

Topic 157	When people need to complain about a product or poor service, some prefer to complain in writing and others prefer to complain in person. Which way do you prefer? Use specific reasons and examples to support your answer.
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1. Brainstorming
<ul style="list-style-type: none"> • Person <ul style="list-style-type: none"> writing : can be ignored, replied by AI writer relieve stress and rage : by shouting at the person • Write <ul style="list-style-type: none"> time-efficient less risky : less likely to be accused for making a scene shared to other people by internet
2. Outlining
<ul style="list-style-type: none"> • Introduction <ul style="list-style-type: none"> - nobody is perfect : make mistake - companies, factories : flawed products - Opinion : Writing • Body <ol style="list-style-type: none"> 1. difference of method to convey complaints <ul style="list-style-type: none"> - Writing : given time to think ⇒ persuasive message - Speaking : immediate, quick ⇒ can't warn clearly 2. less risky <ul style="list-style-type: none"> - Speaking : can be raged, make a scene - be accused, inevitable fine 3. easily shared to other people <ul style="list-style-type: none"> - people sympathize with the writer - get support ⇒ more persuasive • Conclusion <ul style="list-style-type: none"> - try to accept complaints

3. Essay Writing

It is a common sense that nobody can be flawless. Everyone makes mistakes more than once throughout the life, and large companies are not an exception. Flawed products are frequently being produced, and consumers are often annoyed due to poor service. As a solution, companies accept complaints by the counselor of the company, or receiving written letter via email in order to make improvements in the quality of service. In my preference, writing is a more efficient choice than speaking for sending complaints.

To begin with, people should focus more on the difference of methods to convey complaints. Consumers are given enough time to form their message which is persuasive and can evidently caution the company in charge of the services or products, when sending a written complaints. On the contrary, they aren't given sufficient amount of time to think and organize how to explain their situation, when transmitting the complaint to other person. Thus, their explanations of the flaws in services commonly omit important points, or sometimes the counselor can't easily understand it.

Furthermore, there are more risks for the complainer to endure when transmitting complaints by speaking, than just writing. It might be a contradictory fact that the complainer, actually a victim of the situation, should concern about risks. They paid proper amount of money, and thus, they are actually at a position to caution and warn the producer, not to be threatened. In reality, though, there are cases when the customers can't handle their emotion of rage for not being gratified with the service or products. Some get so enraged that they unconsciously yell at the counselor or swear at them. This provide chances for the counselor to accuse of the customer for making a scene and insulting others. In this situation, it is obvious that paying fine is inevitable for the customer.

Moreover, complaining by writing a letter provide the complainer with an opportunity to share the situation to the public through the internet. Companies frequently ignore complaints from consumers, or give unsatisfactory replies. In response to these treatments, consumers are able to broadcast the unreasonable reactions. Soon, the story will be publicized, and more and more

people will agree with the consumer, making the consumer's statements more persuasive. On the other hand, the company will start to lose publicity and reputation, and will eventually listen to the consumer's complaint, with compensation for poor quality of service.

To sum up, letters are more helpful implements for conveying one's statements or complaints than language, owing to the efficiency, low risk of a conflict, and the utilization of the publicity. No matter the way to complain though, I believe that an attitude of tolerance is one of the most essential factors for determining the companies' future growth.

4. Speaking

In my preference, a letter would be a better choice than language for conveying complaints.

First of all, complaining by people involve some risks for the complainer to endure. If the consumer feels mad with poor services or products, it is possible for them to yell or swear unconsciously at the counselor of the company. In unfortunate situations, the complainer might be accused for making a scene.

Second of all, written complaints can lease power of the public. If the complaint is sent but none of the improvement or compensation has made, the writer can share the situation to the public through the internet, and by attracting the publicity, the complaint will become more persuasive.