



Telephone Call Script: Handling a Complaint (不満を言う)

I.

Miss Ronson: Telstar Limited, you have reached Mr. Ross' office. This is Beth, how can I help you?

Miss Williams: Yes, I'd like to make a complaint please.

Miss Ronson: May I have your name please, so I can address you properly?

Miss Williams: This is Arry Williams. I'd like to speak to Mr. Ross now please.

Miss Ronson: I'm sorry Miss Williams, but Mr. Ross is in a meeting. I'd be happy to give him your message if you want.

Miss Williams: No I'd like to speak to Mr. Ross now.

Miss Ronson: I understand you need to speak to Mr. Ross right now but he is engaged at the moment. I can take your message and I will personally make sure he gets it.

Miss Williams: I need Mr. Ross right now!

Miss Ronson: Miss Williams, I'm really sorry but Mr. Ross will have to give you a callback ,or if you want, I'll see what I can do for you in his behalf.

A. Exercise 1

Read the following Useful Expressions:
以下のお役立ち表現を読みましょう。

1. I'd like to make a complaint please...
2. May I have your name please so I can address you properly?
3. I understand you need to...but(something negative)...(say something positive)
4. I'm really sorry but Mr. Ross will have to give you a callback ,or if you want, I'll see what I can do for you in his behalf.

B. Exercise 2

Which useful Expression is an appropriate response for each of the following (Note: More than one useful expression may be used for each. Choose from Exercise 1):

以下の各文章に適切な表現はどれでしょうか。(答えは一つとは限りません。exercise1から選びましょう。)

1. "I have to talk to Mr. Ross right now. If you don't give me Mr. Ross as soon as possible I'm going to sue you."
2. "Hello, I'd like to speak to the manager regarding this faulty product you sent me."
3. "How can I help you, Miss Anderson?"

C. Exercise 3

Continue each sentence with something positive to try to calm the caller down.:
相手を落ちつかせるために、以下の各文章を続けてください。

EXAMPLE: "I understand you need to talk to the manager right now but she's at the hospital. (Say something positive)

"I understand you need to talk to the manager right now but she's at the hospital. I can try to assist you in her behalf if you'd let me."

A: I want you to give my money back right now!

B: I understand you want us to give you your money back right now but we need the receipt. _____.

A: I want to return this broken television set ASAP!

B: I understand you'd like to return your broken television set as soon as possible but we'll have to double check it first. _____.

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II.

Miss Williams: Alright. I'm hosting this conference on Saturday, this Saturday! But I can't get the computers I bought from you working. I've charged them, turned them on, and even called one technician in. He said some parts of the computers are busted. I've called several times but I have not been able to reach anyone. This is the first time I've actually gotten through to your company. So you can imagine how frustrated I am right now.

Miss Ronson: It's alright, Miss Williams. I understand you may be in a lot of pressure right now. Here's what I can do for you. I can send you a technician to check the computers. May I know if the computers have been ordered under your name?

Miss Williams: Yes, they have.

Miss Ronson: Alright. Miss Arry Williams, got it. Am I correct to assume the computers are at Room 10 Sigma Hall, Creek University, Atlanta?

Miss Williams: That's correct.

D. Exercise 4

Discuss :
話し合いましょう。

1. What was the complaint of Miss Williams about?
2. How did Miss Ronson solve the issue of Miss Williams?
3. How did Miss Ronson try to make Miss Williams feel better?

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III.

Miss Ronson: May I know around what time you'll be available at the venue?

Miss Williams: I'm here now and I'll be here until 6PM today.

Miss Ronson: Thank you for that information. We'll have a technician over at 3PM today. Do you have a pen and paper?

Miss Williams: One moment, please... Okay, I'm ready.

Miss Ronson: The name of the technician is Joshua Briggs.

Miss Williams: Joshua Briggs, got it. Thanks.

Miss Ronson: If he's not there by 3PM, you can reach me directly at 768-8899.

Miss Williams: 768-8899. I'm sorry I didn't catch your name.

Miss Ronson: It's Beth Ronson.

Miss Williams: Miss Beth Ronson, thank you very much.

Miss Ronson: You're most welcome Miss Williams. Is there anything else I can possibly help you with?

Miss Williams: If the technician comes, you will have helped me a lot. Thank you.

Miss Ronson: He will be there, Miss Williams. Have a great afternoon. Thank you for calling.

Miss Williams: You, too, thanks!

E. Exercise 5

Learn new expressions on your own by answering the questions below:
下の問題に答えて、新しい表現を学びましょう。

1. What sentence was used by Miss Ronson to ask for Miss Williams' available time?

Answer: May I know _____?

2. What sentence was used by Miss Ronson to give her direct phone line?

Answer: If he's _____.

3. What sentence was used by Miss Williams to ask for Miss Ronson's name?

Answer: I'm sorry _____.

Full Call Script:

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Miss Ronson: Alright. Miss Arry Williams, got it. Am I correct to assume the computers are at Room 10 Sigma Hall, Creek University, Atlanta?

Miss Williams: That's correct.

Miss Ronson: May I know around what time you'll be available at the venue?

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Miss Williams: 768-8899. I'm sorry I didn't catch your name.

Miss Ronson: It's Beth Ronson.

Miss Williams: Miss Beth Ronson, thank you very much.

Miss Ronson: You're most welcome Miss Williams. Is there anything else I can possibly help you with?

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Miss Ronson: He will be there, Miss Williams. Have a great afternoon. Thank you for calling.

Miss Williams: You, too, thanks!