**Client vs Customer vs Consumer**

1. <https://blog.hubspot.com/service/client-vs-customer>

***Read the article and answer the following questions:***

1. How does the article define a 'customer' and a 'client'?
2. What types of services are typically associated with clients? Can you list some examples?
3. According to the article, how do customer-based services differ from client-based services?
4. What distinction does the article make between a 'consumer' and a 'customer'?
5. How does the article differentiate between 'client services' and 'customer service'?
6. Why is understanding the difference between clients and customers important for developing a customer service strategy?
7. Can a company have both clients and customers? If so, how might their services differ for each group?
8. What role does personalized attention play in distinguishing between clients and customers?
9. How might the longevity of the relationship differ between a client and a customer?
10. What are some examples of businesses that typically serve clients, and how do their services reflect this relationship?
11. <https://www.essentialenglish.review/apps/speak-business-english-like-an-american/lesson-9-dealing-with-a-dissatisfied-customer/#9>

Listen to the dialogue, fill in the blanks with the idioms, and create your own dialogue on the given topic. Make sure to include relevant vocabulary. Your dialogue should be at least 10 exchanges long."