**Customer Service & Sales Vocabulary**

80/20 Rule

ADA

Alternatives

Assets

Assumption

Brand loyal

Berate

Buying motive

Compensation

Complementary products

Comprehensive

Confidentiality

Consistence

Counter an Objection

Courteous

Cross-selling

Cues

Customable

Customer Relationship

Defensive

Differentiate

Diminished

Discourteous

Dissatisfied

Eliminated

Empathy

Entitled

Equip

FIFO

Formal

Frequent Buyer
 Programs

Grievance

Hard sales

Hazards

Imply

Impulse

Incentives

Incident

Inconvenience

Incorporating

Indifferent

Informal

Innovative

Intangible (service)

Irate

Layaway

Living Record

Loyal customer

Maneuver

Maturity

Monotone

Nonverbal

Objection

Objectivity

Packing Slip

Patience

Perceived

Perishables

Personnel

Perspective

Predictability

Preference

Premises

Price Matching

Price Objection

Price sensitive

Promptly

Purchase Order

Quality

Quantity

Rapport

Rebate

Referral

Reliability

Resent

reserved

Restitution

Retail

Sincerity

Spontaneity

Spouse

Subjectivity

Subtle

Tangible (product)

Target market

Trendsetter

Unintentionally

Upselling

Valuable

Verbal

Warranty