

## Lesson 77: Filing a Complaint

By Xandra

### 1. Dialogue

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

Makoto works as a customer service officer at a telecom company. He is talking to a customer who is complaining about her cellphone bill.

Ms. Parker: I want to see the manager.

Makoto: Good morning, Ma'am. What seems to be the problem? Maybe I can help you.

Ms. Parker: I don't want to talk to a customer service representative. I want to speak with your manager.

Makoto: I can see that you're upset, but you have to **calm down** so we can talk about this.

Ms. Parker: Okay. I came here last month to complain about my cellphone bill. You said that you were going to fix it. But I'm still receiving bills for phone calls that I didn't make.

Makoto: I understand, and I'm sorry about this. We can file a complaint, and I'll talk to the billing department for you.

Ms. Parker: Thank you very much.

### 2. Today's Phrase

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

1. The police officer told the drunk man to **calm down**.
2. Jack had to **calm himself down**. I told him to take deep breaths and I gave him some water to drink.
3. Could you please **calm down** for a minute? I don't understand why you're so excited about Justin Bieber's new video.

\* **calm down** / (気持ち)を落ち着かせる、落ち着く

### 3. Your Task

You work as a customer service officer. You are on the phone with a customer (=your tutor) and she sounds very upset. She is complaining that your company delivery man left an important package outside her house when it should have been delivered to her door. Apologize politely and try to calm her down. Tell her that you will report this incident to the manager, and that you will also talk with the shipping department to find out who was responsible for the delivery. Ask her if the package was damaged. She'll say that the package is alright, and then politely end the conversation.

### 4. Let's Talk

What are the do's and don'ts when talking to a complaining customer?

What kind of complaints does your company receive from customers?

Are you good at dealing with a complaining customer?

Why do you say so?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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