

DEALING WITH DIFFICULT CUSTOMERS

In 30 seconds, answer the following question:

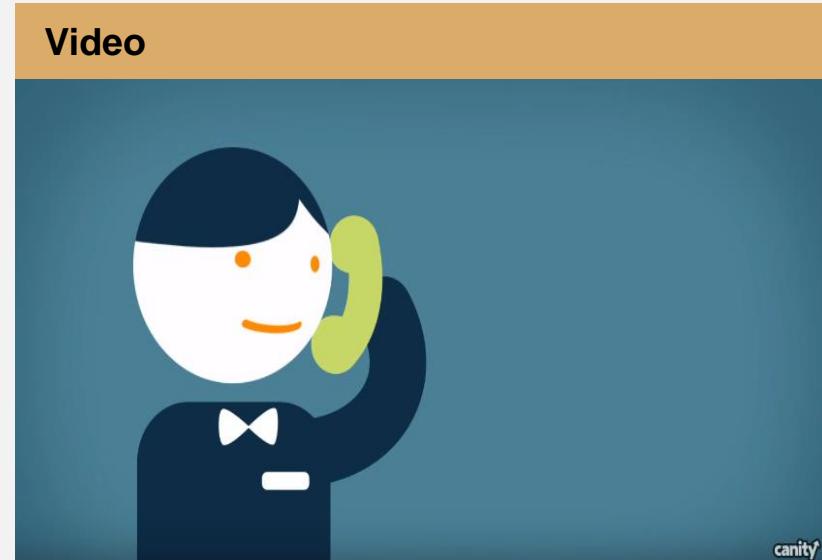
- What do you think about the saying “The customer is always right”?

Speak Up

TOPICA NATIVE

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

What did you learn from the video?



Source:

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



Vietnam: 1800 6885
Thailand: 021 054 346
Indo: +622 129 223 068
Technical support



Use headphones



No speaker

Wear Your Words

TOPICA NATIVE

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

1. **Blame (v)** /bleɪm/

2. **Displeased (adj)** /dɪs'pli:zd/

3. **Approach (v)** /ə'prau̯tʃ/

4. **Incompetent (adj)** /ɪn'kæmpɪtənt/

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

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

Make a sentence using that word.

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



Vietnam: 1800 6885
Thailand: 021 054 346
Indo: +622 129 223 068
Technical support



Use headphones



No speaker

Wear Your Words

TOPICA NATIVE

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.



Vietnam: 1800 6885
Thailand: 021 054 346
Indo: +622 129 223 068
Technical support



Use headphones



No speaker

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.



Vietnam: 1800 6885
Thailand: 021 054 346
Indo: +622 129 223 068
Technical support



Use headphones



No speaker

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.



Vietnam: 1800 6885
Thailand: 021 054 346
Indo: +622 129 223 068
Technical support



Use headphones



No speaker

Assessment Form

TOPICA NATIVE

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!



Vietnam: 1800 6885
Thailand: 021 054 346
Indo: +622 129 223 068
Technical support



Use headphones



No speaker

- ✓ 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



Vietnam: 1800 6885
Thailand: 021 054 346
Indo: +622 129 223 068
Technical support



Use headphones



No speaker

Homework

TOPICA NATIVE

Complete your mission and find more in related lessons.

<h2>Your mission</h2>	<ul style="list-style-type: none">✓ Take note of what you need to improve (Vocabulary, Grammar and Pronunciation)✓ Practice the related lessons in the course browser here (It doesn't apply to all students)✓ Take those lessons
<h2>Recommendations</h2>	<ul style="list-style-type: none">✓ 161-customer service (#0370)✓ 171-overview of adverbs (#0254)
<p>Rất hài lòng</p>  <p>Nhấn vào ngôi sao để đánh giá</p> <p>Tôi hài lòng nhất</p> <p> Giảng viên</p> <p> Chất lượng kỹ thuật</p> <p> Học liệu</p>	<ul style="list-style-type: none">✓ Please don't forget to rate our lesson today



Vietnam: 1800 6885
Thailand: 021 054 346
Indo: +622 129 223 068
Technical support



Use headphones



No speaker

9/9