



# Complaints and problems

## VOCABULARY

angry  
complaint  
feelings  
get back to  
inconvenience  
look into  
order  
problem  
relaxed  
upset  
worried  
wrong

### 7.1 Receiving a complaint

I'm afraid I have a complaint about ...  
I understand there's a problem with ...  
What seems to be the problem?  
We'll take care of it right away.

### 7.2 Making a complaint

I'd appreciate that.  
The items are the wrong size.

### 7.3 Dealing with a complaint

There's a problem with our order.  
I'm sorry to hear that.  
That's not quite correct.

### 7.4 Complaints and solutions

Listening practice  
Speaking practice

### 7.5 Hotel problems

There isn't any ...  
There aren't any ...  
There's something wrong with ...

### 7.6 Culture file

Feelings

## MODULE 7.1

### SPEAKING

### LISTENING

### Receiving a complaint

Look at the photo. Describe the situation.

Sandy Smith works for Electromart Wholesale. She deals with customer complaints.

- 1 ●25 Listen to Sandy talking to two customers. Check (✓) the correct answers.

*Conversation 1*

- a The order hasn't arrived.       b The items are damaged.

*Conversation 2*

- a The order is wrong.       b There are too many items.

- 2 ●25 Listen again. Check (✓) the expressions you hear.

	<i>Conversation 1</i>	<i>Conversation 2</i>
a I'm afraid I have a complaint about ...	<input type="checkbox"/>	<input type="checkbox"/>
b I understand there's a problem with ...	<input type="checkbox"/>	<input type="checkbox"/>
c What seems to be the problem?	<input type="checkbox"/>	<input type="checkbox"/>
d I'm very sorry about that.	<input type="checkbox"/>	<input type="checkbox"/>
e We'll take care of it right away.	<input type="checkbox"/>	<input type="checkbox"/>
f ... unfortunately ...	<input type="checkbox"/>	<input type="checkbox"/>
g I'm sorry about the inconvenience.	<input type="checkbox"/>	<input type="checkbox"/>

## MODULE 7.2


### Making a complaint

#### LISTENING

Sandy is speaking with another customer.

- 1 Before you listen, fill in the blanks in the conversation. Use the words below.  
unfortunately appreciate afraid sorry complaint inconvenience  
A *How can I help you?*  
B *I'm \_\_\_\_\_<sup>1</sup> I have a \_\_\_\_\_<sup>2</sup> about our last delivery.*  
A *I'm \_\_\_\_\_<sup>3</sup> to hear that. What's the problem?*  
B *Well, \_\_\_\_\_<sup>4</sup> we received the wrong amount.*  
A *The wrong amount?*  
B *Yes. We ordered 2,000 items, but you sent 1,500.*  
A *I see. I'm sorry about the \_\_\_\_\_<sup>5</sup>. We'll take care of it right away.*  
B *I'd \_\_\_\_\_<sup>6</sup> that. Thank you. Goodbye.*  
A *Goodbye.*

#### SPEAKING

- 2  26 Listen and check your answers.
- 1 Practice the conversation with a partner.
- 2 Now practice again. Take turns making complaints. Use the information below.

Problem	Details
The T-shirts are the wrong size.	We ordered large, but you sent medium.
The books are damaged.	They weren't packed correctly.
We received the wrong laptops.	We ordered the G20 model, but you sent the G22.
The order hasn't arrived.	You said it would arrive last week.

- 3 Write your own problem and details. Then have a similar conversation with a different partner.



## MODULE 7.3

## Dealing with a complaint

### LISTENING

Sandy Smith is dealing with more complaints.

27 Listen to the conversation.

**A** Good morning, Electromart Wholesale. Sandy Smith speaking.

**B** Good morning. This is Jim Dexter from Bayley and Brown. I'm afraid there's a problem with our last order.

**A** I'm sorry to hear that, Mr. Dexter. Could you give me the order number?

**B** Yes, it's RF1454B.

**A** One moment, please. Yes, according to our records, you placed the order on May 6. You ordered 15 HD recorders, model number KT260EM.

**B** I'm afraid that's not quite correct. We ordered 50, not 15.

**A** I see. I'm sorry about the inconvenience. I'll look into it right away and get back to you, if that's OK.

**B** Yes, that'll be fine. Thank you.

### SPEAKING

1 Practice the conversation with a partner.

2 During the call, Sandy corrected the order form like this:

#### ELECTROMART WHOLESale

Customer	Order number	Date	Quantity	Item	Model number
Bayley & Brown	RF1454B	May 6	15 50	HDR	KT260EM

Now take turns making and dealing with complaints. Use the information below.

#### ELECTROMART WHOLESale

Customer	Order number	Date	Quantity	Item	Model number
Monotech	RF2354M	May 6	150	digital camera	158P8Y 158P6Y

#### ELECTROMART WHOLESale

Customer	Order number	Date	Quantity	Item	Model number
J Link	RF4754J	May 14	100 150	cell phone	CWF730A

3 **Student A** Look at the information on page 88.

**Student B** Look at the information on page 92.

**LISTENING**

**1** **028** Listen to four people making complaints. Number the pictures 1–4.



**2** **028** Listen again and complete the chart.

Conversation	Complaint	Solution
1	_____	_____
2	_____	_____
3	_____	_____
4	_____	_____

**SPEAKING**

Work with a partner. Take turns asking and answering questions about the four complaints, e.g.

- A** What's the complaint in Conversation 1?
- B** The woman has a problem with ...
- A** What's the solution?
- B** ...

**SPEAKING**

**1 Student A** You are a clerk at a hotel in London. Respond to Student B's complaint.

**Student B** You are a guest at the hotel. Choose one of the problems below and complain to the clerk.



Follow the instructions below.

**Clerk**

**Guest**

Answer the phone.

Give your name and room number. Say you have a complaint.

Ask what the problem is.

Explain what the problem is.

Apologize. Say what you will do.

Accept the apology, thank the clerk, and say goodbye.

Say goodbye.

Useful language:

*I'm afraid I have a complaint.*

*I'll send some to your room right away.*

*There isn't / aren't any ...*

*I'm very sorry about that.*

*There's something wrong with the ...*

*I'll send someone right away.*

*The ... isn't working.*

*I'm sorry about the inconvenience.*

**2** Change roles and practice again. Use a different problem.

**SPEAKING**

- 1 Look at the pictures. How do you think these people feel? Use the words below to help you.



angry      depressed      happy      bored      disappointed  
 worried      surprised      excited      nervous      embarrassed

- 2 Check (✓) the appropriate column below.

At the office, the average company employee in my country (1) often, (2) sometimes, (3) occasionally, (4) never ...

	1	2	3	4
a shouts when angry or upset	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b uses gestures when angry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c uses bad language when angry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d shouts and laughs when happy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e openly expresses worries in front of colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f jokes around when relaxed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g openly shows lack of interest during a meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h discusses personal problems with colleagues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 3 Now compare your answers with a partner.  
 4 How do people in other countries you know express (or hide) their feelings in business situations?  
 5 Do you show your boss your true feelings when you're angry or frustrated at work? Why? Why not?