

Lesson 73: Apologizing 2

By Xandra

1. Dialogue

First, repeat after your tutor. Then, practice each role.

Hanako is a customer service team member at Hydra Computers. Mr. Turner is calling her about the computers that he ordered.

Hanako: Thank you for calling Hydra Computers. How may I help you?

Mr. Turner: This is Matt Turner from XYZ Company. I'm calling about the computers we ordered.

Hanako: Is there a problem, sir?

Mr. Turner: We ordered 12 computers. Two of them are not working.

Hanako: We're very sorry about that.

Mr. Turner: How should we deal with this problem?

Hanako: Don't worry, sir. We will send you two new computers right away.

2. Today's Phrase

First, repeat after your tutor. Then, make a few sentences using Today's phrase.

1. He is really good at dealing with difficult situations.
2. Hollywood stars always have to deal with the paparazzi.
3. How do you deal with rude customers?

* deal with ~ / ①(問題など)を処理する ②~を取り扱う

3. Your Task

You are a customer service staff member. You are talking to a customer (=your tutor) who ordered a fax machine from your company. He says the machine doesn't receive fax messages properly, and he's a little upset. Apologize to the customer and get the following information from him: 1) His name and the company's name, 2) the product number of the fax machine, 3) Details about the problem. Then, tell him that you will send a new fax machine as soon as possible.

4. Let's Talk

Have you (or your company) ever sold a defective item to a customer? How did you deal with the situation? What are important things to remember when you apologize to the angry customer?

5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of Naypong / FreeDigitalPhotos.net