



COMPLAINTS MANAGEMENT: Delivery

In this lesson, students will learn how to handle complaints related to delivery delays.

Procedural Competencies

Oral Expression

Debate topics within their field of interest, demonstrating tolerance toward others' viewpoints, while considering the pronunciation and intonation of vowel and consonant sounds corresponding to standard English.

Listening Comprehension

Recognize work-related or technical information about everyday or workplace situations, services, or devices, provided that the speech is clear and delivered in standard language.

Complaint Handling Situations

Delivery Delay: The target vocabulary is useful to talk about delivery delay complaints. Listen to the podcast, watch the video and study the vocabulary section. But, before you do it, discuss the following questions with your classmates.



WARM UP!



CLICK HERE



- ✚ Have you ever received a package later than expected? What happened?
- ✚ How would you feel if an important delivery was delayed for several days?
- ✚ What information would you ask for if your package did not arrive on time?
- ✚ What should a company do when a customer complains about a delayed delivery?
- ✚ Would you prefer a refund, compensation, or faster shipping after a delivery problem? Why?
- ✚ How can customer service representatives help frustrated customers during delivery delays?
- ✚ Do you think delivery companies should apologize for late deliveries? Why or why not?
- ✚ 8. Have you ever had to contact customer service about a delivery problem? What was the result?



SHIPPING, DELIVERY & CUSTOMER SERVICE



ESSENTIAL VOCABULARY & USEFUL EXPRESSIONS



VOCABULARY

#	WORD	DEFINITION	EXAMPLE SENTENCE
1	Delay	A situation when something happens later than expected.	There was a delay in the delivery of my package.
2	Shipment	Goods that are being transported from one place to another.	The shipment left the warehouse two days ago.
3	Tracking Number	A unique code used to track a package.	Could you give me the tracking number for my order?
4	Warehouse	A building where products are stored before shipping.	The package is still at the warehouse .
5	Courier	A company or person that delivers packages.	The courier said the package would arrive tomorrow.
6	Estimated Delivery Date	The expected date when a package should arrive.	The estimated delivery date was June 5th.
7	Dispatch	To send a package.	The order was dispatched yesterday.
8	Destination	The place where something is being sent.	The package is on its way to its destination .
9	Parcel locker	A secure storage box or compartment where packages are delivered and kept until the recipient picks them up.	The courier left the package in the parcel locker and sent me a pickup code.
10	Overdue	Later than expected or scheduled.	The delivery is overdue by four days.
11	Missing	Lost or not found.	My package appears to be missing .
12	Damaged	Broken or harmed.	The box arrived damaged .
13	Issue	A problem or difficulty.	There seems to be an issue with my order.
14	Complaint	A statement expressing dissatisfaction.	I would like to make a complaint .
15	Inconvenience	A situation that causes trouble or difficulty.	The delay has caused me a lot of inconvenience .
16	Refund	Money returned to a customer after a problem with a purchase.	I would like a refund if the package cannot be delivered.
17	Compensation	Something given to make up for a problem or inconvenience.	The company offered compensation for the delay.
18	Replacement	A new item provided instead of a faulty one.	Can I get a replacement ?
19	Apology	An expression of regret.	Thank you for your apology .
20	Customer Service	The department that helps customers solve problems.	I contacted customer service about my missing package.
21	Reschedule	To change the planned date or time.	Can the delivery be rescheduled ?
22	Status	The current situation or progress.	Could you tell me the status of my order?
23	Priority Shipping	A faster delivery service.	Can you upgrade my order to priority shipping ?
24	Order	A request to buy a product.	I placed my order last week.
25	Package	An item wrapped for delivery.	My package has not arrived yet.
26	Delivery	The act of bringing goods to a customer.	The delivery is overdue.
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USEFUL EXPRESSIONS

- I'm calling about a delayed delivery.
- I haven't received my order yet.
- The delivery is overdue.
- Could you check the status of my shipment?
- When can I expect the package to arrive?
- There seems to be a problem with my order.
- This delay has caused several problems for me.
- I'd like to make a complaint.
- What can you do to resolve this issue?
- Could I receive a refund or a replacement?
- I would appreciate a quick solution.
- Thank you for your assistance and understanding.

TIPS FOR BETTER COMMUNICATION

- ✓ Be polite and clear.
- ✓ Give accurate information.
- ✓ Use key terms and expressions.
- ✓ Stay calm and patient.

LIVEWORKS





DELIVERY COMPLAINT



LISTENING EXERCISE



Listen to the conversation between a customer and a customer service representative. Then, choose the best answer (A, B, C, or D).



LISTENING EXERCISE 1: WHERE IS MY PACKAGE?



1



Why is the customer calling?

- A. To place a new order
- B. To complain about a delayed delivery
- C. To cancel an order
- D. To request a replacement

2



What information does the representative ask for?

- A. The customer's address
- B. The order number
- C. The tracking number
- D. The phone number

3



Where is the package currently located?

- A. At the destination
- B. At the courier's office
- C. At the customer's house
- D. At the warehouse

4



Why does the customer need the package?

- A. For a business meeting
- B. For an important event
- C. For school
- D. For a vacation

5



What solution does the representative offer?

- A. A refund
- B. A replacement
- C. Priority shipping
- D. Compensation



TIP: Listen carefully for key words and important details.



FOCUS: Understand the problem, find the details, choose the best answer.



DELIVERY COMPLAINT



LISTENING EXERCISE



Listen to the conversation between a customer and a customer service representative.

Then, choose the best answer (A, B, C, or D).

LISTENING EXERCISE 2: DAMAGED PACKAGE COMPLAINT

	1	What problem does the customer report?	<p>A. The package is missing C. The product is damaged</p> <p>B. The package is delayed D. The wrong product arrived</p>	<input type="checkbox"/>
	2	What was damaged?	<p>A. The battery C. The charger</p> <p>B. The screen D. The keyboard</p>	<input type="checkbox"/>
	3	What solution does the customer choose?	<p>A. A refund C. Priority shipping</p> <p>B. Compensation D. A replacement</p>	<input type="checkbox"/>
	4	When will the company dispatch the replacement?	<p>A. Today C. Next week</p> <p>B. Tomorrow D. Next month</p>	<input type="checkbox"/>
	5	What will the customer receive by email?	<p>A. A complaint form C. A tracking number and estimated delivery date</p> <p>B. A refund receipt D. A discount coupon</p>	<input type="checkbox"/>



TIPS FOR SUCCESS

- Listen carefully to key details.
- Pay attention to the problem and solution.
- Choose the best answer.



FOCUS ON

- ✓ Product problems
- ✓ Customer solutions
- ✓ Clear communication

TEACHER MARLON

WORKSHEETS

You will be given a specific role, read it carefully and use your creativity to play the role provided in the best way as possible.

SPEAKING EXERCISE



INSTRUCTIONS

Work with a partner. Read your role card carefully and act out the conversation. Use polite language, ask questions, explain the problem, and suggest solutions. Try to reach an agreement by the end of the conversation.



STUDENT A:

Explain the problem and ask for assistance.



STUDENT B:

Apologize, provide information, and offer a suitable solution.

SCENARIO 1: DELIVERY DELAY COMPLAINT



CONTEXT

You ordered a birthday gift for your sister from an online store. The website said the package would arrive on Monday, but today is Thursday and you still have not received it. The birthday party is tomorrow, so you are worried and frustrated. You decide to contact customer service.



STUDENT A

(CUSTOMER)



You ordered a birthday gift online.



The package is four days late.



You need it before tomorrow.



Ask what happened and request a solution.



STUDENT B

(CUSTOMER SERVICE REPRESENTATIVE)



The package was delayed because of transportation problems.



Apologize for the inconvenience.



Offer to check the tracking information.



Suggest express delivery or a refund.



SPEAKING TIPS

- ✓ Use polite customer service language.
- ✓ Ask follow-up questions.
- ✓ Explain the problem clearly.
- ✓ Suggest possible solutions.
- ✓ Speak confidently and respectfully.



SPEAKING OBJECTIVES

- ✓ Express complaints politely.
- ✓ Request information and clarification.
- ✓ Offer solutions to customer problems.
- ✓ Practice delivery and complaint vocabulary.
- ✓ Improve fluency and pronunciation.

