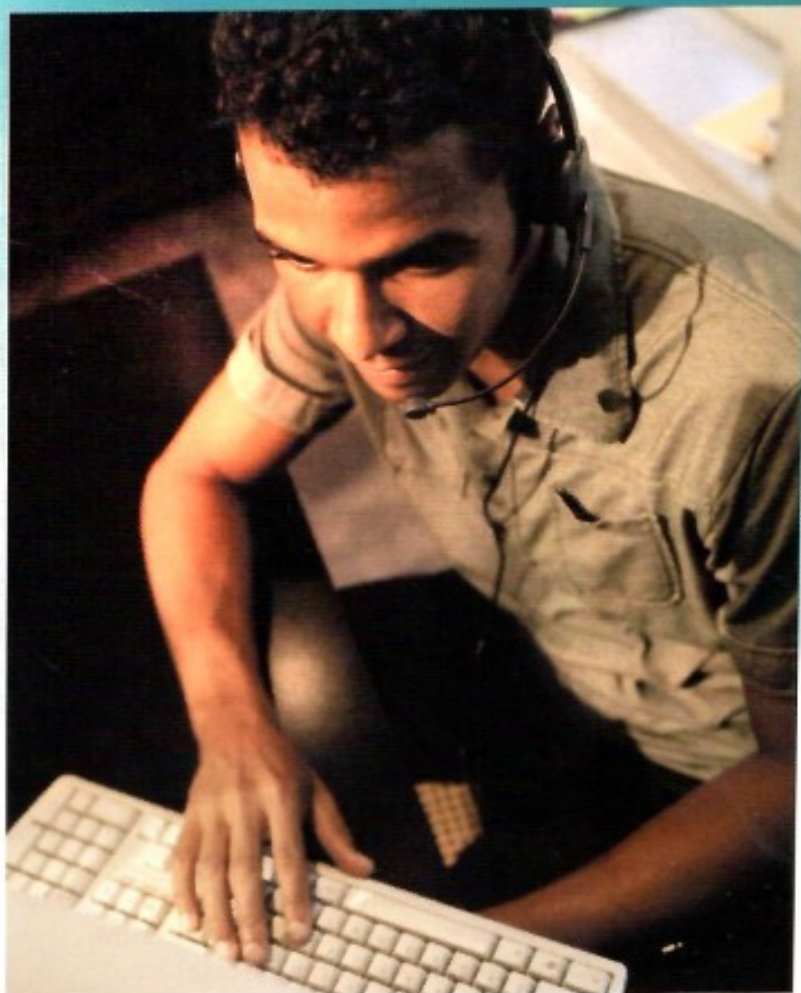


7 What's the problem?



Listening

Task 1

-   Listen to two phone conversations and take notes on the message pads.

1

Caller _____
 Address _____

 Notes _____

Penta Magazines

2

City Pizzas

Caller _____
 Order no: 10964/32 (Monday 17 July)
 _____ pizzas
 Delivery: 21 July, 12.30,
 Downtown Studio
 Notes _____

Task 2



Listen to the calls in Task 1 again. Decide if the statements about the calls are true (T) or false (F).

- 1 The customer adviser checks the caller's postcode. T/F
- 2 The magazine comes out every month. T/F
- 3 The magazine probably got lost in the post. T/F
- 4 The caller hoped the missing pizzas were about to arrive. T/F
- 5 The caller couldn't understand how the mistake had been made. T/F
- 6 City Pizzas won't charge the caller for the total number of pizzas delivered. T/F

You will find the tapescript on page 101.

What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

Checking up on problems

Person calling

I still haven't received the order.
I can't understand why there's been a delay.
I've been waiting for seven weeks now.
Can you check up on it, please?

Person called

What seems to be the trouble?
Let me check the records.
It's obviously our mistake.
I'm very sorry about that.



Task 3

Complete the sentences with words from the list below. Use each word once only.

- 1 I'm phoning you about a matter.
- 2 You can't have packed it properly; the package was already when it was to us.
- 3 We expected a much higher standard of
- 4 I'm ringing to say how I was by the final result.
- 5 I can only on behalf of the company.
- 6 I'm afraid there's been a ; your order was dispatched to the wrong address.
- 7 We haven't received the parts from our supplier, so there's inevitably a in your order.
- 8 We're very sorry for the

processing	mix-up	inconvenience	delay	service
apologise	delivered	disappointed	serious	damaged

Task 4

Choose the best responses.

- 1 Can you explain why the consignment has got stuck at customs?
 - a So we can collect it, can we?
 - b We're not sure yet why it has been delayed.
 - c You mean they've stamped it.
- 2 It will be delivered by the courier company we always use.
 - a It's very fragile.
 - b Will they be here soon?
 - c Are they reliable?
- 3 I'll have to make a complaint.
 - a Yes, please do.
 - b When can you make it?
 - c If you see them, tell them.
- 4 I'm sorry to have to report that it isn't acceptable.
 - a Who's done it?
 - b We need better service.
 - c You'll have to put in a complaint.

- 5 There's been a bit of a mix-up.
 a Why did you disturb it?
 b I'm sorry everything is in the wrong place.
 c What's the problem?
- 6 I'll try to get things moving as quickly as I can.
 a The sooner you go, the better.
 b I'd appreciate that.
 c Don't move things without telling me.

Task 5



Listen to the phone conversation in Part 1 and complete the table. Then listen to the phone conversation in Part 2 and complete the notes on the message pad.

Caller	Reason for complaint	Next step

Quicklink Couriers

Fast Fax Central Service Department - Complaint (9 March)

Ref. No. RZ2984/W56

We collected fax machine from Fast Fax Central on: (1)

Driver tried to deliver fax machine on: (2)

Did driver leave card for customer? (3)

Now we must ring customer to arrange convenient time for
 (4)

You will find the tapescript on page 103.

What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

Making and handling complaints (1)

Person calling

I'm afraid I have to make a complaint.

It's very inconvenient.

The standard of service was unacceptable.

We should have been warned there was a problem.

I think we'll have to ask for a refund.

What are you going to do about it?

Person called

I'm very sorry to hear that.

I'm very sorry about the delay.

I'll find out what has happened and ring you back.

I shall make a full investigation into what went wrong.

I appreciate your position.

I can only apologise.

Task 6



Listen to the phone conversation in Part 1 and decide which email is the best record of what was said. Then listen to the phone conversation in Part 2 and answer the questions.

1 ☐

To: [Kathy Martinez]
Subject: [Exhibition requirements]

Dear Kathy,
Following our phone call, I'd like to confirm that we want to book 50 square metres of space in the hall. We would like a central unit: a middle section with three walls and a pillar. I look forward to seeing you when I arrive on 7 May.
Best wishes,
Ben Rushton

2 ☐

To: [Kathy Martinez]
Subject: [Exhibition requirements]

Dear Kathy,
Following our phone call, I'd like to confirm that we want to book 40 square metres of space in the hall. We would like a central unit: a middle section with three walls but no pillar. I look forward to seeing you when I arrive on 7 May.
Best wishes,
Ben Rushton

- 1 Where is Ben Rushton calling Kathy Martinez from?
- 2 What is wrong with the space Ben has been given?
- 3 Whose fault is it that the mistake was made?
- 4 How does Kathy resolve the problem?
- 5 By way of an apology, Kathy offers to help Ben in two ways. What are they?

You will find the tapescript on page 104.

Task 8

Complete the conversation with sentences from the list below.
Use each sentence once only.

A: 1

B: Hello. Could you put me through to Oliver Chan, please?

A: 2

B: Oh dear. Do you know when he'll be back?

A: 3

B: Well, I'm afraid we're having problems with some of the parts
you've sent us.

A: 4

B: Yes, that sounds like the right department.

A: 5

C: Technical Services. Jorge Casso speaking.

B: 6

C: Good morning, Ms Peuser. How can I help you?

B: 7

C: Do you have the code numbers for them, Ms Peuser?

B: 8

C: Yes, that's a specially designed range, I think.

B: 9

C: What seems to be the problem with them?

B: 10

- a I'll put you through to Jorge Casso then.
- b I'm afraid he's away from the office.
- c Yes, they're all from the DE1065 range.
- d Oh, hello, my name's Claudette Peuser, I'm from Tyson-Scotts.
- e Well, I'm afraid they're not exactly the right dimensions.
- f CTK Electronics. Good morning.
- g Not until next week, I'm afraid. Can somebody else help you?
- h That's right.
- i Well, we bought some special parts from you and ...
- j I see. Technical Services should be able to help you.