

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

Basic Class



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

Picture Description

Why does she look so frustrated?



A

Who is he calling?

B



*Create a short story using the following format

1. Who
2. Where
3. When
4. What's happening?

*Create simple sentences using the vocabulary

1. receive(d)
2. replacement
3. asap
4. approximately

I will be away from my office for **approximately** three hours.



1. **May I speak to** the person in charge, **please**?
2. **I'm not happy with** your customer service.
3. **How long will it take to** send me the documents for the presentation?
4. **You'll have them in approximately** two weeks.

Skit

- Words
- Phrases

Client	May I speak to Emiko, please?
Emiko	Hello, Peter. This is Emiko speaking.
Client	This is Peter from USA imports. I'm not happy with the custom made tables I have just received from your company.
Emiko	Could you please tell me the problem, Peter?
Client	Three tables I ordered have bad scratches on the legs.
Emiko	I'm sorry to hear that. I will get replacement legs made asap.
Client	How long will it take to send them?
Emiko	You'll have them in approximately two weeks.
Client	If it only takes two weeks, then it should be OK.
Emiko	Once again, I'm sorry for the trouble.

1. May I speak to please?
2. I'm not happy with
3. How long will it take to?
4. You'll have them in approximately

Correct Responses - Articles

1. A: I'm not happy with the service at this restaurant!
B: Could you tell me problem, please?

a / the / no article

2. A: Thank you very much for handling this problem for me.
B: You're welcome. I'm sorry for trouble.

a / no article / the

3. A: I have made a dinner reservation at the hotel.
B: How long will it take to get to hotel?

no article / the / at

4. A: Can I borrow piece of paper from you?
B: Just a moment, please. Sure, here you are.

a / the / an

5. A: I think I'm going to be late. Do you have time to drive me?
B: No problem. I will go and get my car now.

no article / a / the

6. A: Could you please take message for me?
B: Of course. Who do you want to leave the message for?

a / the / no article

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 unhappy 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.
- I will get the problem fixed asap.
- Once again, I'm sorry for your trouble.
- How long will it take to send it/them?
- I need it/them faster than that.
- If it only takes, then it should be OK.

Products

Problems

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

- 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?

- approximately - *I will be there at **approximately** 2 pm.*
- asap - *Could you come to my office **asap**?*
- complaint - *Please take care of the **complaint**.*
- handle - *I need you to **handle** this customer.*
- problem - *That sounds like a big **problem**.*
- receive - *Did you **receive** the package?*
- replacement - *This is broken. I need a **replacement**.*
- send - *Did you **send** the documents?*
- trouble - *I'm very sorry for the **trouble**.*