

Lesson 89: Dealing with Complaints 2 (Difficult Cases)

By Xandra

1. Dialogue

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

Hitomi works for a company that makes ice cream machines. She is now talking to a customer, Mr. Smith. He owns a kitchen appliance shop and has a lot of complaints about her company.

Mr. Smith: Hello. My name is Jack Smith. The ice cream machines that I ordered arrived today. I ordered 20 units, but only 15 arrived.

Hitomi: Let me check your record on the computer, Mr. Smith.

Mr. Smith: Not only that. I was promised that they were going to be delivered last week. The delivery was 5 days late!

Hitomi: I'm very sorry to hear that.

Mr. Smith: I'm not finished with my complaints yet. Not only late delivery and the wrong quantity, I tested the machines and 7 of them won't even turn on! How can I sell these when they're defective?

Hitomi: I see what you mean.

Mr. Smith: I'm fed up with your company. I'm returning all these machines, and I want a refund.

Hitomi: I understand why you're upset, sir. Let me apologize for all the inconvenience we have caused you.

Mr. Smith: Now, send someone to take the machines back. I'll be expecting a check for the refund.

2. Today's Phrase

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

1. Jack was fed up with city life, so he moved to a cottage in the mountains.
2. Aren't you fed up with talking to angry customers every day?
3. The people are fed up with the government. They're holding a rally in the streets right now.

* be fed up with ~ / ~にうんざりしている

3. Your Task

You work at the airport as a customer service officer for an airline company. Due to a typhoon, flight 285 has been delayed. A passenger (=your tutor) is very upset and he is demanding to talk to the manager. Apologize to the passenger and explain the reason for the delay. Tell him that the manager will be coming in a while, and that he can have a free meal at the airport restaurant while waiting for the flight.

4. Let's Talk

An angry customer can sometimes say harsh words. What would you say if a complaining customer insults you?

Do you have the patience to be a customer service officer?

Explain your answer.

What would you do or say if you don't have a solution to the customer's complaint?

5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of Tuomas_Lehtinen / FreeDigitalPhotos.net