



**Cambrian  
Training**  
Hyfforddiant  
Cambrian

# GWASANAETH CWSMERIAID CUSTOMER SERVICE

## RHOWCH GYNNIG ARNI!

HELLO

HELO

WELCOME / YOU'RE  
WELCOME

CROESO

THANK YOU FOR CALLING

DIOLCH AM FFONIO

WHY? WHO? WHAT? HOW?

PAM? PWY? BETH? SUT?

HOW CAN I HELP?

SUT ALLA I EICH HELPU CHI?

YES, I CAN HELP!

IE, GALLA I EICH HELPU CHI!

I HOPE YOU HAVE A  
WONDERFUL DAY!

GOBEITHIO CEWCH CHI  
DIWRNOD HYFRYD!

CUSTOMER / CUSTOMERS

CWSMER / CWSMERIAID

MANAGER

RHEOLWR

TEAM

TÎM

EMAIL

E-BOST

PHONE / PHONE CALL

FFÔN / GALWAD FFÔN

COMPUTER / LAPTOP

CYFRIFIADUR / GLINIADUR