

# Unit 7 Customer Service

Listening and speaking  
Dealing with complaints

# Teaching Objectives



To know the listening skills ----  
informational listening



To put into use



To know useful expressions  
of speaking



To put into use

01

# Listening skills

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# 1 Listening skills



## • Informational listening

Informational listening, especially in formal settings like in work meetings or while in education, is often accompanied by **note taking** .

**note taking** – a way of recording key information so that it can be reviewed later.

General Note-Taking Guidelines:

1. Do not write down everything that is said, word-for-word;
2. Write in your own style and use your own words;
3. Use some sort of shorthand system that you will understand later.

# Put into use

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02



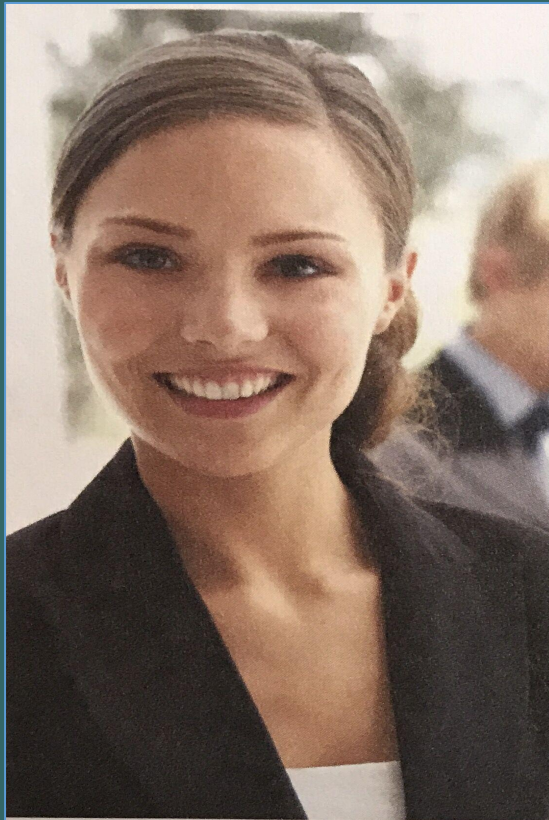


# Put into use



## TASK 1

Ella Black is talking about the delay of an order with Thomas Cook. Listen to the conversation and fill in the blanks.



W: We've checked the order, and it \_\_\_\_\_ last Friday. I'm so sorry about that.

M: You know we are a design company; our work cannot be done without computers. Our work has been affected \_\_\_\_\_.

W: Sorry, sir. We promise \_\_\_\_\_.

M: What if we don't get it by then? Our manager \_\_\_\_\_ your service. This is our first order, and things like this shouldn't have happened.

W: I fully understand your position at this moment. \_\_\_\_\_. I do hope this incident won't affect our future business relations.

M: Well, I hope so.

# Put into use



## TASK 2

A customer is complaining to a shop assistant about a box of printing paper she bought. Listen to the conversation and decide whether the following statements are true or false. Then write key words to support your answers.

1. The woman bought a box of printing paper ~~last week.~~

True

False

yesterday

2. On the box of the printing paper it says B5.

True

False

# Put into use



## TASK

A customer is complaining to a shop assistant about a box of printing paper she bought. Listen to the conversation and decide whether the following statements are true or false. Then write key words to support your answers.

3. The woman demanded a refund of ~~20.35 pounds~~.

True  False  **12.35 pounds**

4. The assistant would call their other branch to see if they have any.

True  False



## Put into use



### Task Script

W: Morning. I bought this box of printing paper yesterday, but it's not the right size—it should be B5.

M: Oh, I'm sorry about that. Um... it says B5 on the box.

W: Yes, I know, but if you open it you'll see it's a larger size, maybe it's A4.

M: Yeah, so it is. I'm very sorry. I'll get you another box.

W: OK, thanks.

M: I'm terribly sorry, but we haven't got another box in stock.

W: Oh, no!

M: Er... wait a minute, I'll call our other branch to see if they have any.

W: Don't bother. I'd prefer a refund.

M: Of course. That's 12.35 pounds. Here you are. Sorry about that!

W: That's all right, thanks anyway. Bye.

M: Bye.

03

# Speaking

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## Useful expressions



# Useful expressions



How should we make and handle a complaint?



# Useful expressions

## customer

1

I'm afraid I have to make a serious complaint.

2

I have bought a pair of shoes from your shop a week ago. However the heels were broken.

# Useful expressions

## manager

3

Hello, sir. What seems to be the trouble?

4

I'm very sorry to hear that, sir. I can assure you that such things don't happen very often. I'll try to help you.

04

Put into use

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# Put into use



**TASK**

Work in pairs. Role-play making and handling a complaint.

Role A:...

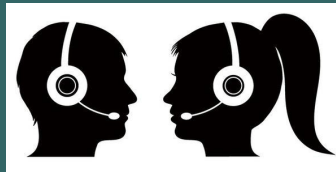


Role B:...



# Practice the dialogue

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Assignment



THANK YOU