

Cymraeg

**#Caru
Cymraeg**

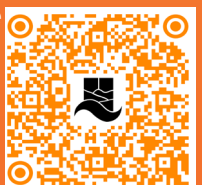


GRŴP COLEGAU
NPTC
GROUP OF COLLEGES

GEIRFA GOFAL CWSMER

CUSTOMER CARE VOCABULARY

adalw gwybodaeth ad-daliad adeiladau adnabod anghenion y cwsmer adolygiad polisi adolygu, adolygiad Adran Safonau Masnachu	retrieve information refund premises identifying customer needs policy review review Trading Standards Department sales department section(s) reporting problems reporting complaints promise of satisfaction team member special needs discrepancy (ies) redirect a call out-of-stock estimate encode a message working environment conditions of sale response time(s) time scale disability (disabilities) disadvantage invoice(s) send a message quality of service open for/on sale savings booking	arddangosfa arfer gweithiol argyfwng (argyfyngau) arian llaw arian tramor arolwg cwsmer arolwg cyhoeddus arolygu arwerthiant arwerthiant clirio arwerthiant diwedd tymor arwyddo asesiad(au) asesu ateb awdurdodiad/hawl bargen barn basdata/cronfa ddata cwsmeriaid basged allan basged i mewn beirniadaeth blaendal boddhad y cwsmer brethynnau, defnyddiau budd (buddion), lles, mantais (manteision) busnes busnes cwsmer- canolbwyntiedig Bwrdd Masnach	display working practice emergency (emergencies) cashback foreign cash/currency customer survey public survey monitoring closing down sale clearance sale end of season sale sign in assessment(s) assess solution authorisation bargain opinion customer database out-tray in-tray appraisal deposit customer satisfaction dry goods benefit(s) business customer-focused business Board of Trade
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GEIRFA GOFAL CWSMER

CUSTOMER CARE VOCABULARY

cadarnhad o archebiad/
logiad
cadw lle/sedd, cadw
llefydd/seddi
cais (ceisiadau)
canllaw(iau)
canllawiau lechyd a
Diogelwch
Canolfan Gyngori
casglu tystiolaeth
catalog (catalogau)
cefnogaeth
cerdyn (cardiau) credyd
cludiad drwy'r post
cludiad dydd nesaf
cludiad yr un dydd
cludiad(au),
danfoniad(au)
cludiad/danfoniad brys
cofnod credyd
cofnodi cwynion
cofnodi data
cofnodi problemau
cofnodi sylwadau
cofnodi/logio manylion
cofrestru cwsmer(iaid)
cofrestru cwsmeriaid
contractwr (contractwyr)
copi (copïau) wrth gefn
credyd
cryfder cyfredol
cwmni (cwmnïau)
cwmni llogi
cwrtais

booking confirmation
reservation(s)
request(s)
guideline(s)
Health and Safety
guidelines
Citizens' Advice Bureau
evidence collection
catalogue(s)
support
credit card(s)
postal delivery
next day delivery
same day delivery
delivery (deliveries)
express delivery
credit record
recording complaints
recording data
recording problems
recording comments
log the details
customer registration
recording customers
contractor(s)
backup copy (copies)
credit
current strength
company (companies)
hire firm
courteous

cwrteisi
cwsmer achlysurol
cwsmer allanol
cwsmer cythryblus
cwsmer dig
cwsmer gelyniaethus
cwsmer mewnol
cwsmer newydd
cwsmer rheolaidd
cwsmer ymosodol
cwsmer(iaid)
cwsmer-
canolbwyntiedig
cwyn am gynnyrch
cwyn am wasanaeth
cwyn dros y ffôn
cwyn ysgrifenedig
cwyn(ion)
cydnabod
cydnabod
cwsmeriaid
cydnabyddiaeth
cydweithiwr
(cydweithwyr)
cydymffurfio
cyfarch
cyfarch ymwelwyr/
cwsmeriaid
cyfarchiad
cyfarchiad anffurfiol
cyfarchiad ffurfiol
cyfarchiad safonol/
arferol cyfarfod

courtesy
occasional customer
external customer
agitated customer
angry customer
hostile customer
internal customer
new customer
regular customer
aggressive customer
customer(s)
customer-focused
complaint about a
product
complaint about a
service
telephone complaint
written complaint
complaint(s)
acknowledge
acknowledge customers
acknowledgement
colleague(s)
comply
addressing
greeting visitors/
customers
greeting
informal greeting
formal greeting
standard greeting
meeting



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CUSTOMER CARE VOCABULARY

cyfarfod staff
cyfarwyddiadur(on)
masnachol
cyfarwyddwr
(cyfarwyddwyr)
cyfarwyddyd
(cyfarwyddiadau)
cyfathrebiad busnes
cyfathrebu
cyfeiriad cartref
cyfeiriad gwefan
cyflenwi nwyddau
cyflenwr (cyflenwyr)
cyflenwr (cyflenwyr)
gwahanol
cyfleuster(au) arbennig
cyflogwr (cyflogwyr)
cyflymder ymateb
cyfnewidydd switsfwrdd
cyfnod ailfeddwl
cyfnod gweithio
cyfradd gyfnewid
cyfraniad
cyfraniad perthnasol
cyfrif cyfredol
cyfrif(on)
cyfrif(on) cwsmer(iaid)
cyfrifiad(au) ariannol
cyfrifiadur
cyfrifoldeb personol
cyfrifoldeb yr unigolyn
cyfrinachedd
cyfrinachedd busnes

staff meeting
trade directory
(directories)
director(s)
instruction(s)
business communication
communication
home address
web site address
supplying goods
supplier(s)
alternative supplier(s)
special facility (facilities)
employer(s)
response speed
switchboard operator
cooling off period
working period
exchange rate
contribution
relevant contribution
current account
account(s)
customer(s) account(s)
monetary calculation(s)
computer
personal responsibility
individual responsibility
confidentiality
business confidentiality
customer confidentiality
confidential
business organisation

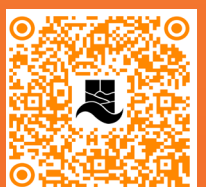
cyfundrefn(au)
cyfundrefnol
cyfweliad
cyfyngiad(au) credyd
cyngor
Cyngor Defnyddwyr
cymhwysedd
cymorth
cymryd negeseuon
cymwys
cynhyrchiad
cynnig (cynigion) arbennig
cynnwys
cynnyrch (cynhyrchion)
cynnyrch sydd angen ei
gyfnewid
cynorthwy-ydd personol
cynrychiolydd lechyd a
Diogelwch
cystadleuaeth
cystadleuol
cytundeb cyfreithiol
cytundeb gwerthu
cytundeb(au)
cytundeb(au) masnachol
cywir
cywir a diweddaraf

danfon nwyddau
danfoneb, nodyn danfon
danfoniad am ddim
danfoniad cofnodedig

organisation(s)
organisational
interview
credit restriction
advice
Consumer Council
competence
assistance
taking messages
competent
production
special offer(s)
contents
product(s)
product to be changed

personal assistant
Health and Safety
representative
competition
competitive
legal agreement
contract of sale
agreement(s)
trade agreement(s)
accurate
accurate and up-to-date

to deliver the goods
delivery note
free delivery
recorded delivery



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CUSTOMER CARE VOCABULARY

danfonwr
dargadwad cwsmeriaid
darpar gwsmer(iaid)
datblygiad technolegol
datblygu
datgodio neges
Deddf Anffafiaeth
Anabled
Deddf Anghydfodau
Masnach
Deddf Credyd Defnyddwyr
Deddf Darparu Nwyddau
a Gwasanaeth
Deddf Diogelu Data
Deddf Disgrifiadau
Masnachol
Deddf Gwarchod
Defnyddwyr
Deddf Gwerthiant
Nwyddau
Deddf Iechyd a Diogelwch
Deddf Rhagofalon Tân
Deddf Telerau Cytundeb
annheg
deddfwriaeth
deddfwriaeth berthnasol
deddfwriaeth gyfredol
deddfwriaeth hawlfraint
defnyddiau priodol
delwedd
delwedd brand
delwedd gadarnhaol
delwedd gyhoeddus
delwedd negyddol
derbyn ymwelwyr

delivery man
customer retention
prospective customer(s)
technological
development
develop
decode a message
Disability
Discrimination Act
Trade Disputes Act
Consumer Credit Act
Supply of Goods and
Service Act
Data Protection Act
Trade Descriptions Act

Consumer Protection
Act
Sale of Goods Act

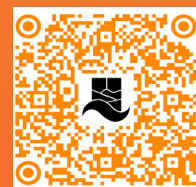
Health and Safety Act
Fire Precautions Act
Unfair Contact Terms
Act
legislation
relevant legislation
current legislation
copyright legislation
appropriate materials
image
brand image
positive image
public image
negative image
accepting visitors

derbynfa
derbynneb
derbynneb(au), taleb(au)
derbynnydd arian
desg gwasanaeth
cwsmer
dewis y cwsmer
dewisiad(au)
dillad gwarchod
dilysrwydd cwsmer
diogelwch ariannol
diogelwch eiddo
diogelwch gwybodaeth
disgrifiad(au)
masnachol
disgwyliadau'r cwsmer
diweddariad
gwybodaeth
dogfennau perthnasol
dosbarthiad
dosbarthu gwybodaeth
dros dro
dulliau cyfathrebu
dyddiad cau
dyddiad danfon
dyddiad olaf gwerthu
dyddiad terfynu
dyled(ion)
dynesiad
dynesiad cadarnhaol
dynesiad proffesiynol

reception
acknowledgement of
receipt (s)
cashier
customer service desk

customer choice
option(s)
protective clothing
customer identity
financial security
security of property
security of information
trade description(s)

customer expectations
information update
relevant documentation
distribution
dispensing information
temporary
methods of
communication
deadline
delivery date
sell by date
expiry date
debt(s)
approach
positive approach
professional approach



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CUSTOMER CARE VOCABULARY

e-bost
eglhurhad
eglhurhad
eglhurhad geiriol
eglhurhad
ysgrifenedig
eiddo'r sefydliad

eitem
eitemau a
ddifrodwyd
eitemau anghywir
eitemau coll
eitemau cyfrinachol
eitemau gwerthfawr
eitemau sy'n
camweithio
empathi
enw brand
estyniad

fan ddsbarthu
ffacs
ffeil(iau) cwsmer
ffeithiau allweddol
fflôt newid
ffôn
ffôn symudol
fforman
fformat cywir
ffurflen(ni)

email
clarification
explanation
verbal explanation
written explanation

establishment
property
item
damaged items

incorrect items
missing items
confidential items
valuable items
malfunctioning items

empathy
brand name
extension

delivery van
fax
customer file(s)
key facts
float (cash)
telephone
mobile telephone
foreman
correct format
form(s)

galw/gorchymyn y
cwsmer
galwad(au) ffôn
gofal cwsmer effeithiol
gofyn cyngor rhywun
gofyn(ion) cyfreithiol
gofynion cwsmer
gofynion deietegol
gorfodaeth
goruchwyliwr
(goruchwylwyr)
gostyngiad
graddfa (graddfeydd)
amser y cytunwyd arnynt
gwarant o foddhad
gwarant(au)
gwarchod defnyddwyr
gwarchod y cwsmer
Gwasanaeth Cynghori
Defnyddwyr
gwasanaeth gweinyddu
gwasanaeth post
gwasanaeth proffesiynol
gwasanaeth prydlon
gwasanaeth ychwanegol
gwasanaeth(au)
gwasanaeth (au) allanol
gweinyddiaeth
gweithdrefn a argymhellir
gweithdrefn archebu
gweithdrefn argyfwng

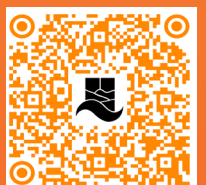
customer demand

telephone call(s)
effective customer care
to seek advice
legal requirement(s)
customer requirements
dietary requirements
obligation
supervisor(s)

reduction
agreed time scale(s)
guarantee of satisfaction
guarantee(s)
consumer protection
customer protection

Consumer Advice Service

administration service
postal service
professional service
prompt service
additional service
service(s)
external service(s)
administration
recommended procedure
booking procedure
emergency procedure



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CUSTOMER CARE VOCABULARY

gweithdrefn cofnodi gweithdrefn gwagio (adeilad) gweithdrefn sefydliad	recording procedure evacuation procedure	gwerthwr gwneuthurwr (gwneuthurwyr) gwrtharwyddo gwybodaeth gwybodaeth gwybodaeth am y cynnyrch/nwydd gwybodaeth am y gwasanaeth gwybodaeth dechnegol gwybodaeth gyffredinol gwybodaeth gyfredol gwybodaeth gyfrinachol gwybodaeth gywir	sales representative manufacturer(s)
gweithdrefn(au) gweithdrefn(au) cyfundrefnol gweithdrefn(au) diogelwch gweithdrefn(au) y gyfundrefn gweithio mewn tîm gweithiwr (gweithwyr) siop gweithle gweithrediad(au) masnachol gweithwyr, personél, staff gwelliannau i'r cynnyrch gwendid cyfredol gwerthiant gwerthiant a chyfrifon gwerthiant arian parod gwerthiant arian parod	establishment procedure procedure(s) organisational procedure security procedure(s)	organisation's procedure(s) team working shop assistant(s)	countersign information knowledge product information
gwerthiant credyd gwerthiant dan orfodaeth gwerthu/gwerthiant trwy ddisgrifiad gwerthu/gwerthiant trwy sampl gwerthuso	personnel product improvements current weakness sale(s) sales and accounts cash sale cash transaction (selling) credit sale compulsory sale sale by description sale by sample evaluate	workplace transaction(s)	service information
		hawliau cyfreithiol hawliau'r cwsmer holi llafar hurbrynu/hurbwrcas hwylusydd hyderus hylendid hylendid personol hyrwyddiad gwerthiant hyrwyddo gwasanaethau hysbyseb(ion) hysbysebu	technical information general information current information confidential information right information
		iaith y corff, iaith gorfforol iechyd a diogelwch	legal rights customer rights oral questioning hire purchase facilitator confident hygiene personal hygiene sales promotion promote services advertisement(s) advertise
		labelu lefel blaenoriaeth	body language health and safety
			labelling priority level



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CUSTOMER CARE VOCABULARY

**llawr y siop
llinell ffôn gofal cwsmer**

**shop floor
customer care phone
line**

**llofnod(ion)
llyfr danfon
llyfr ffôn
llyfr ymwelwyr**

**signature(s)
delivery book
telephone directory
visitors' book**

**man arddangos
man gweithio
man talu
mantais
manylion personol
manylyn (manylion)
marchnad nwyddau
traul,
marchnad defnyddwyr
masnach deg
masnach dramor
masnach gartref
mesurau diogelwch
mewn stoc
mewnol
mynediad**

**display area
work area
payment point
advantage
personal details
detail(s)
consumer market**

**nam ar y clyw
nam ar y golwg
neges
neges brys
neges(euon) ffôn
nodyn (nodion) credyd
nwyddau
nwyddau ar brawf
nwyddau cadwrus
nwyddau cyfleus**

**fair trade
foreign trade
domestic trade
security measures
in stock
internal
access**

**hearing impairment
visual impairment
message
urgent message
telephone message(s)
credit note(s)
goods
goods on approval
durable goods
convenience goods**

**nwyddau darfodus
nwyddau diffygiol
nwyddau gwneud
nwyddau i'w gwerthu
neu i'w dychwelyd
nwyddau na ellir eu
dychwelyd
nwyddau swmpus
nwyddau traul
nwyddau ty**

**oediad
offer cyfathrebu**

**offer cymorth cyntaf
offer diffodd tân
offer electronig
offer ffôn
offer gweithio â llaw
offer rhybuddio am dân
oriau agor**

**pamffledyn (pamffledi)
pecyn cyflwyniad
peiriant ateb
penderfyniad(au)
person(au) addas
perthynas
perthynas â'r cwsmer
perthynas weithiol
perygl diogelwch
perygl posibl
perygl tân
perygl(on) credyd**

**perishable goods
faulty goods
manufactured goods
goods for sale or return**

non-returnable goods

**bulky goods
consumer goods
household goods**

**delay
communication
equipment
first aid equipment
fire fighting equipment
electronic equipment
telephone equipment
manual equipment
fire warning equipment
opening hours**

**brochure(s)
presentation package
answering machine
decision(s)
appropriate personnel
relationship
customer relationship
working relationship
security risk
potential hazard
fire risk
credit risk(s)**



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CUSTOMER CARE VOCABULARY

polisi'r cwmni
post
post-dafliaid(au)
prif swyddfa
pris cystadleuol
pris danfon
pris gostyngol
pris gwerthu
problem meddalwedd
profiad cadarnhaol
profiad negyddol
pryniad(au)
pryniant arian parod

prynwr (prynwyr)
prynwr (prynwyr)
pwynt gwerthu

rôl goruchwylio
rhagofal(on)
rhagofalon arbennig
rhagolwg (rhagolygon)
rheolaeth ansawdd
rheoli credyd
rheolwr
rheolwr (rheolwyr)
cynorthwyol
rheolwr gwerthu
Rheolwr Marchnata
rhif estyniad
rhif ffacs
rhif ffôn
rhoi cyngor i rywun

company policy
post
mailshot(s)
head office
competitive price
delivery price
reduced price
sale price
software problem
positive experience
negative experience
purchase(s)
cash transaction
(buying)
buyer(s)
purchaser(s)
sales point

supervisory role
precaution(s)
special precautions
preview
quality control
credit control
manager
assistant manager(s)

sales manager
Marketing Manager
extension number
fax number
telephone number
to give advice

safon cenedlaethol
safon gwaith
cenedlaethol
safon(au) cyfundrefnol

safon(au) diogelwch
safon(au) hylendid
safon(au) proffesiynol
safon(au) y gyfundrefn

safonau gwasanaeth
cwsmer
safonau hysbysebu
safonau masnachu
safonau'r cwmni
sefydlu'r ffeithiau
allweddol
sefyllfa(oedd)
sgiliau cyfathrebu
sgiliau gofal cwsmer
sgiliau gwrando
sgiliau personol
sgiliau rhyngpersonol

sicrhau diogelwch
sieciau teithio
siopa ar-lein
staff perthnasol
staff, gweithwyr
staff/gweithwyr a
awdurdodwyd
staff/gweithwyr heb hawl
statws credyd

national standard
national standard of
work
organisational
standard(s)
safety standard(s)
hygiene standard(s)
professional standard(s)
organisation's
standard(s)
customer service
standards
advertising standards
trading standards
company standards
establishing the
key facts
situation(s)
communication skills
customer care skills
listening skills
personal skills
interpersonal skills

maintaining security
travellers' cheques
on line shopping
required personnel
staff
authorised personnel
unauthorised personnel
credit rating



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strwythur(au) cyfundrefnol switsfwrdd ffôn swyddfa swyddfa archebu swyddfa gyffredinol Swyddfa Safonau Masnachu swyddfa'r rheolwr swyddog rheoli ansawdd Swyddog Safonau Masnachu sylfaenol sylw personol symptom(au) system alw system archebu system archebu â llaw system archebu cyfrifiadurol system fewnol system(au) cyflwyno gwasanaeth system(au) swyddfa	organisational structure(s) telephone switchboard office booking office general office Trading Standards Office manager's office quality control officer	taliad(au) arian parod taliad(au) di-arian TAW techneg cludo taliad wrth dderbyn techneg codi techneg ffôn techneg(au) technoleg telerau a fynegir, telerau hysbys telerau a gyfleir telerau gwerthu/ gwerthiant telerau masnachu teg telerau talu hawdd terfyn credyd terfyn credyd cwsmer tôn llais priodol tôn llefaru trafod arian trafodaeth trefniad(au) trefniant (trefniadau) gwahanol trin cwsmeriaid trosglwyddiad(au) credyd trosglwyddo galwad tystiolaeth tyst	cash payment(s) non cash payment(s) VAT carrying technique cash on delivery lifting technique telephone technique technique(s) technology expressed terms
taflen gofnodi taflen gredyd taflen wybodaeth tâl (taliadau) credyd tâl wrth dderbyn taliad ymlaen	Trading Standards Officer basic personal attention symptom(s) paging system booking system manual booking system computerised booking system internal system service delivery system(s) office system(s)		implied terms terms of sale
	log sheet credit slip information leaflet credit charge(s) payment on delivery advance payment		fair trading terms easy terms of payment credit limit customer credit limit appropriate tone of voice speaking tone handling cash discussion appointment(s) alternative arrangement(s) dealing with customers credit transfer(s) rout/transfer a call witness testimony



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warws/stordy, (warysau/ stordai)	warehouse(s)
wedi darfod	expired
wyneb-yn-wyneb	face-to-face
ymadawriad cwsmer(iaid)	customer departure(s)
ymateb	respond
ymateb di-eiriau	non-verbal response
ymateb geiriol	verbal response
ymateb i gwsmeriaid	respond to customers
ymateb/adweithio	react
ymchwil ar ddefnyddwyr	consumer research
ymddiheuriad(au)	apology (apologies)
ymddiheuro	apologise
ymgyngori	consult
ymgyngoriad	consultation
ymgyrch hysbysebu	advertising campaign
ymholiad cychwynnol	initial enquiry
ymholiad cyffredin/ arferol ymholiad(au)	routine enquiry
ymlyniad cwsmer	enquiry (enquiries)
ymwelydd (ymwelwyr)	customer loyalty
yn gymwys	visitor(s)
yn ymateb	competently
ysgrifenedig	responding
ysgrifennydd,	in writing
ysgrifenyddes	secretary
ystafell aros	waiting room
yswariant	insurance

