

2.3 goals

- describe events in detail
- explain why you're not satisfied with a service

Make a complaint

TASK LISTENING



- Where you live, what kinds of food can you get delivered to your home? Do you ever order food by phone? What problems can customers experience with this kind of service?
- 1.14 Listen to a phone call from Ian, the manager of a pizza delivery company, to Maureen, an unhappy customer from the previous evening. What's the reason for his call?
 - to find out why Maureen was unhappy
 - to persuade her to pay the rest of the bill
 - to explain the company's mistakes

- 1.14 Listen again. Complete Ian's notes.



Yesterday evening - problem with order no. 008463 (rec'd. 21:06)
 Bill came to £18.45 (2 pizzas XL + 2 salads) Customer paid £10
 First order: about ¹ _____ pm - lost?
 Second order: 8pm
 Delivery: ² _____ pm (Barry got lost?)
 Food was ³ _____. One box was ⁴ _____.
 (Customer paid ⁵ £ _____ for a meal from another restaurant.)
 ACTION: investigate; send ⁶ £ _____ refund & discount vouchers.

- What would you have done in Maureen's position? Would you be satisfied with Ian's offer?
- Look at Maureen's sentences. Which group of **highlighted** expressions 1-3 can you use to:

- explain events?
- explain what was said?
- explain consequences?

- They said they'd** lost the order. ('d = had)
They said they'd deliver in about forty minutes. ('d = would)
 Again, **I was told** it would take forty minutes.
- I'd already** ordered **before** that.
 At eight o'clock, the pizzas **still hadn't** arrived.
By that time, we'd been waiting more than two hours.
- I ended up** ordering some Chinese food instead.
It cost me another twenty pounds.
I had to go to the trouble of collecting it myself.

TASK VOCABULARY

Explaining a complaint

TASK

- Work in two groups.
 Group A - look at your situation on p118.
 Group B - look at your situation on p120.
 Think about the questions you need to answer in Situation 1.
 - Get into A/B pairs and talk together to resolve the situation.
 - Go back to your groups and report on your conversations.
 Group A - What did the company representative say to you? Are you satisfied?
 Group B - Why exactly was the customer unhappy? What did you say?
- Repeat 6a-6c for Situation 2.
- Do you have any personal experience of this kind of conversation? What happened? How does it compare with the conversations you've just had?