



Unit 18 Dealing with customers

Task 13

Announcer: Listen to the conversation between two upset customers and the person in charge of customer complaints.

Dialogue 1

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

Owner: Yes, you are. Can I help you?

Mr Right: Well, I suppose you almost have to. Your company’s name is “Service Unlimited” but after having experienced the employee 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 upset and I’m afraid I don’t know why!

Mr Right: Well first of all, your representative showed up one and a half hours too late. 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 apologies. This is not according to our standards of customer care.

Mr Right: Is it also not according to your standards that your representative was unfriendly 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 unacceptable. Let me assure you, not only will the representative 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 available.

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.



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Announcer: Dialogue 2

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

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

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

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

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