

Business English

Sales Vocabulary: Handling Problems & Complaints • Lesson 3 • Level A2

Elementary

Name: _____

Date: _____

Score: _____ / 70

Word List – Study these words before you start.

Use your vocabulary sheet or audio to study these words before you do the exercises.

apology	inconvenience	delay	damage
fault	investigation	resolution	goodwill
policy	exception	supervisor	escalation
escalate	compensate	investigate	acknowledge
assure	repair	waive	prioritise

Name: _____

Date: _____

Score: _____ / 20

Exercise 1: True or False (10 points)

Read each sentence. Write T (True) or F (False) on the line.

1. An apology is a statement saying you are sorry for a mistake or problem. _____
2. A delay is when something happens earlier than expected. _____
3. Goodwill is something given to a customer as a gesture of apology. _____
4. To escalate a complaint means to deal with it yourself without any help. _____
5. A resolution is the solution found to fix a problem or complaint. _____
6. To compensate a customer means to give them something for the trouble caused. _____
7. A policy is a set of rules that a company follows. _____
8. To waive a charge means to decide not to apply it in a special case. _____
9. An escalation is when a complaint is passed to a more junior person. _____
10. To prioritise something means to treat it as more important and deal with it first. _____

Exercise 2: Multiple Choice (10 points)

Choose the correct word (a, b, or c) to complete each sentence.

1. I would like to offer my sincerest _____ for the problem you experienced.
a) fault b) apology c) policy
2. We will _____ your complaint as a matter of urgency.
a) waive b) assure c) prioritise
3. The _____ for this product was caused by a manufacturing defect.
a) fault b) goodwill c) delay
4. We would like to offer you a £20 voucher as a _____ gesture.
a) resolution b) goodwill c) exception
5. Our returns _____ allows customers to return items within 30 days.
a) inconvenience b) escalation c) policy
6. We will _____ the delivery charge as an apology for the late arrival.
a) waive b) investigate c) repair

7. I can _____ you that this will not happen again.

- a) acknowledge b) assure c) compensate

8. The _____ to the order was caused by bad weather conditions.

- a) delay b) supervisor c) damage

9. I am sorry for any _____ this may have caused you.

- a) investigation b) inconvenience c) escalation

10. We will _____ you with a full refund for the trouble.

- a) repair b) prioritise c) compensate

Name: _____ _____	Date: _____	Score: _____ / 20
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Exercise 3: Matching (10 points)

Match each word in Column A with its meaning in Column B. Write the correct letter in the box.

Column A	Column B
1. investigation [___]	A. to look carefully into a complaint or problem
2. repair [___]	B. a case where the normal rules do not apply
3. exception [___]	C. the solution found to fix a problem
4. acknowledge [___]	D. to confirm you have received or understood something
5. damage [___]	E. when a complaint is passed to a more senior person
6. escalation [___]	F. harm done to a product
7. supervisor [___]	G. a person in charge who helps with difficult situations
8. resolution [___]	H. to fix a damaged or faulty product
9. investigate [___]	I. something given to a customer for the trouble caused
10. compensation [___]	J. the process of looking into a complaint

Exercise 4: Gap Fill (10 points)

Complete each sentence with the correct word from the box. Use each word once.

apology delay damage investigation goodwill policy escalate assure waive resolution

1. Please accept our sincere _____ for the problems you have experienced.
2. There has been a _____ with your delivery due to a problem at the warehouse.
3. The _____ to the product happened during transport.
4. We have launched a full _____ into what went wrong with your order.
5. We would like to offer you a €30 voucher as a _____ gesture.
6. Our _____ is to offer a full refund or replacement within 14 days.

7. If the assistant cannot help you, please ask them to _____ the matter.

8. I can _____ you that your order will arrive by Friday.

9. We will _____ the delivery charge as an apology for the inconvenience.

10. We hope to find a _____ to your complaint within 48 hours.

Name: _____

Date: _____

Score: _____ / 20

Exercise 5: Put the Words in Order (10 points)

Put the words in the correct order to make a sentence. Write the full sentence on the line.

1. apology / sincerest / our / please / accept

2. complaint / will / your / we / prioritise

3. the / investigate / we / matter / will

4. charge / will / we / the / delivery / waive

5. there / delay / has / your / a / been / with / order

6. you / I / that / assure / can / this / happen / will / again / not

7. the / product / been / has / damaged

8. to / a / senior / I / need / escalate / manager / this

9. to / compensate / you / we / like / would

10. we / resolution / find / a / will / quickly

Exercise 6: Word Sort (10 points)

Write each word from the box in the correct column: Noun or Verb.

apology inconvenience delay damage fault investigation resolution goodwill policy
exception supervisor escalation escalate compensate investigate acknowledge assure
repair waive prioritise

NOUN	VERB
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Name: _____

Date: _____

Score: _____ / 10

Exercise 7: Complete the Conversation (10 points)

Complete each conversation with the correct word from the box. Use each word once.

apology delay damage goodwill policy escalate assure waive prioritise resolution

1. A: I am very sorry about the problem.

B: Thank you for the _____.

2. A: Why has my order not arrived yet?

B: I am sorry, there has been a _____ at our warehouse.

3. A: The product arrived broken.

B: I apologise for the _____. We will send a replacement today.

4. A: We would like to offer you a voucher as a _____ gesture.

B: Thank you, that is very kind.

5. A: Can you make an exception for me?

B: I am sorry, our _____ does not allow refunds after 30 days.

6. A: I am not happy with this response.

B: I understand. Let me _____ this to my manager.

7. A: Will this happen again?

B: I can _____ you that we have fixed the problem.

8. A: Do I have to pay the delivery charge?

B: On this occasion we will _____ it as an apology.

9. A: When will my complaint be dealt with?

B: We will _____ it and aim to respond within 24 hours.

10. A: How will you fix this problem?

B: We will find a _____ and contact you by end of day.

ANSWER KEY – TEACHER COPY

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Exercise 1: True or False

1. T	2. F – a delay is when something happens later than expected
3. T	4. F – to escalate means to pass the complaint to a more senior person
5. T	6. T
7. T	8. T
9. F – an escalation passes the complaint to a more senior person	10. T

Exercise 2: Multiple Choice

1. b) apology	2. c) prioritise
3. a) fault	4. b) goodwill
5. c) policy	6. a) waive
7. b) assure	8. a) delay
9. b) inconvenience	10. c) compensate

Exercise 3: Matching

1. J	2. H
3. B	4. D
5. F	6. E
7. G	8. C
9. A	10. I

Exercise 4: Gap Fill

1. apology	2. delay
3. damage	4. investigation
5. goodwill	6. policy
7. escalate	8. assure
9. waive	10. resolution

Exercise 5: Word Order

1. Please accept our sincerest apology.	2. We will prioritise your complaint.
3. We will investigate the matter.	4. We will waive the delivery charge.
5. There has been a delay with your order.	6. I can assure you that this will not happen again.
7. The product has been damaged.	8. I need to escalate this to a senior manager.
9. We would like to compensate you.	10. We will find a resolution quickly.

Exercise 6: Word Sort

NOUN	VERB
apology, inconvenience, delay, damage, fault, investigation, resolution, goodwill, policy, exception, supervisor, escalation	escalate, compensate, investigate, acknowledge, assure, repair, waive, prioritise

Exercise 7: Complete the Conversation

1. apology	2. delay
3. damage	4. goodwill
5. policy	6. escalate
7. assure	8. waive
9. prioritise	10. resolution