Complaints. Functional Language

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Task 1. Calling Customer Support to complain about slow Internet. First, listen to get a quick idea of the problem. Then, listen again and fill in the gaps.

David: Thank you for calling QuickNet customer support. My name is David. How can I help you today?

Emma: Hi, David. Yeah, I'm calling because my internet has been really slow for the _____ _____ _____ (1) and I'm getting pretty frustrated to be honest.

David: I'm sorry to hear that. I can definitely help you with this. Can I get your account number or the phone number associated with your account?

Emma: Sure. It's 5550147.

David: Perfect. Thank you. Okay. I see your account here. So, you're saying the internet has been slow. Can you tell me a little more? Is it slow all the time or just at _____ (2) moments?

Emma: It's mostly in the evenings, like after 6 or 7. During the day, it's okay. Not great, but okay. But at night, it becomes almost impossible to do anything. I can't even watch a movie without it stopping every 2 minutes to _____ (3).

David: I understand. That sounds really _____ (4). And are you using Wi-Fi or is your computer connected directly to the router with a cable?

Emma: Wi-Fi. Everything in my house is _____ _____ (5). My laptop, my phone, the TV, my son's tablet.

David: Got it. And where's your router located in your home?

Emma: It's in the living room on a shelf next to the TV.

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David: Okay, that's good. Sometimes people put them in closets or behind furniture and that can_____ _____ _____ (6). Now, have you tried restarting the router recently?

Emma: Yeah, I did that yesterday. I _____ (7) it, waited like 30 seconds, and_____ (8) it back in. It helped for maybe an hour and then it went back to being slow.

David: All right. Let me check something on our end. Can you give me just a moment?

Emma: Sure. Go ahead.

David: Okay. I'm looking at your connection right now and I can see there have been some_____ (9) in your signal over the past week. That could explain the problems you're having.

Emma: So, it's not just me. There's actually something wrong.

David: It looks like it. Yes. It could be_____ _____ _____ (10) the line coming into your home or possibly the router itself. It's a few years old according to your account.

Emma: Yeah, I think I got it when I first_____ _____ (11) like 3 years ago maybe.

David: That might be part of the problem. Technology changes fast and older routers don't always_____ (12) multiple devices very well. You mentioned you have several things connected at the same time.

Emma: Yeah, at least five or six, especially in the evenings when everyone's home.

David: That makes sense. Here's what I suggest. Um, I can _____ (13) a technician to come to your home and check everything. They can test the line and see if you need a new router. We actually have a _____ _____ (14) that's much better with multiple devices.

Emma: Would that cost extra?

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David: The visit is free since you'____ _____ (15) a problem. And if you need a new router, there might be a small _____ (16), but I can check if you qualify for a free _____ (17). Let me see. Actually, yes. Because you've been a customer for over 2 years, you're eligible for a free equipment _____ (17).

Emma: Oh, that's great news. Okay. Yeah, let's schedule that visit then.

David: Perfect. I have _____ (18) this Thursday between 2 and 5 in the afternoon or Saturday morning from 9 to 12. What _____ _____ (19) for you?

Emma: Saturday morning would be better. I work during the week.

David: No problem. I'____ _____ (20) a technician for Saturday between 9 and 12. You'll get a text message the day before to confirm. Is there anything else I can help you with today?

Emma: No, I think that's it. Thanks for your help, David. I really appreciate it.

David: You're welcome. Thank you for calling QuickNet and have a great day.

Emma: You too. Goodbye.

Audio Source: https://www.youtube.com/watch?v=sBu5Cw-vxNU
Pic Source: https://propelsteps.wordpress.com/2013/10/24/know-top-10-countries-with-slower-internet-connections/slow-internet-connection/

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Task 2. Calling Customer Service to complain about a food delivery service. First, listen to get a quick idea of the problem. Then, listen again and fill in the gaps.

Rachel: Hello. Thank you for calling Food Fast Support. My name is Rachel. How may I _____ (1) you today?

Greg: Hi, Rachel. Yeah, I just received my order and honestly, I'm really disappointed. There are several problems with it.

Rachel: Oh, no. I'm so sorry to hear that. Let me _____ _____ (2) your order. Can you give me the phone number on your account?

Greg. It's 5550283.

Rachel: Thank you. Okay. I see you _____ (3) an order about 45 minutes ago from Golden Dragon Chinese Restaurant. Is that correct?

Greg: Yes, that's the one.

Rachel: All right. And what _____ _____ _____ (4) the problem with your order?

Greg: Well, first of all, _____ _____ _____ (5) is missing. I ordered four things. Fried rice, orange chicken, spring rolls, and a Wantton soup. But I only got the rice and the chicken. No spring rolls, no soup.

Rachel: I see. That's definitely not okay. I apologize for that.

Greg: And that's not even the worst part. The food that did arrive is completely cold. Like, not even warm. I touched the container and _____ _____ _____ (5) it's been sitting somewhere for an hour. The rice is hard on the edges.

Rachel: Oh my goodness. I'm really sorry. That's unacceptable. Do you remember how long the delivery took? Was it _____ (6)?

Greg: Actually, yes. The app said it would arrive at 7.15, but the driver didn't _____ _____ (7) until almost 8. So, yeah, like 45 minutes late.

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Rachel: That explains the cold food then. I'm really sorry you had this experience. Let me see what I can do to make this right.

Greg: I mean, I paid almost _____ _____ (8) for this meal and I can't even eat most of it. My kids were waiting for those spring rolls. You know, they're not going to eat cold rice.

Rachel: I completely understand. If I were in your situation, _____ _____ _____ (9), too. So, here are your options. I can issue a _____ _____ (10) for the entire order, which would go back to your card in 3 to 5 business days, or I can give you credit for the full amount plus an extra $5 for the inconvenience, and you can use that for a future order.

Greg: What happens with the driver? Because this isn't the first time I've had a _____ _____ (11), but it's the first time the food arrived this bad.

Rachel: I'll make a note on this delivery about the delay and the condition of the food. Our team reviews these_____ (12) and if there's a pattern, they take action, but I can't tell you exactly what that would be.

Greg: Okay, _____ _____ (13). I think I'll take the refund. I don't really feel like ordering again tonight after this.

Rachel: Absolutely. I understand. Let me process that for you right now. Okay. I've submitted the refund for _____ _____ (14). Like I said, it should appear on your card within 3 to 5 business days, though sometimes it's faster.

Greg: All right. And there's nothing I need to do with the food? Like, do you want me to send a photo or anything?

Rachel: No, that's not necessary. We trust our customers. But if you want to, you can always leave a review on the restaurant page. That helps other customers know what to expect.

Greg: Yeah, I might do that. Actually, this is really disappointing because I've ordered from that restaurant before and it was always good.

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Rachel: It could have been an issue with the delivery rather than the restaurant itself. _____ _____ (15), I'm glad we could resolve this for you today. Is there anything else I can help you with?

Greg: No, I think that's everything. Thanks for being helpful, Rachel. I appreciate you not making this difficult.

Rachel: Of course. Again, I'm sorry this happened. We hope you'll give us another chance in the future. Have a good evening.

Greg: Thanks. You, too. Goodbye.

Audio Source: https://www.youtube.com/watch?v=sBu5Cw-vxNU
Pic Source: https://speedsternow.com/blog/common-mistakes-in-food-delivery/

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