Handling Complaint

Name :

Class :

Drag the sentences on the left and drop orderly on the right to make a good dialog !

C	: Well, I purchased these windows because I was told they would significantly reduce my energy bills, but I haven't noticed any difference at all. My energy bills are just as high as before.	
C	: There haven't been any noticeable drafts, and the windows look fine. It's just that my heating and cooling bills have remained consistently high since the installation.	
C	: That sounds like a good step. I appreciate your help in addressing this problem.	
C	: Sure, my email is customer@email.com, and my phone number is 081312345678.	
C	: I appreciate your assistance, and I look forward to resolving this issue.	
C	: Hello, I'd like to talk to someone about the EcoGuard Energy-Efficient Windows I recently purchased.	
S.K	: I understand how frustrating that must be. I'm here to help resolve this issue for you. To better assist you, could you please share some specifics about your energy bills? Have you noticed any drafts or issues with the windows themselves?	
S.K	: Thank you for providing more details. I apologize for any inconvenience this has caused you. Let me look into your case to find a solution. In the meantime, I'll arrange for a technician to inspect your EcoGuard Windows to ensure they are performing as expected. This will help us determine if there are any issues with the windows themselves.	
S.K	: You're very welcome. I will personally follow up on this and make sure it's resolved to your satisfaction. Can I have your contact information so that I can update you on the progress?	
S.K	: Thank you for providing your contact information. We'll be in touch soon to schedule the inspection and keep you updated on the resolution process. If you have any further questions or concerns, please don't hesitate to reach out to us.	
S.K	: Good afternoon! I'm here to assist you with any concerns you have. I'm sorry to hear that you're facing an issue with our EcoGuard Windows. Could you please provide more details about the problem?	

LIVEWORKSHEETS