

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	\$ 50
Total	\$ 250 200

*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	¹ <i>Anderson's / Patterson's Ltd</i>
Product description	² <i>desktop / laptop computer</i>
Order number	³ <i>FB90078 / FT90087</i>
Quantity	⁴ <i>14 / 40</i>
Model number ordered	⁵ <i>CR653 / CR673</i>
Delivery address	⁶ <i>13 / 30</i> ⁷ <i>Northport / Newport Rd,</i> Manchester, ⁸ <i>M90 5EJ / M19 5LH</i>
Special note	⁹ <i>Normal / Express delivery – arrive within</i> ¹⁰ <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. ¹ _____. It's not working.

A: I'm sorry to hear that. We'll send a technician.

B: ² _____

A: On Friday, but it might be after three o'clock. He's very busy.

B: Oh, no! ³ _____

A: I'm sorry about that, but he's very busy.

B: We can't print without it. ⁴ _____. 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: ⁵ _____

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

- 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

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

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.