



NEW BUSINESS ENGLISH 5

Lesson 42

Dealing With a Complaint



LEARNING GOALS

- ◆ Receiving a Call
- ◆ Responding to Complaints over the Phone



What would you say?

**Scenario: Imagine receiving a call from a rude angry customer.
How would you react and respond?**



**Your company has the worst products!
You should close your business!**

Situational Dialogue

- ▶ Selena receives a complaint call from a rude client.

Selena Leroy

Client



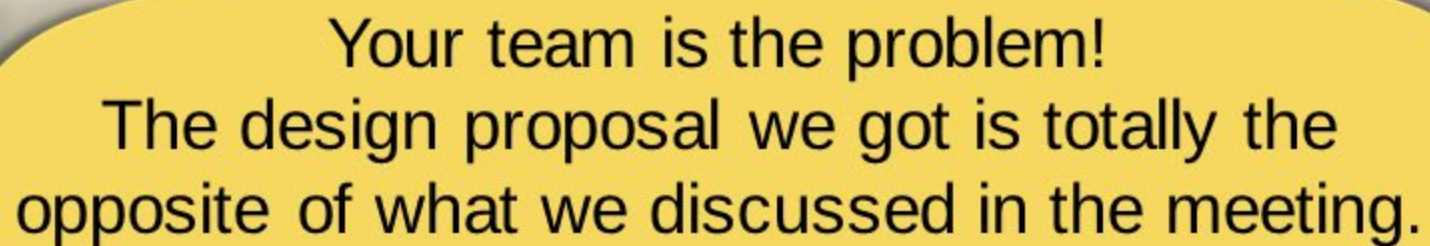


Good morning!
Milestone Ideaworks.
How may I help you?

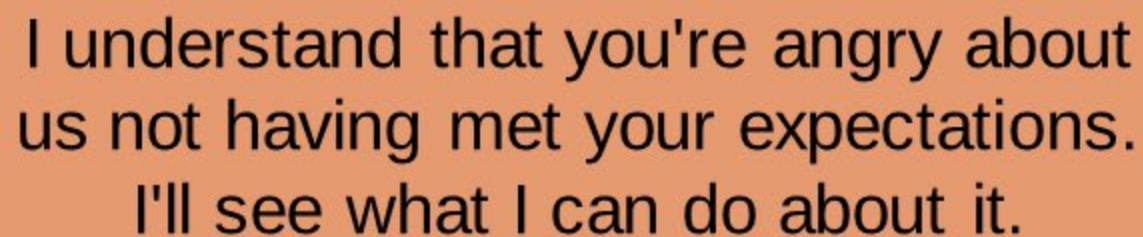
This morning hasn't been good!
This is Lea from ABC Ads. I'm calling
to say that your service is crappy!

I'm sorry. What seems
to be the problem?





Your team is the problem!
The design proposal we got is totally the
opposite of what we discussed in the meeting.



I understand that you're angry about
us not having met your expectations.
I'll see what I can do about it.





That won't cut it!
Your team has to move the needle!

I completely understand
your frustration, ma'am. We'll go
back to the drawing board and get
everything straightened out.



Key Vocabulary

Learn the new words and answer the questions.



not cut it

(idiom) to not be able to deal with problems satisfactorily

e.g. There is a huge financial problem that even a bank loan **won't cut it**.



move the needle

(idiom) to change a situation to a noticeable degree

e.g. They need to **move the needle** according to their customer's requests.

Key Vocabulary

Learn the new words and answer the questions.



go back to the drawing board

(idiom) to start all over again

e.g. She needs to **go back to the drawing board** and change the plan.



get ... straightened out

(idiom) to resolve, clarify, or organize some confusion, disorder, or misunderstanding

e.g. We're having a heated discussion to **get everything straightened out**.

Dialogue Review

Have a role play and answer the questions.



Selena receives a complaint call from a rude client.

Selena: Good morning! Milestone Ideaworks. How may I help you?

Client: This morning hasn't been good! This is Lea from ABC Ads.
I'm calling to say that your service is crappy!

Selena: I'm sorry. What seems to be the problem?

Client: Your team is the problem! The design proposal we got is totally the opposite of what we discussed in the meeting.

Selena: I understand that you're angry about us not having met your expectations. I'll see what I can do about it.

Client: That **won't cut it!** Your team has to **move the needle!**

Selena: I completely understand your frustration, ma'am. We'll **go back to the drawing board** and **get everything straightened out.**

Learning Goals

Let's check the learning goal!



Selena receives a complaint call from a rude client.

Selena: **Good morning! Milestone Ideaworks. How may I help you?**

Client: This morning hasn't been good! This is Lea from ABC Ads.

I'm calling to say that your service is crappy!



1. Receiving a Call

Selena: I'm sorry. What seems to be the problem?

Client: Your team is the problem! The design proposal we got is totally the opposite of what we discussed in the meeting.

Selena: **I understand that you're angry** about us not having met your expectations. **I'll see what I can do about it.**



2. Responding to Telephone Complaints

Client: That won't cut it! Your team has to move the needle!

Selena: **I completely understand your frustration**, ma'am. **We'll go back to the drawing board and get everything straightened out.**

Learning Goals

Learn the key expressions and sentence structures.

∴ Receiving a Call

- (greetings) + (company name) + How can/ may I help you?
- (greetings) + You're speaking to + (employee name) from (company name). + How can/ may I help you?
- (greetings) + This is (employee name) + from (company name). May I help you?

Example sentences:

- Good morning! Milestone Ideaworks. How may I help you?
- Good day! You're speaking to Sean from Access Global.
How may I help you?
- Good afternoon! This is Chris from Sanders Corp. May I help you?

What to Say When Receiving a Call:

1. greetings
2. company name
3. speaker's name



How often do you usually receive a call?

Learning Goals

Learn the key expressions and sentence structures.

∴ Responding to Complaints over the Phone

Step 1:

Acknowledge the Complaint

- I can tell you are frustrated/ upset/ disappointed about **(complaint)**.
- I understand that you're frustrated/ upset/ disappointed about **(complaint)**.

Step 2:

Give Solution

- We'll take care of it right away.
- I'll see what I can do about it.
- We will + **(possible solution)**.
- To make up for the inconvenience, we will also **(solution)**.

Example sentences:

- I can tell you are frustrated about the damaged product. We'll take care of it right away.
- I understand that you're frustrated about the incorrect order. We will send you the correct order within the day.
To make up for the inconvenience, we will also send you a gift card.



How would you respond to the complaints?

Semi-open Dialogue

Have a role play.

Scenario: A client is calling and complaining about the incorrect products she received. Respond to the client's complaint.



∴ You can refer to the following key expressions:

- (greetings) + (company name) + How can/ may I help you?
- (greetings) + You're speaking to + (employee name) from (company name). + How can/ may I help you?
- We will + (possible solution).

Coffee Break

Learn 2 types of complaints and how to handle them.

∴ 2 Types of Complaints And How to Handle Them

1. Objective Complaints

fact-based opinions

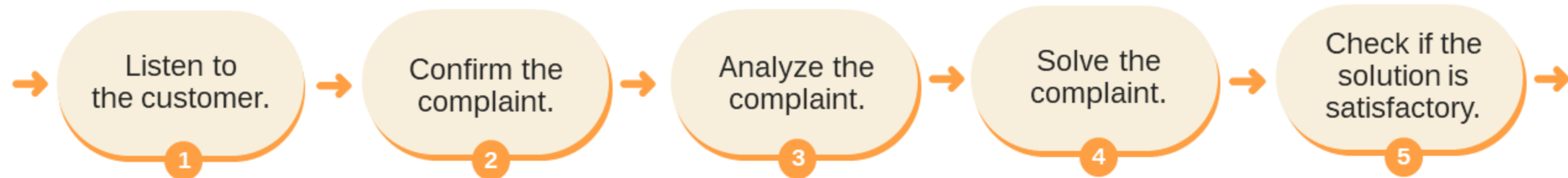
e.g. no water supply in the hotel room

2. Subjective Complaints

based on personal feelings and emotions

e.g. impoliteness of hotel employees

Handling Complaints Cycle



1. What type of complaints do you usually deal with?
2. How do you handle them?

Overview

Keywords and expressions:

not cut it/ move the needle/
go back to the drawing board/ get ... straightened out

(greetings) + (company name) + How can/ may I help you?
(greetings) + You're speaking to + (employee name)
from (company name). + How can/ may I help you?
(greetings) + This is (employee name) + from (company name).
May I help you?

We'll take care of it right away.
We will + (possible solution).
To make up for the inconvenience, we will also (solution).

*Made by Leras
Proofread by Turner*

