

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 Marubishi Elevator Company. He's talking to a hotel manager, Ms. Parker. She is complaining that Marubishi's repair person didn't show up at the hotel yesterday.

Makoto: Thank you for calling Marubishi Elevators. This is Makoto. How can I help you?

Ms. Parker: Hi. Your repairman was supposed to come yesterday to fix the elevator. He never arrived.

Makoto: My apologies, Ma'am. Can I get your name?

Ms. Parker: I'm May Parker from the Stark Hotel. Last month, a new elevator was installed in the building, but then it suddenly stopped working. I called about it yesterday.

Makoto: Ms. Parker, I have your record on the computer. A repairman was scheduled to fix your elevator yesterday.

Ms. Parker: Well, no one came. We have a lot of hotel guests this week, and one of the elevators is **out of service**. I can't operate the hotel this way.

Makoto: I understand why you're upset, Ms. Parker. I'm sending an urgent message to the Repairs and Maintenance Department.

Ms. Parker: Could you please send someone to repair it today?

Makoto: I will straighten this out right away, Ms. Parker. We apologize for the inconvenience it caused you. Let me call you back in a few minutes.

Ms. Parker: Thank you for your help. I'll be waiting for your call.

2. Today's Phrase

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

1. The washroom hand dryer is temporarily **out of service**.
2. The copier is **out of service** again. I think it's time the office got a new copier.
3. I'm afraid we'll have to take the stairs. The escalator is **out of service**.

* **out of service** / 使用[運転]中止になって

3. Your Task

You work as a customer service officer. You've just received an e-mail from a customer who's complaining about the toilet paper your company manufactures. According to the e-mail, the toilet paper had a strong chemical odor, and she didn't feel it was safe to use. Reply to the customer's e-mail and tell her that you're going to forward the complaint to the factory manager. Don't forget to apologize about the product, and thank her for calling your company's attention to the problem. Tell your tutor what you're going to say in the letter.



4. Let's Talk

How does your company deal with complaints?

Should companies check back on customers after the problem has been sorted out?

Why is it important for companies to promptly deal with customer complaints?

5. Today's photo

Describe the photo in your words as precisely as possible.

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