

## A problem with an order

**1A** How do you contact customer services: by phone, email or chat box?  
When and why do you contact them?

**B** Match the customer problems (1-5) with the customer services solutions (a-e).

### Problems

- 1 These laptops are the wrong model.
- 2 This chair is blue. I wanted a black one.
- 3 The machine isn't working.
- 4 We want to return this old photocopier.
- 5 There's a mistake on this invoice.

### Solutions

- a We'll send a technician.
- b We'll change them.
- c We'll send a truck.
- d We'll correct it.
- e We'll change it.



	10
	50
Subtotal	\$ 200
VAT 25 % Sales Tax	\$ <del>50</del>
Total	\$ <del>250</del> 200

*VAT Denied!  
Experts*

**2** 6.02 Listen to a customer phoning customer services. Choose the option in *italics* to complete the problem with the order.

Company name	<sup>1</sup> <i>Anderson's / Patterson's Ltd</i>
Product description	<sup>2</sup> <i>desktop / laptop computer</i>
Order number	<sup>3</sup> <i>FB90078 / FT90087</i>
Quantity	<sup>4</sup> <i>14 / 40</i>
Model number ordered	<sup>5</sup> <i>CR653 / CR673</i>
Delivery address	<sup>6</sup> <i>13 / 30</i> <sup>7</sup> <i>Northport / Newport Rd,</i> Manchester, <sup>8</sup> <i>M90 5EJ / M19 5LH</i>
Special note	<sup>9</sup> <i>Normal / Express delivery - arrive within</i> <sup>10</sup> <i>two / three days.</i>

## Helping with a problem

**3** Listen again and complete the phrases from the phone call with one or two words.

- 1 How can \_\_\_\_\_ you?
- 2 There's a \_\_\_\_\_ the laptops you delivered.
- 3 I'm \_\_\_\_\_ hear that.
- 4 \_\_\_\_\_ have your order number, please?
- 5 I'm very \_\_\_\_\_ the mistake.
- 6 We'll \_\_\_\_\_ those for you.
- 7 Can I just \_\_\_\_\_ your delivery address?
- 8 It \_\_\_\_\_ take three to four days.
- 9 I \_\_\_\_\_ this is important for you.
- 10 I'll \_\_\_\_\_ my manager.
- 11 Can I help \_\_\_\_\_ anything else?
- 12 You're very \_\_\_\_\_. Goodbye.



#### 4A Complete the dialogue with the client's responses in the box.

Is there anything you can do about it?  
Thank you for your help.  
There's a problem with the photocopier.  
We need it as soon as possible.  
When will the technician get here?

- A:** Good morning, customer services. Diane speaking. How can I help you?  
**B:** Good morning. <sup>1</sup> \_\_\_\_\_. It's not working.  
**A:** I'm sorry to hear that. We'll send a technician.  
**B:** <sup>2</sup> \_\_\_\_\_  
**A:** On Friday, but it might be after three o'clock. He's very busy.  
**B:** Oh, no! <sup>3</sup> \_\_\_\_\_  
**A:** I'm sorry about that, but he's very busy.  
**B:** We can't print without it. <sup>4</sup> \_\_\_\_\_. We have deadlines to meet.  
**A:** I understand. I'll tell them it's urgent. I'll try and send someone in the morning.  
**B:** <sup>5</sup> \_\_\_\_\_  
**A:** You're very welcome. Goodbye.

#### 5 Work in pairs. Take turns to phone customer services. Use expressions from Exercises 3 and 4.

##### Phone call 1: You are the client

**Your order number:** HY00634GC

**Product:** Black computer chairs

**Product number:** AY35CB

**Quantity:** 15

You ordered fifteen black computer chairs but you received fourteen white computer chairs (product number AY26CW) yesterday. You want to change the chairs.

- Phone customer services. *Good morning, I'm ...*
- Explain the problem. *There's a problem with ...*
- Ask when they can change the chairs. *When will ... ?*
- You need delivery tomorrow. You have staff without chairs. *We need ...*

##### Phone call 2: You are the Customer Services Agent

All your technicians are very busy and some are on holiday. They might take two days to visit the client. If a customer says it's urgent, you can send one within twenty-four hours.

- Answer phone call. *Customer Services, ...*
- Ask about the problem. *How can I ...*
- Say what you will do. *We'll ...*
- Be polite. *I'm sorry ...*
- Ask if they need anything more. / End the call. *Can I help you with ...*

## Student B

### Phone call 1: You are the Customer Services Agent

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- Answer phone call.  
*Customer Services, ...*
- Ask about the problem.  
*How can I ... ?*
- Ask for the order number.  
*Can I have ... ?*
- Say what you will do.  
*We'll ...*  
*I'll ...*
- Be polite.  
*I'm (very) sorry about ...*
- Ask if they need anything more / End the call.  
*Can I help you with ...*

Delivery normally takes three to four days. You can ask your manager to use express delivery in special cases.

### Phone call 2: You are the client

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The office digital printer isn't working. You need a technician today. It's urgent.

- Phone customer services.  
*Good morning, ...*
- Explain the problem.  
*There's a problem with ...*
- Ask when they can send a technician.  
*When will ... ?*
- Explain that it is urgent. You need it to work as soon as possible.  
*We need ...*

**1**  6.01 Listen to a client phoning customer services and choose the correct option.

- 1 Paula works in the ... department.  
a IT                                      b Customer Service                      c Finance
- 2 The client is the manager of  
a a restaurant.                      b a café.                                      c an office.
- 3 The client's espresso machine is  
a new.                                      b bad quality.                              c old.
- 4 What does the client want?  
a He wants a technician to look at it.  
b He wants to return the old machine.  
c He wants to buy a new machine.
- 5 When is the technician going to come?  
a on Monday                              b on Wednesday                              c on Friday
- 6 What time of day can the technician come?  
a in the morning                      b in the afternoon                              c in the evening

**2** Put the sentences from the conversation in the correct order. Then listen again and check.

- |   |                             |
|---|-----------------------------|
| a Well, I can tell them it's urgent ...                                 | <input type="checkbox"/>    |
| b I'm sorry to hear that. What's the problem?                           | <input type="checkbox"/>    |
| c How can I help you?   | <input type="checkbox"/> 1  |
| d Can I help you with anything else?                                    | <input type="checkbox"/> 10 |
| e There's a problem with our espresso machine.                          | <input type="checkbox"/>    |
| f I understand, but the technicians are very busy this week.            | <input type="checkbox"/>    |
| g Do you want to return your old machine and change it for a new model? | <input type="checkbox"/>    |
| h Yes, good news. A technician can come on Friday.                      | <input type="checkbox"/>    |
| i When will the technician get here?                                    | <input type="checkbox"/>    |
| j I'll send a technician.   | <input type="checkbox"/>    |

**3** Read the text messages. Which one is from the client to his employees at Café Hibiscus?

**A**

Hello,  
The espresso machine isn't working! Please don't use it. We are getting a new model on Friday.

**B**

To all staff,  
There is a problem with the espresso machine. It's very old. A technician is coming next week.

**C**

Hi everyone,  
Please don't use the espresso machine. It isn't working. Someone is coming to look at it on Friday afternoon.