

Customer service & Customer complaints

VOCABULARY

DEPARTMENTS

accounts department
customer relations department

human resources department
IT maintenance
department sales and marketing department

CUSTOMER SERVICE

charge
complaint
customer number
damaged
discuss it
enquiry

get back to you
hold the line
opening times
overcharge
quote
satisfied
shipping date

COMPLAINTS

assist
at our expense
check my records
compensation
credited our account
defect
doesn't fit
error
faulty part
losing business

lost in the post
make a claim
making a noise
missing a part
refund (n)
refuse
return
suggest
the wrong item
under warranty

EXTRA!

broken
customer satisfaction
disappointed
displeased
dissatisfaction
feedback

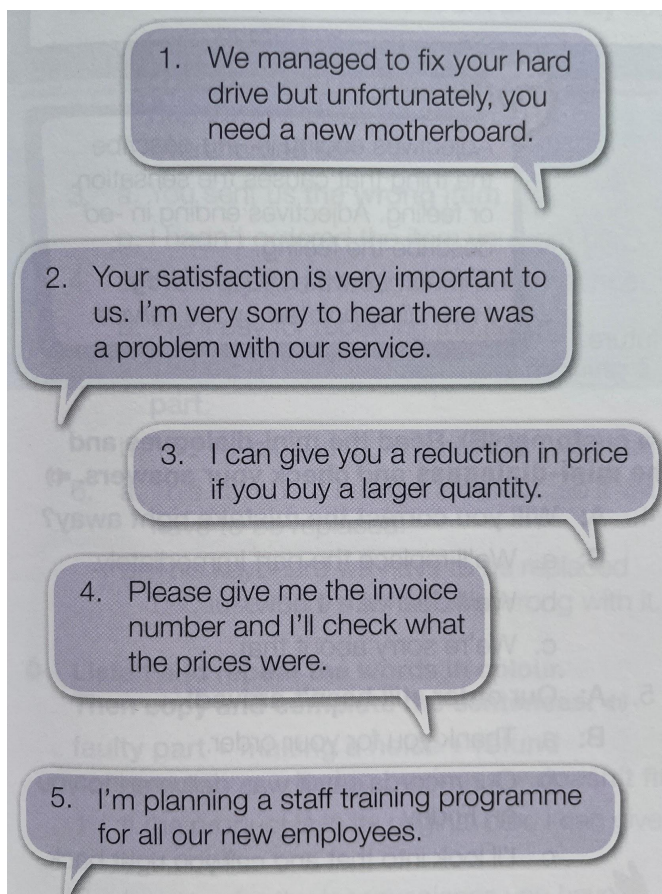
file a lawsuit
financial director
inappropriate
lose business
managing director
research and development department
treatment

PRACTICE

1 Decide which department matches each speech bubble below.

sales and marketing department / accounts department / IT maintenance department / customer relations department / human resources department

1. IT maintenance department
2. customer relations department
3. sales and marketing department
4. accounts department
5. human resources department



Tip!

Instead of saying the full name of a position or department, we often use the first letters of each word.

HR = Human Resources

2 Complete the sentences.

hold the line • get back to you • damaged • discuss it • charge • opening times • satisfied

1. I think we should **discuss it** in more detail at our next team meeting.
2. We want all our customers to be **satisfied** with the service we give.
3. They're asking how much we **charge** for technical support.
4. I'm sorry, the line is busy. I'll ask her to **get back to you** as soon as possible.
5. The company will replace the **damaged** item for free.
6. Our **opening times** are from 9 in the morning until 8 in the evening.
7. Don't hang up - **hold the line** and I'll put you through to the correct department.

3 Match the words (A) to their definitions (B).

A

1. customer number – f
2. quote – d
3. enquiry – a
4. overcharge – ~~c~~ *b*
5. shipping date – e
6. complaint – c

B

- a. a request for information
- b. charge too high a price for a product or service
- c. a statement that something is unsatisfactory
- d. the estimated cost for a job or service
- e. the date a customer's order leaves the supplier
- f. a reference assigned to each customer by a supplier

4 Read the online complaint form. Then copy and correct the false sentences below.

Name:	John Higgins
E-mail:	jhig78@metromail.net
Telephone:	0113-559-2009
Time:	09 ▾ 43 ▾ AM ▾
Date:	12th June, 2017
Submit Now	

Comment: I am writing to complain about the disappointing service I received from your company. You sent me a motherboard that was missing a part. This caused us a serious problem because we couldn't use our main PC for sales. As a result of this, we lost a considerable amount of business.

When I made a complaint to an employee at Customer Services, she was rude and refused to offer compensation. I am sure you understand that I will be looking for a new supplier.

John Higgins
CompuNet

1. John Higgins is writing to the computer company about a software problem.

John Higgins is writing to the computer company about the disappointing service he received

2. The motherboard he received was making a noise.

The motherboard he received was missing a part

3. CompuNet was not affected by the problem.

CompuNet was affected by the problem. *+ lost...*

4. A representative of the company spoke nicely to him.

A representative of the company was rude to him

5. John Higgins plans to work with the company in the future.

John Higgins plans to look for a new supplier

Tip!

Adjectives ending in *-ing* describe the thing that causes the sensation or feeling. Adjectives ending in *-ed* describe the feeling.

Examples: The service was disappointing.

I was disappointed by the service.

5 Choose the correct answer.

1. Thank you for calling. I'll be happy to refuse / assist you again in the future.
2. I don't know what to do. What do you suggest / return?
3. I can't remember exactly what you ordered. I'll **check my records** / make a claim.
4. The order hasn't arrived yet. It must be under warranty / **lost in the post**.

6 Which pairs of sentences have got a similar meaning?

1. a. The prices on the invoice are too high. There must be an error.
b. The prices on this invoice are incorrect.
1. SIMILAR
2. a. They credited our account after they had overcharged us.
b. They put us through to the accounts department because they had overcharged us.
2. NOT SIMILAR
3. a. You sent us the wrong item.
b. I hadn't ordered the item you sent us.
3. SIMILAR
4. a. We'll replace the tablet at our expense.
b. We'll pay for replacing the tablet.
4. SIMILAR
5. a. The equipment you sent us is missing a part.
b. You've sent us more parts than we need.
5. NOT SIMILAR
6. a. This keyboard has got a defect, so it will have to be replaced.
b. This keyboard will have to be replaced because there's something wrong with it.
6. SIMILAR

7 Complete the sentences.

faulty part • making a noise • refund • compensation • losing business • doesn't fit

1. If the product is in its original box, I can give you a full **refund**.
2. I want **compensation** for the inconvenience you have caused me.
3. We finally found what was causing the problem. It was a **faulty part**.
4. There's a lot of competition in this area, so our company has been **losing business**.
5. Check that fan. It's **making a noise**.
6. This part **doesn't fit** where it's supposed to.

8 Read the sentences. Which are said by a customer? Which are said by a customer relations representative?

1. Of course. We'll credit your account. → **Customer relations representative**
2. You can return the items by post at our expense. → **Customer relations representative**
3. Is this product under warranty for a year? → **Customer**
4. We'll have to open the computer to see if there's any damage inside. → **Customer relations representative**
5. I'm very angry. I'm going to make a claim. → **Customer**
6. I apologise for the error. We'll send you the correct items immediately. → **Customer relations representative**
7. When I opened the box, I saw that the camera was missing a part! → **Customer**
8. We refuse to pay because we received incorrect items. → **Customer**

9 Read the complaint record. Complete the sentences with the words and phrases below.

refused • return • make a claim • refund • compensation • under warranty

1. return
2. under warranty
3. refused
4. refund
5. compensation
6. make a claim

ESP IT SERVICES <i>Complaint Form</i>	
Date: 22/12/17	Store: Denby
Product warranty expired: June 2017	
<p>Customer Timothy Moors tried to ¹..... a smartphone saying it had a defect. It looked like it had been dropped because the screen was also damaged.</p> <p>The customer bought the product from us over a year ago in June 2016, so it is no longer ².....</p> <p>I was very polite with Mr Moors, but I ³..... to give him a ⁴..... or offer him ⁵.....</p> <p>The customer was not satisfied and said he would ⁶..... with Head Office. I gave him the contact details.</p> <p>Sam Smith Sales Assistant</p>	