

## Lesson 88: Dealing with Complaints (Manageable Cases)

By Xandra

### 1. Dialogue

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

Takeshi is a clerk at Max Supermarket. Mr. Brown often shops at Max Supermarket. The supermarket has just re-organized the shelves and Mr. Brown is having a hard time finding some of the items.

Takeshi: Hello, sir. What can I do for you?

Mr. Brown: I can't find the tea. It used to be on this shelf. Now, it's not there anymore.

Takeshi: I'm very sorry about that. We re-organized the items last week.

Mr. Brown: Everything is in a different place now. I also can't find the olive oil and the tissue paper.

Takeshi: **Allow** me **to** help you with your shopping.

Mr. Brown: Thank you. I would appreciate that very much.

Takeshi: First, let me show you where to find the tea. (Walking with Mr. Brown) Here you are, Aisle 48. Do you see the sign up there? It says "Aisle 48: Coffee, Tea, Juice, Milk".

Mr. Brown: Oh, I see it! I can find everything on my own now. Thank you for your help.

### 2. Today's Phrase

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

1. A: Why did you leave so suddenly?

B: Please **allow** me **to** explain.

2. She only **allows** her children **to** play video games on weekends.

3. **Allow** the meat **to** absorb the flavors by simmering it in the dish for an hour.

\* **allow A to ~** / Aが~するのを許す、許可する: Aに~させる

### 3. Your Task

You are the manager of a movie theater. One of the customers (=your tutor) is complaining about a group of noisy people sitting behind him in the cinema. Apologize to the customer, and tell him that you will talk to them immediately. Give him a discount card, and politely ask him to lead you to his seat so you can deal with the noisy people right away.

### 4. Let's Talk

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

Do you believe in the saying "The customer is always right"?

Explain your answer.

What are some pleasant and comforting words to say to a complaining customer?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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