

COMPLAINTS

Work in pairs. What would you do in each of the situations (1–4)? Why?

- 1 You have just been served a meal in a restaurant which is cold and very late to arrive.
- 2 You've ordered something online and when it arrives, you find it's faulty.
- 3 Your new washing machine is broken and some wet clothes are stuck inside it.
- 4 You have just arrived at your hotel on holiday. The brochure said there was a swimming pool, but it hasn't been finished.

2.16 Listen to the dialogue and answer the questions.

- 1 Which of the situations from exercise 10 is it?
- 2 How does the customer feel?
- 3 What solution is offered?

Listen again and complete the How to... box.

How to... complain about goods and services

Explain the problem	<i>I'd just like to _____ about how long it took to deliver.</i> <i>You _____ that delivery would be within three days but in the end, I waited two weeks.</i>
Apologise	<i>Oh, I'm _____ sorry about that.</i> <i>I can only _____ my apologies for that.</i> <i>I do _____ for that.</i>
Request some action	<i>I'm not prepared to accept _____ goods.</i> <i>I'd be _____ if you could send a replacement.</i>
Offer a solution	<i>We'll send someone to pick up the _____ TV as soon as possible.</i> <i>I'll send out a _____.</i> <i>I can _____ you that we'll definitely stick to the appointment.</i>

Listen again and complete the script:

M: Hello, Electrical Solutions?

W: Oh, hello, my name's Ella Fernandez and I recently bought a TV from your website.

M: Mmm?

W: It was the Panasonic thirty-two inch widescreen, and it was delivered yesterday.

M: Oh, yes, _____?

W: Well, first of all, I'd just like to complain about how long it took to deliver. _____, you promised on the site that delivery would be within three days ... but in the end, I waited two weeks ... and _____, I don't think that's acceptable.

M: Oh, I'm terribly sorry about that. _____ some problems with the stock and so it took a little longer than usual ... I can only offer my apologies for that.

W: Well, _____ if you'd let me know beforehand about any possible delays.

M: Yes, I do apologise for that.

W: Well, _____, I would've been OK with the delayed delivery if the TV had been in perfect condition when it arrived, _____ that it is far from perfect.

M: Oh?

W: Yes, the top left corner of the TV is slightly damaged and the on/off switch is loose.

M: Is the TV itself working? I mean, can you turn it on and is the picture clear?

W: Yes, it is. ... but given that this is a brand new TV and cost a lot of money, I'm not prepared to accept damaged goods, and I'd be grateful if you could send a replacement as soon as possible please.

M: Well, we'll send someone to pick up the faulty TV as soon as possible and then when we've got that back in the warehouse, I'll send out a replacement.

W: Well, OK, but when could you pick this TV up?

M: Erm, ..., erm, next Thursday ... we could do it next Thursday.

W: Next Thursday? That's over a week from now! ... any earlier than that? I mean, I've already waited nearly two weeks ... And ... that you'll come on Thursday? I don't want to be waiting around and then nobody turns up.

M: I can assure you that ... stick to the appointment ... and I'll send you an email to confirm it.

W: Oh, well. OK, ..., yes, next Thursday, and yes, could you send me an email, please, confirming that?

M: ... So, next Thursday between eight and six, someone will come and collect the faulty TV. ... for you. And then, as I say, ... arrange a time to deliver the replacement TV.

W: OK, fine. Well, ...

M: And ... And once again, I can only apologise for the problems you've had.

W: OK. Thank you. Goodbye.

M: Bye.