

Difficult clients

Useful Phrases

You can explain to me what actually is the problem...

Can I take your name?

I understand you are having a few problems

Would you like to just explain from the beginning what's happened?

I'm sorry for that wait

I don't know what the problem was

As you can imagine...

I'm sorry about this, Mr Anderson

I can actually look into that for you ...

I'm sorry for the inconvenience

I can assure you

Let me check for you

Transcripts

Angela: Hello, I'm Angela, I'm the customer services manager. Would you like to come with me and come and take a seat and **you can explain to me what actually is the problem?**

Alison: Okay, okay, fine.

Angela: **Can I take your name?**

Alison: Yes, my name's Alison.

Angela: Okay. Alison, if you'd like to make yourself comfortable. As I said, I am the customer services manager and I'd like to help you. **I understand you are having a few problems. Would you like to just explain from the beginning what's happened?**

Alison: Well, yes. I've just come back from one of your holidays. I went to Crete, in Greece, got back last week and the whole thing was a disaster.

Angela: Would you like to just explain from the beginning what's happened?

Alison: Well, yes. To start with, when we got to the airport in, in Crete, we had a two-hour wait on the coach, I think there was a delayed flight or something, and... and...

Angela: ...Right, that's quite possible...

Alison: ...Yes... And I just can't work out why you didn't take us to our hotel and then come back to the airport to pick up the people from the delayed flight.

Angela: Right, **I'm sorry for that wait. I don't know what the problem was.** You mentioned a delayed flight there. **As you can imagine**, you probably weren't the only family on the coach waiting, and to ferry people to and from resort to the airport would have been a lot of extra work and they like to try and keep everybody together who are going on the same flight. **I can actually look into that for you ...**

Karen: Hello!

Mark: Hello, can I speak to despatch, please?

Karen: You're through to despatch.

Mark: Right. Well, I phoned two days ago to say that I hadn't received delivery of my order and I'm ringing again to say it still hasn't arrived.

Karen: Can I just take your name please?

Mark: Yes, it's Mark Anderson.

Karen: Ah! I think there's been a problem with that order, Mr Anderson.

Mark: What kind of problem?

Karen: Oh, I don't know offhand. **Let me check for you.** Yes, part of the order didn't arrive here at the depot, so I couldn't send it out until we'd received everything.

Mark: Well, surely that was your problem to sort out without my having to call you back - again. I did phone and draw your attention to this a couple of days ago. Look, I placed this order weeks ago. I'm sorry, it's just not good enough.

Karen: Yeah, **I'm sorry about this, Mr Anderson. I'm sorry for the inconvenience,** but **I can assure you** we'll do everything we can to send it out to you today.