

Resolving Customer Complaints



Category: ✓ Business English

Topic: ✓ Work, Problems

Media: ✓ Video

Level: ✓ B2-C1 Upper-Intermediate / Advanced

Grammar: ✓ Mixed Grammar

Learning Focus: ✓ Listening, Speaking, Vocabulary



Task 1

Fill in the blanks with the correct words. The definitions are given to you.

1. You shouldn't be _____ of the negative feedback from customers.
(showing that it's not worth considering)
2. I know you were trying to _____ the tension, but it didn't help much.
(make it weaker)
3. It might help if you _____ to your partner's communication style.
(change it to be more suitable)
4. Our company doesn't usually offer a _____, but I think we'll make an exception this time. (money that is given back for a product or service)
5. I think being _____ about one's expectations is the most effective way.
(clear and honest)
6. I can't see what you're trying to _____ by putting blame on others.
(achieve something)
7. We are doing our best to find a solution, but the _____ is uncertain.
(a result or an effect of a situation)



Task 2

Fill in the blanks with the correct prepositions. Put a "X" if no preposition is necessary.

1. It's hard _____ predict the outcome _____ the current situation.
2. Everybody wants to be kept _____ date _____ their issue.
3. I really can't stand _____ getting shuffled _____ one consultant _____ another.
4. I think blaming us _____ a product's faults is extremely unfair.
5. It's hard to follow everything when we have to handle _____ so many issues _____ a time.
6. Sometimes it's hard to set _____ your personal feelings.



Task 3

Choose the correct answer.

1. I'll get easier once you realize that it's a mutually / mutual benefit.
2. Adjusting / Adjusting to your communication style might have a positive outcome.
3. We won't solve the problem if we don't diffuse our highly charged / recharged emotions.
4. Both you and the customer are valid / vital in how you feel.
5. It takes time to learn how to resolve / reset the expectations of a customer.
6. The biggest challenge is setting your opinions off / aside.