
Describe a complaint that you made and you were satisfied with the result.

You should say:

When it happened

Who you complained to

What you complaint about

And why you were satisfied with the result.

I think it happened last year when I ordered a few trinkets from an online store.

I had to call the customer service assistant from the store to give my complaint. When my package arrived, I looked through the contents to check that I got everything. I noticed that a ring I ordered was not included. When I went the receipt, the ring was crossed out from the list.

I asked the customer service assistant why. He said that they had unexpectedly run out of stock. I complained because I paid the full amount for my order online. He apologized and said that I had two options. I could either get a refund for the ring, or they could send a different item of equal value, with free shipping.

I was satisfied with the result because my complaint was addressed immediately. I was able to order a different ring, which turned out to be even better than the one I initially ordered.

Would you buy things in the shops which you have made complaints before?

That would depend on the situation. If the shop is the only one that carries the product I'm looking for, I'd need to swallow my pride and go anyway. I wouldn't be happy about it, but I'd be worse off not getting the product I need.

其他观点

No, I'd never buy from a shop I've complained about before. When my trust is lost, it's lost for good. The shop would need to make dramatic changes to their image or policy for me to consider buying from it again.

What products or services do people in your country like to complain about?

In my country, the medical system is quite bad and slow. Everyone complains about the system and I'm no exception. I remember waiting in the emergency room once for over 10 hours and not seeing a doctor.

其他观点

The price of gas is something that all vehicle owners in my country complain about. It's very expensive, highly taxed and the price can dramatically increase on a whim. Even if I own a small car, I'm still mad and complain like everybody else when the price goes up.

Do you think customers' complaints will improve products or services?

From my point of view, customer complaints must be taken into consideration by any company that hopes to stay in business. I find it extremely frustrating when I complain to a company and nothing changes. It makes me feel like they don't value their customers.

其他观点

In my opinion, it depends on the size of the company. For example, very large companies probably don't care much. But if I do business with a smaller company, I expect that they will listen to the complaints of their customers.

Are there any disadvantages to set up customer service?

I believe that a disadvantage of setting up a customer service department is the costs involved. As a customer service department is the costs involved. As a customer, I know that these costs are absorbed through the prices of their product. However, this is something I'm okay with for good service.

其他观点

I think that one of the disadvantages of having customer service is that it's impossible to please everybody. What I complain about as a customer and what others complain about might be opposites. Therefore, I fear that by trying to please everybody, they may please no one.

Is it necessary for companies to set up customer service?

Yes, I believe customer service is a crucial component to any company. In my opinion, it gives authority to a company and makes it look more serious. Personally, it positively impacts my opinion of a company when it has good customer service.

其他观点

I'm not so sure that customer service is necessary. I sometimes had to deal with companies that had such terrible customer service, they'd have been better off not having any. In situations like that, it only makes my opinion of the company even worse.