

Making and dealing with complaints

- 1 (1.30) Read and listen to the dialogue. What is the speaker making a complaint about? Does the assistant resolve the complaint?



Assistant Customer Service help desk, contracts' department. **1How can I help you?**

Customer Good afternoon, **2I'm ringing to complain about** my mobile phone and internet package. I'm sorry to have to say this, but I'm really not happy with the service, and I'm seriously considering cancelling my contract with you.

Assistant **3Could you tell me** precisely what the problem is?

Customer Yes, my phone signal is often unavailable and my internet access is always being interrupted. **4It's simply not good enough** to charge me so much for such a poor service.

Assistant Have you contacted us before to report this?

Customer Lots of times, and that's another thing. I often can't get through to anyone. And when I do, nothing seems to be resolved.

Assistant I can put you through to the technical department now to see if they can resolve the problem.

Customer **5Sorry, but actually I'd like to** terminate my contract. Can I do that now?

Assistant I'm afraid we need a month's notice to terminate your contract. You'll have to request a termination in writing.

Customer I understand what you're saying, but **6that's just not acceptable. 7It's absolutely ridiculous!** I really don't think I should have to pay for another month if you are not providing the service detailed in the contract. **8I'd like to speak to** the manager!

- 2 Read the dialogue again. Which of the phrases in bold are for making a complaint and which are for dealing with one?

Speaking tip

In English, we use the following phrases to make complaints sound more polite:

I'm sorry to say this but ...

Actually, ...

I'm afraid that ...

And that's another thing.

I understand what you're saying but ...

- 3 Read the *Speaking tip* and make the following complaints sound more polite.

1 That's ridiculous.

2 Your service is terrible.

3 I'd like to cancel my contract.

4 I refuse to pay for such bad service.

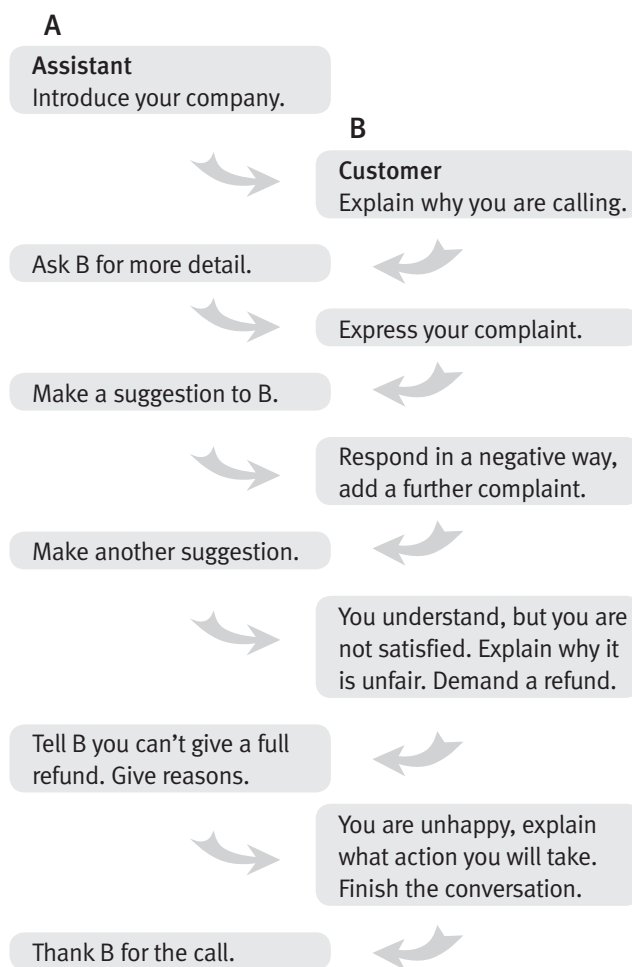
5 I have already reported the problem several times.

- 4 (1.31) Listen to the dialogue. What is the customer complaining about?

- 5 (1.31) Listen again and answer the questions.

- 1 What does the customer want to do?
- 2 What does the assistant say to show he is listening?
- 3 What does the customer find ridiculous?
- 4 What suggestion does the assistant make to resolve the problem?
- 5 Is the customer satisfied with the suggestion?

- 6 Work in pairs. Prepare a telephone dialogue between a Customer Service Assistant, and a dissatisfied customer. Decide what the product is and why the customer is dissatisfied. Use the chart below.



- 7 Act out your dialogue to the class.