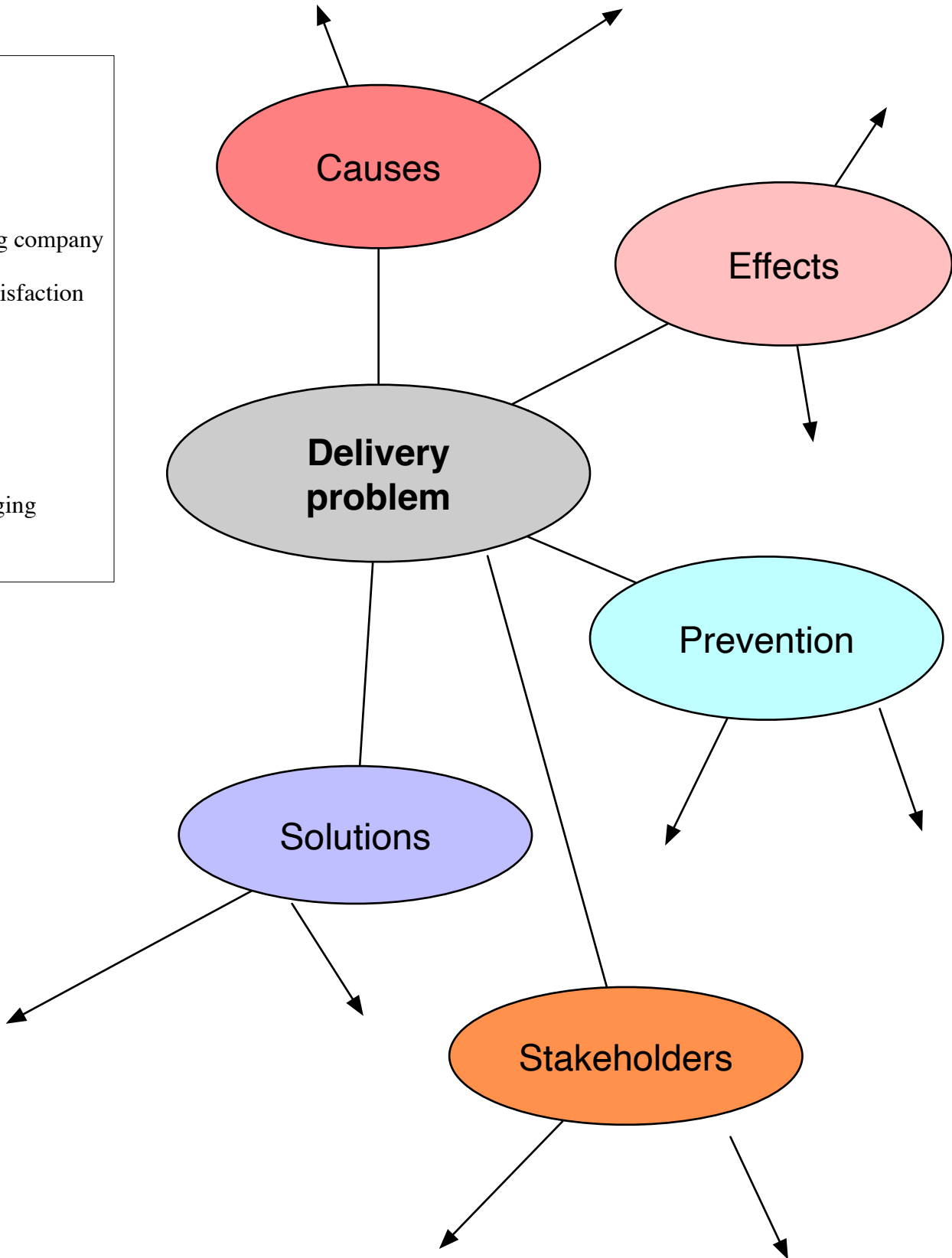


# Calling to Complain

eslflow

Match the items below to the appropriate category.

- logistics team
- staff training
- damaged goods
- change shipping company
- customer dissatisfaction
- late shipments
- financial losses
- customers
- improve packaging
- regular audits



# Calling to complain conversation

Complete the telephone conversation between a company and a customer.



1

Hello, .....Janine  
from Smith and Decker Associates

mix-up      was delivered      send      assistance  
get the correct      That's great.      It's my pleasure.  
tell me more      this is      pull up  
the new office furniture      here

Hi, Janine. It's Cathy ..... How can I  
help you today ?



2

We have a problem with.....  
.....



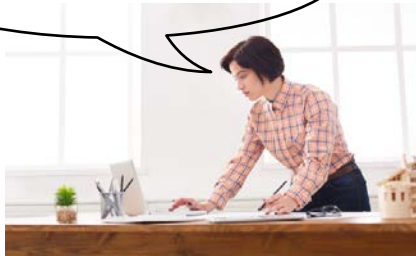
3

Let me just ..... your details.  
Could you .....about the  
problem ?



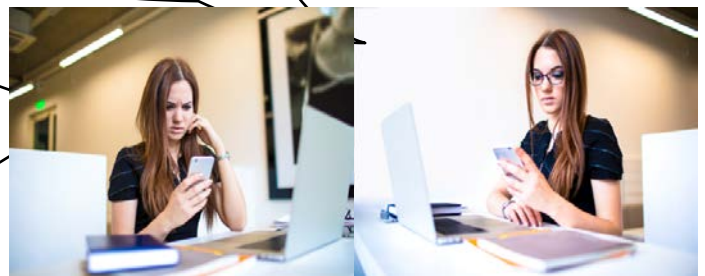
4

Yes, the wrong furniture .....  
I ..... you the order.



5

Ok. Thanks. Oh, I see there was some kind of  
..... We'll .....furniture delivered  
as soon as possible.



6

..... Thanks so  
much for your help Cathy.



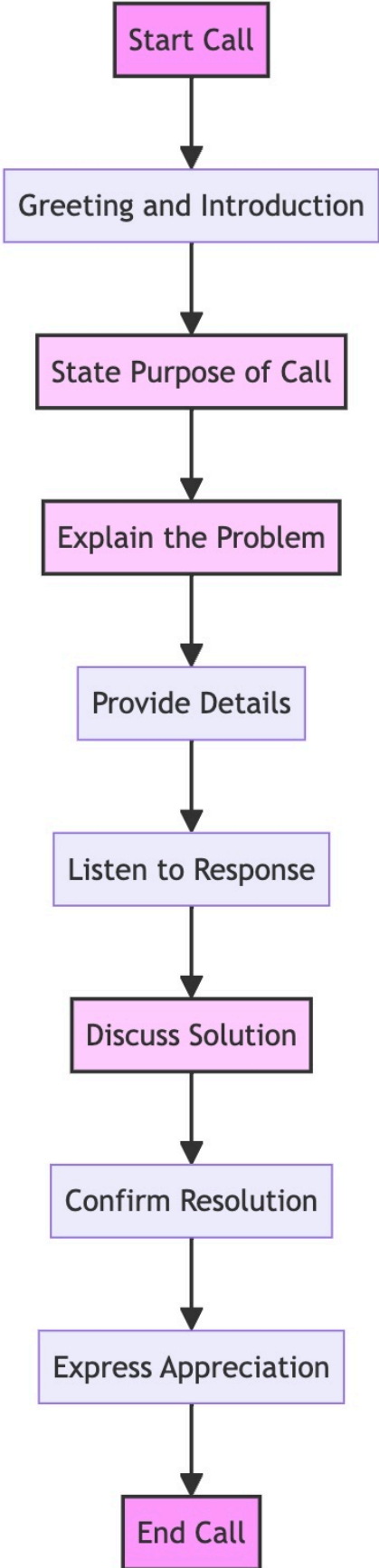
7

..... I'm always  
glad to be of .....



8

**Calling to complain: create your own conversation**



ANSWERS

CAUSES

late shipments

damaged goods

EFFECTS

customer dissatisfaction

financial losses

SOLUTIONS

improve packaging

change shipping company

PREVENTION

regular audits

staff training

STAKEHOLDERS

customers

logistics team

## Script

Hello? This is Janine from Smith and Decker Associates

Hi, Janine. It's Cathy here. How can I help you today?

We have a problem, with the new office furniture. We ordered it last week, and it arrived yesterday.

Oh dear! I'm so sorry. Let me just pull up your details. Could you tell me more about the problem ?

Yes, of course. the wrong furniture was delivered. I'll send you the order right now.

Ok. Thanks. Oh, I see there was some kind of mix-up. We'll get the correct furniture delivered as soon as possible.

That's great! Thanks so much for your help Cathy.

It's my pleasure. I'm always glad to be of assistance.