

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.

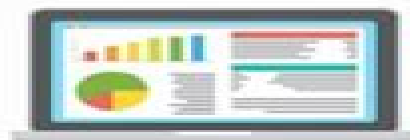
Customer: OK, that will work for me.

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

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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 you'll 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 workbook's 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. You'll also find fun activities such as word searches, crosswords, and analogies. In addition to learning a robust customer service vocabulary, you'll 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*.

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