

DEALING WITH DIFFICULT CUSTOMERS

In 30 seconds, answer the following question:

- **What do you think about the saying “The customer is always right”?**

Watch the video and answer the following question in 60 seconds:

What did you learn from the video?

Video



Source:

<https://www.youtube.com/watch?v=rt1DEkxVbds>



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Listen and repeat. Then, choose a word to define.

1. **Blame (v)** /bleɪm/

2. **Displeased (adj)** /dɪs'pli:zd/

3. **Approach (v)** /ə'prəʊtʃ/

4. **Incompetent (adj)** /ɪn'kɑ:mpɪtənt/

5. **Attentiveness (n)** /ə'tentɪvnəs/

6. **Vent (v)** /vent/

Make a sentence using that word.

Example: He shows genuine **attentiveness** to his customers.



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Wear Your Words

Explanation of a useful idiom and phrasal verb:

Look to something

to expect or hope for something



Think something over

to consider something carefully, especially before reaching a decision



Examples:

✓ He **looked to** hear from her within the week.

✓ I've been **thinking over** what you said.

Make a sentence using either the given idiom or phrasal verb.



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Structures:

S + blame + somebody/something + for + something.

S + blame + something + on + somebody/something.

Examples: - You can't really **blame** them **for** not telling you.

- Whenever something goes wrong, everyone **blames** it **on** me.

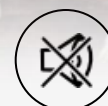
Make a sentence using the given structure.



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Pair Work: In 180 seconds, discuss how to deal with difficult customers with your partner.

Suggestions:

- ✓ Never argue with customers when they are angry, displeased or complaining
- ✓ Listen and let the customer vent
- ✓ Show concern for the customer's feelings
- ✓ Don't blame the customer or the company
- ✓ Try to solve the problem, or get someone who can
- ✓ Etc.



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Assessment Form

Here are some comments on your performance.

Student	Pronunciation	Vocabulary	Grammar
1.			
2.			
3.			
4.			
5.			
6.			

Feel free to ask if you have any questions!



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✓ Vocabulary related to dealing with difficult customers

✓ **Idiom:**

Look to something

✓ **Phrasal verb:**

Think something over

✓ **Structures:**

S + blame + somebody/something + for + something.

S + blame + something + on + somebody/something.

✓ Discussion about how to deal with difficult customers



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Homework

Complete your mission and find more in related lessons.

<div>Your mission</div>	<div><div>✓</div>Take note of what you need to improve (Vocabulary, Grammar and Pronunciation)</div> <div><div>✓</div>Practice the related lessons in the course browser here (It doesn't apply to all students)</div> <div><div>✓</div>Take those lessons</div>
<div>Recommendations</div>	<div><div><div>✓</div>161-customer service (#0370)</div><div><div>✓</div>171-overview of adverbs (#0254)</div></div>
<div><div><div><div><div>Rất hài lòng</div><div><div><div>★★★★★</div></div></div><div>Nhấn vào ngôi sao để đánh giá</div><div>Tôi hài lòng nhất</div><div><div><div><div><div><div></div><div>Giảng viên</div></div><div><div><div></div><div>Chất lượng kĩ thuật</div></div><div><div><div></div><div>Học liệu</div></div></div></div></div></div></div></div></div></div></div></div>	<div><div>✓</div>Please don't forget to rate our lesson today</div>



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