

Name: _____

Date: _____

Customer Complaint Evaluation: Spoken Texts

Read the two spoken conversations at the Circular Quay ferry desk for Taronga Zoo. Then complete the activities to check tone, intent, and effectiveness.

Spoken Dialogue A

Customer: "I am really annoyed! The guide said the ferry takes 12 minutes. We waited 30 minutes at Wharf 2 and missed our zoo entry!"

Staff Member: "That is not my problem. The ferry runs late sometimes. You should check the board yourself."

Spoken Dialogue B

Customer: "Excuse me, we missed the 9:30 am boat because of the queue. We have tickets for Taronga Zoo today. What can we do?"

Staff Member: "Hey there! Do not worry, it is too easy. Your ticket is valid all day. You can take the next ferry at 10:00 am."

Part 1: Analyse Tone

Read each speaker's words. Tick the word that best describes their tone of voice.

Speaker	Tone in Dialogue A	Tone in Dialogue B
Customer	☐ Calm and polite ☐ Upset and angry ☐ Cheerful	☐ Calm and polite ☐ Rude and loud ☐ Sarcastic
Staff Member	☐ Helpful and warm ☐ Unhelpful and blunt ☐ Excited	☐ Friendly and helpful ☐ Impatient ☐ Angry

Part 2: Speaker Intent

1. In **Dialogue A**, what does the customer want the staff member to know?

- ☐ They want to buy a giraffe souvenir.
- ☐ They are angry because the wait was too long and ruined their plans.
- ☐ They want a map of Sydney Harbour.

2. In **Dialogue B**, what is the customer's main goal?

3. In **Dialogue B**, what does the staff member mean by the everyday Australian phrase "too easy"?

- ☐ The problem can be fixed without any trouble.
- ☐ The visitor must take a test.
- ☐ The ferry trip is very difficult.

Part 3: Evaluate Effectiveness

4. Which staff member handled the complaint effectively? Explain why.

5. How did the customer in **Dialogue A** feel after speaking to the staff member? Give one reason for your answer.



Part 4: Role-Play Practice

Imagine you work at the Taronga Zoo visitor desk. Rewrite the staff response for **Dialogue A** to make it polite, helpful, and effective.

Helpful phrases to try: "I am sorry for the delay..." | "Let me help you with that..." | "Too easy..."

Answers

Part 1: Tone Table

Customer (Dialogue A): Upset and angry. Customer (Dialogue B): Calm and polite.

Staff Member (Dialogue A): Unhelpful and blunt. Staff Member (Dialogue B): Friendly and helpful.

Part 2: Speaker Intent

1. They are angry because the wait was too long and ruined their plans.
2. The customer wants to know if they can still use their ticket on the next ferry to get to Taronga Zoo.
3. The problem can be fixed without any trouble.

Part 3: Evaluate Effectiveness

4. Staff Member B handled the complaint effectively. They listened politely, used a calm and welcoming tone ("Hey there!", "too easy"), reassured the visitor, and gave a clear solution (take the 10:00 am boat).
5. The customer felt more frustrated and ignored because the staff member dismissed the issue, said "not my problem", and offered no help.

Part 4: Role-Play Practice (Sample Answer)

"I am very sorry about the delay today. The ferries have been held up, but your zoo entry is still safe. Let me check the next boat for you right away so you can enjoy your visit."