

## Lesson 89: Dealing with Complaints 2 (Difficult Cases)

By Xandra

### 1. Dialogue

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

Hitomi is a customer service officer at an internet company. She is now talking to a customer, Ms. Smith. Ms. Smith is complaining about the internet connection in her office.

Hitomi: Thank you for calling ABC Internet Company. How may I help you?

Ms. Smith: Hi. This is Maggie Smith from Hydra Computers. This is the third time I've called you this week.

Hitomi: I'm sorry about that, Ms. Smith.

Ms. Smith: Your company promised to fix our internet connection last week, but it's still not working. It's very upsetting.

Hitomi: I understand, ma'am. Can you give me your internet account number so I can report it to the manager?

Ms. Smith: It's 456123. I'm tired of calling your office and giving you the same information.

Hitomi: I will personally talk to my manager about your complaint.

### 2. Today's Phrase

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

1. A: How was your stay in Italy?

B: It was fun but I was tired of eating pasta every day.

2. Aren't you tired of doing the same job, day after day?

3. I'm tired of hearing about politics.

\* be tired of ~ / ~に疲れている、~に飽きて(うんざりして)いる

### 3. Your Task

You are a customer service officer for a computer company. You are now talking to a customer (=your tutor). He says that he ordered a computer 3 weeks ago but it has not arrived yet. Now he wants to cancel his order and get a refund. Apologize to the customer, and get his name and the details of his order. Tell him that you will do something about the refund right away.

### 4. Let's Talk

How would you talk to an angry customer? Why is it important to be calm and polite when dealing with complaints?

What is the best way to deal with a complaining customer: through email, talking through the phone, or talking face to face? Explain your answer.

### 5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of Ambro / FreeDigitalPhotos.net