Problems and Complaint – Part 2 - 3

COMMUNICATION: A telephone complaint

Situation: You work at World Medical, a company that manufactures medical equipment.

→ You deal with a telephone complaint.

Dealing with complaints on the telephone

Your supervisor gives you a list of phrases for dealing with complaints and tells you to keep it by the phone.

Match the headings (1-5) to the phrases (a-j). There are at least two phrases for every heading. Some phrases match more than one heading.

- 1 Apologizing e, i
- 2 Asking for information b, c
- 3 Reacting to information a, g,
- 4 Action d. i
- 5 Ending the call i, f

- > Useful phrases: Dealing with complaints, page 160

- a Can I just check with you that I've understood everything?
- **b** Could you tell me what it's about, please?
- c Could you give me the order number, please?
- d I'll have a replacement sent out as soon as possible.
- e I'm sorry to hear that.
- f Is there anything else I can do for you today?
- **g** Just a moment while I write that down.
- h Oh, no. That doesn't sound at all good.
- i Thank you for your call. Once again, I'm sorry that there was a problem.

call, sounds annoyed, cutting off, just hangs up, no apology, no full

We're prepared to replace the goods at our expense.

Dealing politely with customers

A new customer, Jerzy Adamczyk, calls to complain about a trial order of X-ray machines. Your colleague, Melissa Wolf, takes the call. She is not very polite.

- 39))) 🚵 With a partner, listen to the phone call and decide together how you would improve it. Make a list.
- 40))) & Now listen to how Melissa should have dealt with the phone call with Jerzy Adamczyk. Which (if any) of your improvements does she make? very direct, seems like she is distracted, typing while taking the

on the phone Give your name clearly at the start of

Making / Dealing with complaints

the call and write down the name of the person you are speaking to immediately. If necessary, check the spelling of the name.

Complaining to a supplier

World Medical ships their orders in special containers made by Sheffield Metal, a company in England. The latest consignment has not arrived, so your supervisor phones to complain about the delay in delivery. Jeanette Hogg answers the phone.

Work with a partner. Look at the phrases (a-h) below and decide who says what - the caller or the person taking the call. (There are four phrases for each speaker.)

- c a delivery was promised
- **b** How can I help you?
- t c I will do my best
- c d it's an order for
- e the exact details
- the order number?
- · c g to enquire about my order

introduction and company

c h We can't fulfil our orders



B When you have finished, match the phrases (a-h) with the gaps (1-8) in the text to complete the transcript of the phone call.

Jeanette Good morning. Sheffield Metal, Sales Department. Jeannette Hogg speaking.

Max Good morning. This is Max Jahn from World Medical in Germany.

Jeanette Good morning, Mr Jahn. b 3

Max I'm calling g² for containers for medical equipment. The order was sent almost one month ago, on

18 April, and 300 by 3 May but, so far, nothing has arrived.

Jeanette Oh. I'm sorry to hear that. Could you give me for 4

Max Yes. It's DF54736.

Jeanette DF54736. Just a moment, please. I'll check. I'm sorry, Mr Jahn. I don't seem to have any record of

your order. Can I just check that I've understood everything? The order number is DF54736 and

you ordered the containers on 18 April. Could you give me of the order, please?

Max Yes, 6 your aluminium containers for medical equipment.

Jeanette Aluminium containers for medical equipment. Mr Jahn, I'll have to speak to my colleague to find

out what the problem is. Can I get back to you later?

Max Well, yes. But I hope it won't take long. 13 until we have your containers.

Jeanette Yes. I realize that, Mr Jahn. I'm very sorry about this and 698 to get back to you as soon as possible.

Max Many thanks for your help, Ms Hogg.

(41))) Now listen and check your answers.

Role-play: Making a complaint by telephone

Now it is time to practise dealing with telephone complaints.

A Work with a partner and role-play a telephone complaint using the prompts below.

PARTNER A

You work for the supplier. You take a call from a customer who makes a complaint. Before you begin, check your knowledge of phrases for dealing with complaints (exercise 1).

> Useful phrases: Telephoning, page 152; Making complaints, page 160; Dealing with complaints, page 160

PARTNER B

You are the customer. Before you begin, make some notes as follows:

- the name of your firm
- the order number
- the date of delivery
- the problem (e.g. damaged/wrong goods, delay in delivery)
- what you hope from Partner A

B When you have finished the phone call, change roles and do it again using different details.

DAS KANN ICH (Unit 11)

- Einen Kommentar zu einem Beitrag in einem Webforum auf Englisch schreiben. (Foundation)
- Eine Antwort auf die Beschwerde eines Kunden / einer Kundin auf Englisch schreiben. (Part A)
- Verhandlungen über eine strittige Rechnung auf Englisch führen. (Part B)
- Mit telefonischen Beschwerden auf Englisch richtig umgehen. (Communication)

