



# Unit 25 – Dealing with customers

Solution: see Audioscript

**Task 14. 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.