

The background of the slide is a photograph of a business meeting. Several people are seated around a wooden table, looking at documents and a laptop. A laptop screen in the foreground displays various business charts and graphs. A teal-colored geometric overlay covers the left and bottom portions of the image. The text 'NEW BUSINESS ENGLISH 6' is written in a large, bold, dark blue font across the teal area. The text 'Lesson 37' and 'Following-Up on Complaints' are written in a teal-colored font on a dark blue background in the bottom right corner. There are small white dot patterns in the top left and bottom right corners.

NEW BUSINESS ENGLISH 6

Lesson 37

Following-Up on Complaints

LEARNING **GOAL**

- ◆ Giving Updates on Complaints




Warm-up

- ◆ How would you give updates on customers' complaints?
- ◆ How often should we update our customers?





After the investigation, Abby responds to Tracer's complaint via email.



To: Tracer Brown

Subject: Solution to the complaint



Dear Tracer,

We have reviewed the details about the complaints of your customers. Our **warehouse** manager determined that the damage was due to **malfunctioning** equipment. Please accept our sincere apologies for the items not meeting our usual high standards.

Kindly return the defective items, and we will send you a replacement within three working days after receiving the defective products. Rest assured that the replacement items will be in their best condition.

Thank you so much for your continued **patronage** of Allie Swan Cosmetics.

Kind regards,
Abby Lee



Email Review

Read the email and answer the questions.

Dear Tracer,

We have reviewed the details about the complaints of your customers. Our warehouse manager determined that the damage was due to malfunctioning equipment. Please accept our sincere apologies for the items not meeting our usual high standards.

Kindly return the defective items, and we will send you a replacement within three working days after receiving the defective products. Rest assured that the replacement items will be in their best condition.

Thank you so much for your continued patronage of Allie Swan Cosmetics.

Kind regards,
Abby Lee

⌘ Giving Updates on Complaints

STEP 1 : Giving Feedback on Survey Results



- We have reviewed the details about + noun
- We have reviewed your feedback regarding + noun
- Thanks for the + adjective + feedback/ review.



Example Sentences:

- We have reviewed the details about the complaints of your customers.
- We have received your feedback regarding the problem with the products.
- Thanks for the unbiased feedback you provided.



1. *Is it necessary to give feedback on survey results to customers? Why or why not?*
2. *What happens if companies do not acknowledge customer feedback?*

⋮ Giving Updates on Complaints

STEP 2: Offering Compensation



- I would be happy to give you + noun.
- Please return the + noun + you have received in error, and we will + verb ...



Example Sentences:

- I would be happy to give you a full refund of the items.
- Please return the products that you have received in error, and once we receive them, we will send out your correct order.



1. In your opinion, how important are compensations to customers?
2. Do compensation plans have disadvantages? Why or why not?

⋮ Giving Updates on Complaints

STEP 3: Offering Assurance



- We will make it up to you.
- Rest assured that we will + verb ...
- We pride ourselves on providing the best service for our customers, and we hope that you will continue to shop at + noun + in the future.



Example Sentence:

- Rest assured that we will do better in serving you next time.



1. *How would you give assurances to customers?*
2. *Why is assurance important in business?*

∴ Giving Updates on Complaints

1

Giving Feedback
on Survey Results

2

Offering
Compensation

3

Offering
Assurance

“

We have completed our investigation of your complaint regarding the carpet you purchased last month.

Please return the flawed item you have received and we will do our best to replace the item.

We pride ourselves on providing the best service for our customers, and we hope that you will continue to shop at Cyrus Textiles in the future.

”

Oral Practice

Scenario:

You just received an email from a customer complaining about the defective item he received. Respond to the customer's email by calling and giving him updates on his complaint. Use the expressions learned to respond professionally.



∴ Giving Updates on Customer Complaints:

1. Giving Feedback on Survey Results

- *We have reviewed the details about + noun.*

2. Offering Compensation

- *I would be happy to give you + noun.*

3. Offering Assurance

- *We will make it up to you.*

Coffee Break



1. *What method do you use to solve problems with customers at work?*
2. *How do you maintain good relationships with your customers?*

Overview

Keywords and expressions:

warehouse/ malfunctioning/ patronage

Giving Updates on Complaints:

1. Giving Feedback on Survey Results

We have reviewed the details about + noun.

2. Offering Compensation

I would be happy to give you + noun.

3. Offering Assurance

We will make it up to you.



*Made by Tessa
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