**CATEGORY: BUSINESS on the PHONE AT THE WORKPLACE**

**Responding to Customer Complaints**

Introduction:

Mistakes are going to happen in the business world. When they do, **customer service representatives** from the company should **handle** any customer complaints.

Dialogue:

*Jared recently purchased a stereo from an electronics store, Best Buy. He’s having some trouble with the stereo and calls the customer service number to complain.*

(phone rings)

Representative: Thank you for calling Best Buy Customer Service. This is Jill. How may I help you?

*Jared: Hi. I bought a stereo from you guys a few weeks \_\_\_\_\_\_ and I’m having some serious problems with it.*

Representative: What seems to be the problem?

*Jared: Well, it’s not working properly. The volume dial won’t work and the CD tray won’t open either.*

Representative: I’m very sorry to hear that the stereo isn’t working correctly, sir. Have you tried unplugging it and then trying again?

*Jared: Yes. I’ve tried that and it didn’t do anything.*

Representative: OK. Well, at Best Buy we **take pride in** maintaining a reputation for excellent products, so your problem with the stereo is unacceptable to us. Let me gather some more information and we’ll see what we can do to fix this.

*Jared: Thank you.*

Representative: No problem. Do you have the receipt for your stereo purchase?

*Jared: Yes.*

Representative: OK. Can you give me the date of purchase listed on it and the number printed at the bottom of the receipt?

*Jared: Sure. The date of purchase was July \_\_\_\_\_\_\_\_\_, 20\_\_\_ and the number printed on there is 2-7200-1526-0854-\_\_ \_\_ \_\_ \_\_-8*

Representative: Thank you for that information. Are you able to look at the stereo at the moment as well?

*Jared: Sure. I’m right next to it.*

Representative: OK. There should be a sticker on the back with a number. Can you give me that number?

*Jared: Let’s see. OK, I see it. It’s 8564312000\_\_\_ \_\_\_ \_\_\_.*

Representative: All right. Could you hold for just a moment, please?

*Jared: Sure.*

Representative: Thank you for holding, sir. I’m sorry, but the product you purchased has been recalled due to electrical malfunctions.

*Jared: How can you tell?*

Representative: The number you gave me allows me to pull up information on your specific product. With that, I was able to see that the stereo was produced at a certain factory that made the recalled products.

*Jared: So what do I do now?*

Representative: The easiest option is just to bring your stereo, with your receipt, back to your local Best Buy store. They can exchange the faulty product for a new stereo for you.

*Jared: OK. I can do that.*

Representative: Just take the stereo to the customer service desk and the staff there should be able to take care of the problem for you.

*Jared: All right.*

Representative: Is there anything else I can do for you today?

*Jared: No, that was it.*

Representative: OK. And again, on behalf of the Best Buy Company, we are very sorry for any inconvenience this has caused you. We value your business; so, if you have any other questions or concerns, don’t hesitate to contact us.

*Jared: OK. Thanks.*

Representative: Have a nice day.

*Jared: Bye.*

Vocabulary:

**customer service representatives:** a company employee that deals with customer complaints and questions

**handle:** take care of, fix

**take pride in:** to be proud of

**recalled:** a defective product that is taken off the market

**malfunctions:** failures in operation

**faulty:** defective

Discussion Questions:

1. Have you ever complained about bad service or a bad product to a company?
2. Is it customary to complain about a business that does not provide good service in your country?
3. Do you ever have to deal with customer complaints at your job?
4. How do you feel when you get put on hold when you call a customer service number?
5. Do you think good customer service is important to businesses today? Why or why not?
6. Are you allowed to return faulty products in your country?
7. Have you ever purchased a faulty product? What was it?