

DEALING WITH COMPLAINTS

Mistakes happen. When they do, customer service representatives often need to handle consumers' complaints. It's also important for customer service reps to gather information to help resolve the problem. The following short dialogue provides some helpful phrases to deal with complaints:

Customer: Good morning. I purchased a computer from your company last month. Unfortunately, I'm not satisfied with my new computer. I'm having a lot of problems.

Agent: What seems to be the problem?

Customer: I'm having problems with my Internet connection, as well as repeated crashes when I try to run my word-processing software.

Agent: Did you read the instructions that came with the computer?

Customer: Well, yes. But the troubleshooting section was no help.

Agent: What happened exactly?

Customer: Well, the Internet connection doesn't work. I think the modem is broken. I'd like a replacement.

Agent: How were you using the computer when you tried to connect to the Internet?

Customer: I was trying to connect to the Internet! What kind of question is that?!

Agent: I understand you're upset, sir. I'm just trying to understand the problem. I'm afraid it's not our policy to replace computers because of glitches.

Customer: I bought this computer with the software pre-loaded. I haven't touched anything.

Agent: We're sorry that you've had a problem with this computer. Could you bring in your computer? I promise you we'll check the settings and get back to you immediately.

Customer: OK, that will work for me.

Agent: Is there anything else I need to know about this that I haven't thought to ask?

Customer: No, I'd just like to be able to use my computer to connect to the Internet.

Agent: We'll do our best to get your computer working as soon as possible.

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Reading Comprehension How To Customer Service

RJ Shavelson

Reading Comprehension How To Customer Service:

Essential Skills: Customer Service Vocabulary Building Workbook Jennifer Wilkins,2011-08-24 This workbook is an important teaching tool for those learning English as a second language and anyone who wants to pursue a career in customer service By building your customer service vocabulary youll be able to develop the vocabulary and vocational skills you need to become successful improve your reading and oral communication skills enhance your thinking and problem solving skills boost your spelling and phonics skills The workbooks ninety two exercises help you build work specific skills and job related vocabulary Master your understanding of almost three hundred words with easy to follow exercises such as reading comprehension applying the meaning filling in the blanks and more Youll also find fun activities such as word searches crosswords and analogies In addition to learning a robust customer service vocabulary youll also apply synonyms and antonyms that will help you in a customer service environment Get your career on the fast track or if you are a teacher find an important resource so your students can learn the skills that matter most with Essential Skills Customer Service Vocabulary Building Workbook

Reading Comprehension, Grade 8 ,2015-03-16 Reading Comprehension for grade 8 is designed to aid in the review and practice of reading comprehension skills Grade 8 covers standards such as main topic and key details identifying an author s purpose summarizing inferring and vocabulary practice The book includes engaging nonfiction and fiction passages and stories to appeal to all readers The 100 Series Reading Comprehension books span grades 1 to 8 The activities in each book reinforce essential reading comprehension skills by providing practice with sequencing main idea predicting and inferring as well as story elements character plot and setting The books include engaging grade appropriate fiction and nonfiction passages and stories Each book has 128 pages and 100 pages or more of reproducible content to help students review and reinforce essential skills in reading comprehension The series is correlated and aligned to the Common Core State Standards

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Decoding **Reading Comprehension How To Customer Service**: Revealing the Captivating Potential of Verbal Expression

In a period characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its ability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Reading Comprehension How To Customer Service**," a mesmerizing literary creation penned by a celebrated wordsmith, readers embark on an enlightening odyssey, unraveling the intricate significance of language and its enduring effect on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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