



Unit 18 – Dealing with customers

Task 13. Fill in the missing words from the box.

representative – upset – apologies – available – Can I help you? –
customer care – employee – unacceptable – unfriendly – too late

Additional Word bank

owner Besitzer
suppose annehmen
experience erfahren
deserve verdienen
customer care
Kundenbetreuung
representative Vertreter,
hier: Mitarbeiter
cancel absagen
according to our standards
unseren Qualitäts-
anforderungen entsprechend
discount Rabatt
compensation
Entschädigung
proposal Vorschlag
approval Zustimmung
inconvenience
Unannehmlichkeit

Dialogue 1

Mr Right: Hello, am I speaking to the owner of “Service Unlimited”?

Owner: Yes, you are. _____

Mr Right: Well, I suppose you almost have to. Your company’s name is
“Service Unlimited” but after having experienced the
_____ you sent to my flat today, your
company does not deserve this name.

Owner: You are Mr Right, aren’t you? Could you please tell me what
happened? You seem to be very _____ and I’m afraid I don’t know why!

Mr Right: Well first of all, your representative showed up one and a half hours
_____. I have a job as well, you know and I had cancelled a meeting
to be home on time. Then I just sat there waiting.

Owner: Please accept my sincere _____. This is not according to our
standards of _____.

Mr Right: Is it also not according to your standards that your representative was
_____ and smelled of cigarette smoke and alcohol? I really had to
keep my distance. It was disgusting!

Owner: Oh dear! You are totally right. That is absolutely _____. Let me
assure you, not only will the _____ be disciplined, but you will be very
satisfied with the rest of our service. After having calculated your basic order, I will
include a special discount as some sort of compensation. I hope this proposal meets
with your approval. Let me get back to you the day after tomorrow. At what time can I
reach you best?

Mr Right: Well, after 5 p.m. I should be _____.

Owner: OK, I’ll call you after 5, the day after tomorrow. Have a nice afternoon and sorry once
again for the inconvenience caused. Bye.

Mr Right: Bye.



service quality – compensation – explanation – proposals – delay –
time schedule – material – badly damaged

Dialogue 2

Ms Smith: Hello, this is Ms Smith speaking. I have just received your email saying that the _____ is being postponed by a whole week! You haven't even given an _____ why. How could this happen?

Additional Word bank
time schedule Zeitplan
postpone verschieben
badly damaged schwer beschädigt
outstanding herausragend, besonders

Company: Well, I am sorry to have to tell you that some material we ordered from a supplier in Germany arrived _____. Without this _____ we cannot fulfil your order.

Ms Smith: This is not the _____ we expected. We had chosen you because of your outstanding service. Thus, we accepted a higher price. We would appreciate some appropriate _____.

Company: I assure you, we will do our best to make up for the _____.

Ms. Smith: Then I expect your _____ for an exact date and time next week as well as appropriate compensation. Good bye.