

Cross-Culture Cafe

MAKING AND HANDLING COMPLAINTS

www.crossculturecafe.com



READ



CONNECT



AUDIO



WATCH



DISCUSS



APPLY

AFTER THIS TRAINING, YOU WILL...



be able to use language to
discuss faults in products;



be able to use the right language
to handle complaints;



be able to offer solutions
when dealing with
complaints.



CONNECT



FAULTY PURCHASES

REPLACE THE UNDERLINED EXPRESSIONS USING WORDS FROM THE VOCABULARY

A shirt, or any other kind of clothing, is faulty if it is torn, if it has shrunk, or if it is stained.

If you buy food that is no longer fresh, or too old, you can describe it in three ways: off, rotten, past its sell by date.

Take back a clock radio, or anything electrical, if it is malfunctioning.

Something made of glass is faulty if it is chipped or if it is cracked.



READ



LETTER OF COMPLAINT

READ THE FOLLOWING LETTER OF COMPLAINT.
EXPLAIN THE LAYOUT OF THE LETTER.

Dear Mr. Jones,

I am writing this letter to you to bring to your attention a problem I am having with a toaster I purchased from one of your stores. Please allow me to explain.

Last weekend, I purchased a toaster (model number: xyz) made by your company. Unfortunately, it looks like the unit I purchased is defective. The toaster is malfunctioning and it burns my toast every time I use it.

This is not the first time I have bought a product made by your company, but this is the first time I have experienced a problem. I am hoping that you will replace this broken unit with a good one. I can provide you with the receipt, if needed.

Looking forward to your prompt reply,
Sincerely,
Jesse Jenkins



READ



RECEIVING COMPLAINTS

READ THE FOLLOWING EXPRESSIONS AND DECIDE WHICH INDICATE "MAKING A COMPLAINT" AND WHICH INDICATE "RECEIVING A COMPLAINT"?

- | | |
|--|-----------|
| • I'm afraid it's not my department. | receiving |
| • It doesn't work. | making |
| • The last consignment was four days late. | making |
| • Can I come back to you on this in a couple of hours? | receiving |
| • There's a major problem... | making |
| • We're not happy with your after-sales service. | making |

