

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 still hasn't arrived.

Karen: Can I just take your name please?

Mark: Yes, it's Mark Anderson.

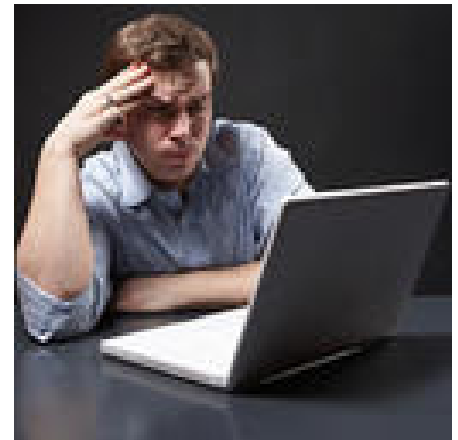
Karen: Ah. I think, there is a problem with that order, Mr. Anderson.

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.
2. How did you handle the situation?
3. Suggest some ideas on how to deal with complaints effectively.

Practice

Use the underlined expressions.

•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?