiro** en su cuenta de cheques.

YOUR NOTES:

Want more good stuff?
Continue learning Spanish here:
SpanishForYourJob.com/premium/

Customer Service Spanish Phrases for Banking & Finance:

Click the video below to practice your listening skills (opens in a new window):



Customer Service Spanish Phrases for Banking & Finance:

- Good morning, welcome to the bank. How can I help you today?
- Buenos días, bienvenido al banco. ¿En qué puedo ayudarle hoy?

- Could you please provide your account number?
- ¿Podría darme su número de cuenta, por favor?

- I need to verify your identity before proceeding.
- Necesito verificar su identidad antes de continuar.

- Your current balance is displayed on the screen.
- Su saldo actual aparece en la pantalla.

- Would you like to make a deposit or a withdrawal?
- ¿Desea hacer un depósito o un retiro?

- I'm sorry, but that transaction cannot be processed right now.
- Lo siento, pero esa transacción no se puede procesar en este momento.

- Please sign here to confirm the transaction.
- Por favor, firme aquí para confirmar la transacción.

- Your new debit card will arrive within five business days.
- Su nueva tarjeta de débito llegará en cinco días hábiles.

- Is there anything else I can help you with?
- ¿Hay algo más en lo que pueda ayudarle?

- Thank you for choosing our bank, have a great day.
- Gracias por elegir nuestro banco, que tenga un buen día.

YOUR NOTES:

Want to learn more Spanish?
Get more learning resources over here:
SpanishForYourJob.com/premium/

5- Improve your Spanish Listening Skills

Knowing the right phrases is only half the battle; the biggest challenge is understanding what customers say back to you.

Spanish spoken in real life doesn't sound like a textbook. It's faster, it blends words together, and every customer has their own pace and rhythm. That's why listening practice matters just as much as vocabulary.

In this section, we will cover practical ways to sharpen your listening skills specifically for customer service situations.

Conversation during a Customer Service Phone Call about Fixing a Printer:

Here's a video of a customer service call with English and Spanish dialogue, so you can practice listening skills.

Click the video below to start listening:



Here's a transcript of the conversation so you can read along while you listen:

Conversación entre un Representante de Atención a Clientes y el Comprador de una Impresora

Conversation between a Customer Service Representative and the Buyer of a Printer

Section 1:

Representante de Atención a Clientes:

Hola, buenos días. Mi nombre es Raúl Robles. Gracias por llamar a la línea de atención a clientes de Fresco-Tec. ¿Con quién hablo?

Cliente:

Hola, me llamo Alberto López y tengo un problema con mi impresora nueva. ¿Usted me puede ayudar?

Sentence 1 in Spanish

Representante de Atención a Clientes:

Hola, buenos días. Mi nombre es Raúl Robles. Gracias por llamar a la línea de atención a clientes de Fresco-Tec. ¿Con quién hablo?

Sentence 1 in English

Customer Service Representative:

Hello, good morning. My name is Raul Robles. Thank you for calling Fresco-Tec's customer service line. Who am I speaking with?

Sentence 2 in Spanish

Cliente:

Hola, me llamo Alberto López y tengo un problema con mi impresora nueva. ¿Usted me puede ayudar?

Sentence 2 in English

Customer:

Hi, my name is Alberto Lopez and I have a problem with my new printer. Can you help me?

Section 2:

Representante de Atención a Clientes:

Sí señor López, yo le puedo ayudar. ¿Cuál es el problema con su impresora?

Cliente:

Lo que pasa es que hoy compré una impresora modelo F-341 pero no puedo imprimir desde mi computadora.

He estado tratando por dos horas y nada funciona.

Ya no sé qué hacer, estoy muy molesto.

Esto debería funcionar sin problemas. ¡No sé por qué lo hacen tan complicado!

Representante de Atención a Clientes:

Entiendo, señor López. Comprendo que esté usted molesto. Voy a hacer lo que esté a mi alcance para ayudarlo a encontrar una solución.

Cliente:

Sí, gracias. Yo entiendo que esto no es su culpa y agradezco su ayuda. Quiero imprimir la tarea de mi hija y ayudarla con su proyecto. ¿Cuál es el primer paso?

Sentence 1 in Spanish

Representante de Atención a Clientes:

Sí señor López, yo le puedo ayudar. ¿Cuál es el problema con su impresora?

Sentence 1 in English

Customer Service Representative:

Yes Mr. Lopez, I can help you. What's the problem with your printer?

Sentence 2 in Spanish

Cliente:

Lo que pasa es que hoy compré una impresora modelo F-341 pero no puedo imprimir desde mi computadora.

He estado tratando por dos horas y nada funciona.

Ya no sé qué hacer, estoy muy molesto.

Esto debería funcionar sin problemas. ¡No sé por qué lo hacen tan complicado!

Sentence 2 in English

Customer:

What's happening is that today I bought an F-341 printer but I can't print from my computer.

I've been trying for 2 hours and nothing works.

I don't know what else to do, I'm very upset.

This should work without problems. I don't know why you guys make it so complicated!

Sentence 3 in Spanish

Representante de Atención a Clientes:

Entiendo, señor López. Comprendo que esté usted molesto. Voy a hacer lo que esté a mi alcance para ayudarlo a encontrar una solución.

Sentence 3 in English

Customer Service Representative:

I understand Mr. Lopez. I understand that you are upset. I will do what I can to help you find a solution.

Sentence 4 in Spanish

Cliente:

Sí, gracias. Yo entiendo que esto no es su culpa y agradezco su ayuda. Quiero imprimir la tarea de mi hija y ayudarla con su proyecto. ¿Cuál es el primer paso?

Sentence 4 in English

Customer:

Yes, thank you. I understand that this is not your fault and I appreciate your help. I want to print my daughter's homework and help her with her project. What's the first step?

Section 3:

Representante de Atención a Clientes: Estoy accediendo a la documentación para ese modelo de impresora. Por favor, espere en la línea.

Cliente: Sí no hay problema, lo espero.

Representante de Atención a Clientes: A continuación voy a hacerle algunas preguntas relacionadas a su impresora y voy a pedirle que siga mis instrucciones. ¿Listo para iniciar?

Cliente: Sí, estoy listo. Adelante.

Representante de Atención a Clientes: Por favor, desconecte la impresora de la computadora y conecte el cable de alimentación a la red de suministro eléctrica.

Cliente: ¿El cable de alimentación es el que va a la pared?

Representante de Atención a Clientes: Sí, es el cable que usualmente se conecta a la pared.

Cliente: Un momento… Listo, ya desconecté la impresora de la computadora y la conecté al enchufe eléctrico de la pared.

Sentence 1 in Spanish

Representante de Atención a Clientes:

Estoy accediendo a la documentación para ese modelo de impresora. Por favor espere en la línea.

Sentence 1 in English

Customer Service Representative:

I'm accessing the documentation for that printer model. Please hold.

Sentence 2 in Spanish

Cliente:

Sí no hay problema, lo espero.

Sentence 2 in English

Customer:
Yes no problem, I'll wait for you.

Sentence 3 in Spanish

Representante de Atención a Clientes:

A continuación voy a hacerle algunas preguntas relacionadas a su impresora y voy a pedirle que siga mis instrucciones. ¿Listo para iniciar?

Sentence 3 in English

Customer Service Representative:

Next, I will ask you a few questions related to your printer and I will ask you to follow my instructions. Ready to get started?

Sentence 4 in Spanish

Cliente:

Sí, estoy listo. Adelante.

Sentence 4 in English

Customer:
Yes, I'm ready. Go ahead.

Sentence 5 in Spanish

Representante de Atención a Clientes:

Por favor, desconecte la impresora de la computadora y conecte el cable de alimentación a la red de suministro eléctrica.

Sentence 5 in English

Customer Service Representative:

Please, disconnect the printer from the computer and plug the power cord to the electricity supply.

Sentence 6 in Spanish

Cliente:

¿El cable de alimentación es el que va a la pared?

Sentence 6 in English

Customer:

Is the power cord the one that plugs into a wall socket?

Sentence 7 in Spanish

Representante de Atención a Clientes:

Sí, es el cable que usualmente se conecta a la pared.

Sentence 7 in English

Customer Service Representative:

Yes, it is the cable that usually plugs into the wall socket.

Sentence 8 in Spanish

Cliente:

Un momento… Listo, ya desconecté la impresora de la computadora y la conecté al enchufe eléctrico de la pared.

Sentence 8 in English

Customer:
One moment… Ready, I've disconnected the printer from the computer and I plugged it into the wall socket.

Section 4:

Representante de Atención a Clientes: Excelente. Ahora presione el botón de encendido por tres segundos y dígame cuántas veces se enciende y se apaga la luz azul que está al lado derecho del botón.

Cliente: Un momento por favor…La luz se encendió y apagó cuatro veces.

Representante de Atención a Clientes: Entiendo, gracias. Eso significa que es probable que el cartucho de tinta está mal instalado.

Cliente: ¿Ah sí? ¿Cómo puedo arreglarlo?

Representante de Atención a Clientes: Primero, desconecte la impresora de la red eléctrica. Después, presione el botón gris que está al lado derecho de la impresora y levante la tapa de color negro.

Cliente: Un momento… Ya presioné el botón gris y ahora voy a levantar la tapa… Listo.

Sentence 1 in Spanish

Representante de Atención a Clientes: Excelente. Ahora presione el botón de encendido por tres segundos y dígame cuántas veces se enciende y se apaga la luz azul que está al lado derecho del botón.

Sentence 1 in English

Customer Service Representative: Excellent. Now press the power button for 3 seconds and tell me how many times the blue light that's on the right side of the button turns on and off.

Sentence 2 in Spanish

Cliente: Un momento por favor…La luz se encendió y apagó cuatro veces.

Sentence 2 in English

Customer: One moment please…The light turned on and off 4 times.

Sentence 3 in Spanish

Representante de Atención a Clientes:

Entiendo, gracias. Eso significa que es probable que el cartucho de tinta está mal instalado.

Sentence 3 in English

Customer Service Representative:

I understand, thank you. That means that probably the ink cartridge is installed incorrectly.

Sentence 4 in Spanish

Cliente:

¿Ah sí? ¿Cómo puedo arreglarlo?

Sentence 4 in English

Customer:

Oh yeah? How can I fix it?

Sentence 5 in Spanish

Representante de Atención a Clientes:

Primero, desconecte la impresora de la red eléctrica. Después, presione el botón gris que está al lado derecho de la impresora y levante la tapa de color negro.

Sentence 5 in English

Customer Service Representative:

First, unplug the printer from the electric supply. After that, push the gray button that is located on the right side of the printer and lift the black cover.

Sentence 6 in Spanish

Cliente:

Un momento… Ya presioné el botón gris, y ahora voy a levantar la tapa… Listo.

Sentence 6 in English

Customer:

One moment… I've pushed the gray button, and I'm going to lift the cover… Ready.

Section 5:

Representante de Atención a Clientes: Muy bien. Ahora saque el cartucho de tinta tomándolo de la sección azul del cartucho. Levántelo con cuidado, no es necesario aplicar mucha fuerza para sacarlo.

Cliente: Un momento… Listo, ya saqué el cartucho.

Representante de Atención a Clientes: Excelente. Ahora, inserte el cartucho de nuevo y asegúrese que la etiqueta blanca esté orientada hacia el frente de la impresora. Después de insertar el cartucho, presiónelo hacia abajo con firmeza.

Cliente: Entiendo, un momento. La etiqueta blanca hacia afuera... y ahora presionar con firmeza. Ya instalé el cartucho.

Representante de Atención a Clientes: Muy bien. Ahora cierre la tapa de la impresora.

Cliente: Listo, ya está cerrada. ¿Cuál es el siguiente paso?

Sentence 1 in Spanish

Representante de Atención a Clientes:

Muy bien. Ahora saque el cartucho de tinta tomándolo de la sección azul del cartucho. Levántelo con cuidado, no es necesario aplicar mucha fuerza para sacarlo.

Sentence 1 in English (simplified translation)

Customer Service Representative:

Very good. Now, take out the ink cartridge by holding it from the blue section. Pick it up carefully, there's no need to apply much strength to pull it out.

Sentence 2 in Spanish

Cliente:

Un momento… Listo, ya saqué el cartucho.

Sentence 2 in English

Customer:

One moment… Ready, I've already take the cartridge out.

Sentence 3 in Spanish

Representante de Atención a Clientes:

Excelente. Ahora, inserte el cartucho de nuevo y asegúrese que la etiqueta blanca esté orientada hacia el frente de la impresora. Después de insertar el cartucho, presiónelo hacia abajo con firmeza.

Sentence 3 in English

Customer Service Representative:

Excellent. Now, insert the cartridge again and make sure the white label is oriented towards the front of the printer. After inserting the cartridge, press it down firmly.

Sentence 4 in Spanish

Cliente:

Entiendo, un momento. La etiqueta blanca hacia afuera... y ahora presionar con firmeza. Ya instalé el cartucho.

Sentence 4 in English (simplified translation)

Customer:

I understand, one moment. The white label facing out… and now press firmly. I've installed the cartridge.

Sentence 5 in Spanish

Representante de Atención a Clientes:

Muy bien. Ahora cierre la tapa de la impresora.

Sentence 5 in English

Customer Service Representative:

Very good. Now, close the printer's lid.

Sentence 6 in Spanish

Cliente:

Listo, ya está cerrada. ¿Cuál es el siguiente paso?

Sentence 6 in English

Customer:

Ready, it's closed. What's the next step?

Section 6:

Representante de Atención a Clientes: El siguiente paso es conectar la impresora a la red eléctrica y a la computadora.

Cliente: Entiendo. Voy a conectarla, regreso en un momento… Listo, ya la conecté a la computadora y al enchufe de la pared.

Representante de Atención a Clientes: Excelente, ahora encienda la impresora e intente imprimir un documento desde su computadora.

Cliente: Sí, un momento… ¿Puede ser un documento con una sola palabra o tiene que ser mucho texto?

Representante de Atención a Clientes: Un documento con una sola palabra es suficiente.

Cliente: Bueno, voy a mandarlo a imprimir. Regreso en un momento.

Representante de Atención a Clientes: Sí, yo espero en la línea.

Sentence 1 in Spanish

Representante de Atención a Clientes:

El siguiente paso es conectar la impresora a la red eléctrica y a la computadora.

Sentence 1 in English

Customer Service Representative:

The next step is connecting the printer to the electric supply and the computer.

Sentence 2 in Spanish

Cliente:

Entiendo. Voy a conectarla, regreso en un momento… Listo, ya la conecté a la computadora y al enchufe de la pared.

Sentence 2 in English

Customer:

I understand. I'm going to plug it, I'll be back in a moment… Ready, I've connected it to the computer and I plugged it to the wall socket.

Sentence 3 in Spanish

Representante de Atención a Clientes:

Excelente, ahora encienda la impresora e intente imprimir un documento desde su computadora.

Sentence 3 in English

Customer Service Representative:

Excellent, now turn the printer on and try to print a document from your computer.

Sentence 4 in Spanish

Cliente:

Sí, un momento… ¿Puede ser un documento con una sola palabra o tiene que ser mucho texto?

Sentence 4 in English

Customer:

Yes, one moment… Can it be a document that only has one word in it or does it have to have a lot of text?

Sentence 5 in Spanish

Representante de Atención a Clientes:

Un documento con una sola palabra es suficiente.

Sentence 5 in English

Customer Service Representative:

A document with one word is enough.

Sentence 6 in Spanish

Cliente:

Bueno, voy a mandarlo a imprimir. Regreso en un momento.

Sentence 6 in English

Customer:

Good, I'll send it to print. I'll be back in a moment.

Sentence 7 in Spanish

Representante de Atención a Clientes:

Sí, yo espero en la línea.

Sentence 7 in English

Customer Service Representative:

Yes, I'll hold.

Section 7:

Cliente: ¡Funcionó! Sí se imprimió la página. Ahora voy a poder ayudarle a mi hija a terminar su proyecto para la escuela. ¡Muchas gracias por su ayuda!

Representante de Atención a Clientes: De nada señor. Es un gusto atenderle. ¿Puedo ayudarle con algo más?

Cliente: No, eso era todo. ¡Muchas gracias!

Representante de Atención a Clientes: Por mi parte es todo. Le atendió Raúl Robles. Gracias por llamar a Fresco-Tec. ¡Que tenga un buen día!

Cliente: Gracias, adiós.

Sentence 1 in Spanish

Cliente:

¡Funcionó! Sí se imprimió la página. Ahora voy a poder ayudarle a mi hija a terminar su proyecto para la escuela. ¡Muchas gracias por su ayuda!

Sentence 1 in English

Customer:

It worked! The page did get printed. Now I'll be able to help my daughter finish her school project. Thank you very much for your help!

Sentence 2 in Spanish (1st time)

Representante de Atención a Clientes:

De nada señor. Es un gusto atenderle. ¿Puedo ayudarle con algo más?

Sentence 2 in English (simplified translation)

Customer Service Representative:
You are welcome Sir. It's my pleasure. Can I help you with anything else?

Sentence 3 in Spanish

Cliente:

No, eso era todo. ¡Muchas gracias!

Sentence 3 in English

Customer:

No, that's all. Thank you so much!

Sentence 4 in Spanish

Representante de Atención a Clientes:

Por mi parte, es todo. Le atendió Raúl Robles. Gracias por llamar a Fresco-Tec. ¡Que tenga un buen día!

Sentence 4 in English

Customer Service Representative:

That's all for me. You've talked to Raul Robles. Thank you for calling Fresco-Tec. Have a good day!

Sentence 5 in Spanish

Cliente: Gracias, adiós.

Sentence 5 in English

Customer: Thank you, goodbye.

YOUR NOTES:

Want to Continue Learning?
Get more learning resources over here:
SpanishForYourJob.com/premium/