

CONVERSATION

Karen: Hello!

Mark: Hello, can I speak to dispatch, please?

Karen: You're through to dispatch.

Mark: Right. Well. I phoned two days ago to say that I hadn't received delivery of my order and I'm ringing again to say it hasn't arrived.

Karen: Can I just take your name please?

Mark: Yes, it's Mark Anderson.

Karen: Ah. I think, there is a problem with that order, Mr. Anderson.

Mark: What kind of problem?

Karen: I don't know offhand. Let me check for you. Yes, part of the order didn't arrive here at the depot, so I couldn't send it out until we'd receive everything.

Mark: Well, surely that was your problem to sort out without me having to call you back – again. I did phone and draw your attention to this a couple of days ago. Look, I placed this order weeks ago. I'm sorry. It's just not good enough.

Karen: Yeah. I'm sorry about this, Mr. Anderson. I'm sorry for the inconvenience, but I can assure you we'll do everything we can do to send it out to you today.



LET'S TALK

- 1) Do you have any same experience as the conversation? Tell something about it. How did you handle the situation?
- 2) Suggest some ideas on how to deal with complaints effectively.

**LET'S PRACTICE**

Use the underlined expressions.

- 1) Imagine you are at the front desk of a five-star hotel. One morning, a visitor comes to you and complains about the delayed meal delivery. You know for a fact that the hotel has difficulties serving the customers on time because of understaffing. How are you going to handle the situation?