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

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?

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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?

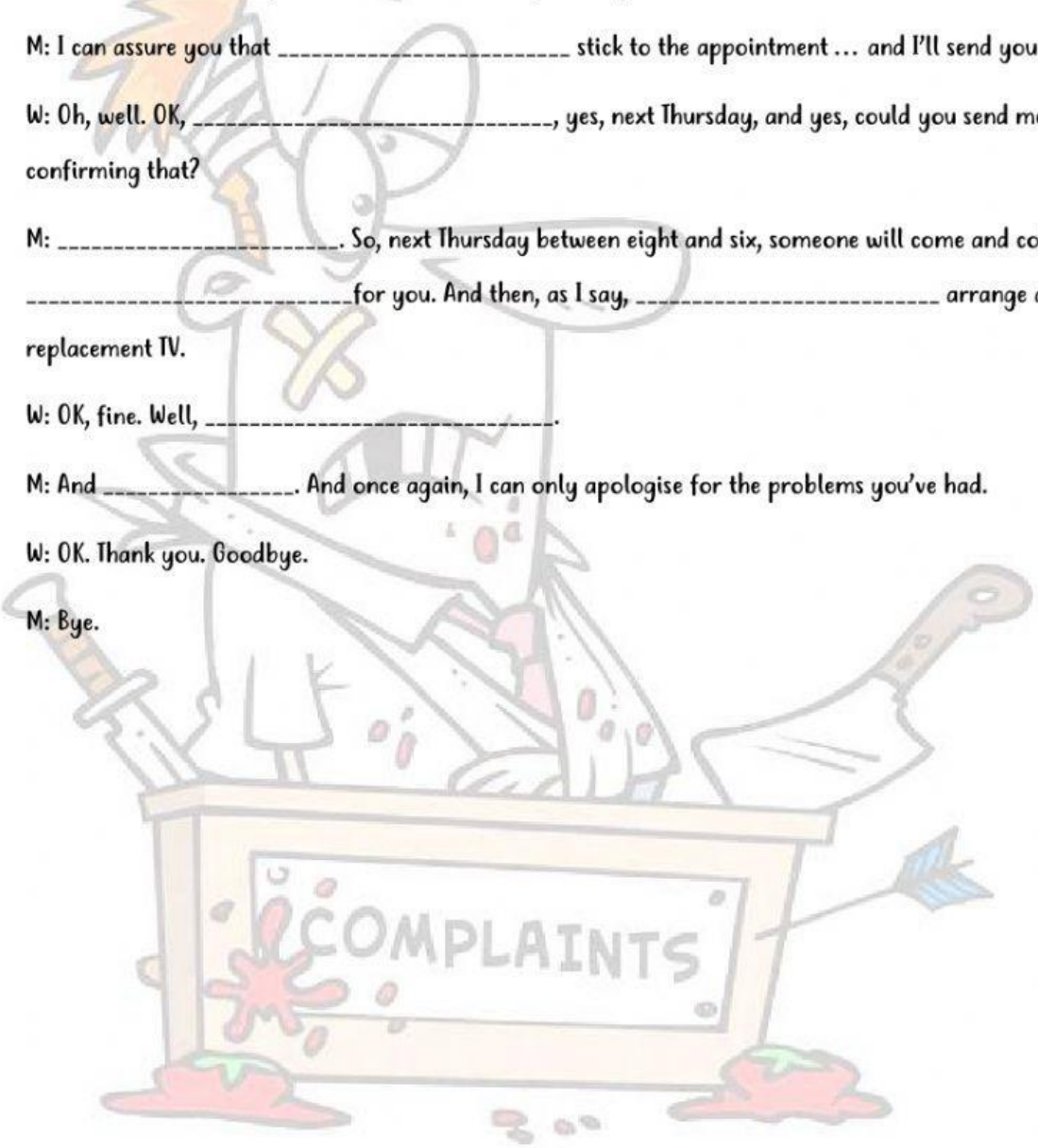
M: _____. So, next Thursday between eight and six, someone will come and collect the faulty TV. _____for you. And then, as I say, _____ arrange a time to deliver the replacement TV.

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.



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