

Lesson 88: Dealing with Complaints (Manageable Cases)

By Xandra

1. Dialogue

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

Takeshi is a customer service officer at Hydra Computers. Mr. Brown has just ordered some computers from Hydra. Mr. Brown is talking to Takeshi on the phone to complain about a missing item.

Takeshi: Thank you for calling Hydra Computers. This is Takeshi. How can I help you?

Mr. Brown: Hello. My name is Emmet Brown. The computer I ordered has just arrived.

Takeshi: Good morning, Mr. Brown. Is there a problem with it?

Mr. Brown: The computer is working fine. But according to the ad, I'm also supposed to receive a free headset. That's not in the package.

Takeshi: Could you hold for a minute? I'll have to **check with** the delivery staff about this.

Mr. Brown: Sure. I'll hold.

Takeshi: (After a minute) Thank you for waiting, sir. The free headset should be in the package, but the people at the packing department forgot to include it.

Mr. Brown: I see.

Takeshi: We will deliver the free item immediately. We apologize for the mistake, Mr. Brown.

Mr. Brown: That's okay. I'll just wait for the headset to be delivered.

2. Today's Phrase

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

1. A: Is Mr. Lee coming to the meeting?

B: Let me **check with** his assistant.

2. I'm not sure if this item is on sale. I'll have to **check with** my manager.

3. As for your inquiry, I will **check with** my boss as soon as I get back to the office.

* **check with A** / ～に確認を取る、相談する

3. Your Task

You are the manager of a hotel. A guest (=your tutor) is complaining about the breakfast buffet. The buffet is from 8:00AM to 10:00AM. She went to have breakfast at 9:30AM but there was no food left. Apologize to the guest, and tell her that you will talk to the dining staff about it. Show her the restaurant's breakfast menu and tell her that she can have her choice of food this morning, free of charge.

4. Let's Talk

What are the important things to remember when talking to a complaining customer?

Talk about an experience you have had dealing with a complaint. Is there an advantage in receiving complaints? Explain your answer.

5. Today's photo

Describe the photo in your words as precisely as possible.



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