

Dealing with a Complaint



This week...

A client calls from the United States to complain about a problem with a product he has just received from Japan. Emiko is handling his call.

Lesson Objectives...

- Dealing with a complaint
- Problem solving

Business English Conversation

Advanced Class



Have you ever dealt with a complaint from a customer before?

Picture Description

Why does she look so frustrated?



B



A

Who is he calling?

Client	This is Peter Davies with USA Imports. May I speak to Emiko, please?
Emiko	Hello, Peter. This is Emiko speaking.
Client	I am dissatisfied with the custom made tables I have just received from your company.
Emiko	Could you please tell me the problem?
Client	Three tables I ordered have bad scratches on the legs and are unacceptable.
Emiko	I'm very sorry to hear that. I will get replacements made asap.
Client	It took three months for this order to arrive. I can't wait that long for replacements.
Emiko	We just have to make the detachable legs. You will have them within two weeks.
Client	As long as it doesn't take any longer than that, then it should be OK.
Emiko	Once again, I'm sorry for the trouble.

I can't wait that long for an answer!

1. This is with May I speak to, please?
2. I am dissatisfied with I have just received from your company.
3. I can't wait that long for
4. You will have them within



Role Play – Dealing with a Complaint

Student A is calling Student B to complain about a product he/she has just received from Student B's company.



Student A: May I speak to (name), please?

Student B: This is (name) speaking.

Student A: This is (name) from (name). I'm dissatisfied with **Product** I received from your company.

*Continue the conversation using the

Key Phrases and **Problems** from below.

Key Phrases

- Could you please tell me the problem?
- I'm sorry to hear that.
- You'll have it/them within ... days/ weeks/months.
- Once again, I'm sorry for your trouble.
- How long will it take to send it/them?
- I need it/them faster than that.
- As long as it doesn't take any longer than that, then it should be OK.

Products

- laptops → webcams not working
- exercise bikes → no seats
- printer → no ink as promised
- glass tables → broken tabletops
- PC monitor → cracked screens
- *Other*

Problems

Agree or Disagree



1. You should never get angry at a client even if the client is being very rude.
2. Do you agree or disagree with the phrase “The customer is always right”?
3. You should always complain if there is a defect with a product you received, even if the defect is very minor.

- Have you ever complained about a product or service that you received?
- Have you ever handled a telephone call using English before?
- Do you ever get angry when you are complaining about something?
- In your opinion, what is the best way to deal with a customer complaint?

- complaint - *Could you please handle the **complaint**?*
- defect - *We need to fix the **defect** on the product.*
- dissatisfied - *I am **dissatisfied** with the service.*
- frustrated - *The customer seems very **frustrated**.*
- receive - *Did you **receive** the package I sent?*
- replacement - *Could you send a **replacement** asap?*
- rude - *The customer was being extremely **rude**.*
- unacceptable - *The service here is **unacceptable**.*
- within - *You'll have the documents **within** two days.*