

(Read this direction silently.)

- Ask your student to read aloud the vocabulary words. Then, ask your student to read aloud and complete the sentences. Note that your student cannot see the underlined words.

escalate (v.)

parcel (n.)

refund (n.)

investigate (v.)

courier (n.)

1. I received an email from the courier that our orders will be delivered by Monday.
2. We should escalate calls from irate callers to the manager.
3. How can I get a refund? I really need my money back.
4. We will continue to investigate the problem. We'll contact you if we find anything useful.
5. My parcel was not delivered on time. It should be here by now.

(Read this direction silently.)

➤ Read the whole dialogue with your student.

Make sure your student fills in the blanks using the words in Activity 1.

Note that your student cannot see the underlined words.

TUTOR Thank you for calling Express Limited. I'm Sara. How may I help you today?

STUDENT I already received the (1) parcel from you guys, but it's broken.
How can I possibly use this? I demand a (2) refund!

TUTOR I apologize for the inconvenience.
May I have your complete name so I can properly assist you?

STUDENT Dorothy Campbell. Kindly (3) investigate. I badly need the item this weekend.

TUTOR Thank you for the information. Please stay on the line for a minute or two.
I'll look into it.

STUDENT I'm trying to keep calm. Make it quick before I (4) escalate this to your manager!

(After a minute...)

TUTOR Thank you for waiting.
Upon checking, we safely transferred products on that date to our warehouse.

STUDENT Aren't you taking responsibility for this and passing blame to the (5) courier?

TUTOR No, Ma'am. Instead of a refund, we can just replace your item.
I guarantee that you'll receive it by Friday. Placing another order on our website will take you longer so this is the best option right now.

STUDENT Alright, alright. You left me with no choice. What else can I do?

(Read this direction silently.)

➤ Read aloud the following passage to your student twice. Then, ask the question below.

Please listen carefully as I read a passage.

In dealing with dissatisfied customers, we have to remain calm and stay in control of the situation. We must be patient listeners so we'd better understand their situation and find the best solution to the problem. It also helps if we do not take their complaints personally. Most of all, gracefully apologize, so they would feel that we value them as customers and their satisfaction is our utmost priority.

Please answer the following question:

According to the passage, how should we deal with dissatisfied customers?

(Read this direction silently.)

➤ Ask your student to read the text aloud. Then, ask the question below.

Please read the text.

You received a complaint from a client that his shipment has not arrived yet. It has been more than a week and there is no update on the status of his purchase. He wants to talk directly to the manager as he felt like the coordinators are not doing their job because no notification has been sent to him.

Please answer the following question:

How do you deal with the situation?