

Listening Exercises B2 – Problems at work

Handling customer complaints

1. Listen to two customer services assistants deal with dissatisfied customers on the phone. Then, choose the correct answer.

Conversation 1

1. What is the main reason for the customer's call?

- a) To complain about the price of a book.
- b) To find out why a book he ordered hasn't arrived.
- c) To cancel an order he made two weeks ago.
- d) To order a new book called "Stress Management".

2. What is the actual problem with the customer's order?

- a) It was lost in the post.
- b) The payment for it was not accepted.
- c) The company has not yet prepared it for dispatch.
- d) The customer gave them the wrong address.

3. Why can't Angela guarantee the book will be sent today?

- a) Because the order number is incorrect.
- b) Because the customer was rude to her.
- c) Because it is quite late in the working day.
- d) Because the book is no longer available.

4. The overall tone of the customer at the end of the conversation can best be described as...

- a) impatient and disappointed.
- b) satisfied and grateful.
- c) furious and threatening.
- d) confused and unsure.

Conversation 2

1. What is the nature of the problem?

- a) The delivery was late.
- b) The wrong product was delivered.

- c) The printer cartridges are faulty.
- d) The invoice amount was incorrect.

2. The customer, Thomson Electronics, is...

- a) a new, first-time client.
- b) a regular customer with an account.
- c) a competitor of Home and Office Supplies.
- d) a retail customer buying in a shop.

3. What reason does the representative give for the mistake?

- a) They have been very busy recently.
- b) The customer provided the wrong order number.
- c) They have been experiencing computer problems.
- d) The product was out of stock.

4. How does the company plan to compensate the customer for the inconvenience?

- a) By offering a 10% discount on the next order.
- b) By sending a free gift with the next delivery.
- c) By upgrading their account status.
- d) By placing a £30 credit on their account.