

Lesson 89: Dealing with Complaints 2 (Difficult Cases)

By Xandra

1. Dialogue

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

Hitomi works at a hotel. She is talking to a hotel guest, Mr. Smith, who is not happy about the hotel services.

Mr. Smith: Hello. I'm checking out today. I'm in room 401.

Hitomi: According to the booking information, you're supposed to be staying until Friday.

Mr. Smith: I've changed my mind. I'm leaving today.

Hitomi: Oh, I see. Is there something wrong with the room?

Mr. Smith: Yes. The hotel service, in general, is very poor. My room smells very bad, and it was very noisy last night.

Hitomi: I apologize about that, sir. I'm sure we can find a solution. I could move you to another room.

Mr. Smith: You don't have to do that. I'm sorry but I just **can't stand** the service here.

Hitomi: I'll inform our manager about your concerns. Your feedback will be useful in improving the hotel's services.

2. Today's Phrase

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

1. Jack **can't stand** the traffic in Manila.
2. I **can't stand** the sight of blood. It makes me faint.
3. Jenny **couldn't stand** her boss any longer. She quit her job yesterday.

* **can't stand** ~ / ~には我慢ならない、~に我慢できない

3. Your Task

You are a customer service officer for a telecommunications company. You are on the phone with a customer (=your tutor) who is complaining about her cellphone bill. She is being billed for calls that she didn't make. She's very upset because this is the second time it happened. Apologize to her and ask for her name and phone number. Tell her that you will make a report concerning her complaint and you will do your best to resolve the problem right away.

4. Let's Talk

What good qualities must you have to be an effective customer service officer?

Talk about your experience in dealing with a complaining customer.

Should a customer service officer apologize right away? Explain your answer.

5. Today's photo

Describe the photo in your words as precisely as possible.



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