

Name: \_\_\_\_\_

Date: \_\_\_\_\_

 **Useful Phrases**

|                                   |                                                                         |
|-----------------------------------|-------------------------------------------------------------------------|
| <b>There is a problem with...</b> | Reporting a problem — "There is a problem with the last shipment."      |
| <b>We found a problem in...</b>   | Reporting a problem — "We found a problem in the customer's order."     |
| <b>I think...</b>                 | Giving an opinion — "I think the packaging was damaged in transit."     |
| <b>In my opinion...</b>           | Giving an opinion — "In my opinion, we should send a replacement."      |
| <b>I agree.</b>                   | Agreeing — "I agree. Let's contact the customer today."                 |
| <b>That's a good point.</b>       | Agreeing — "That's a good point. We should check other orders too."     |
| <b>I don't agree.</b>             | Disagreeing — "I don't agree. I think it's a different issue."          |
| <b>I'm not sure about that.</b>   | Disagreeing — "I'm not sure about that. Let's check the records first." |
| <b>Can you explain that?</b>      | Asking for more information — "Can you explain that in more detail?"    |
| <b>What do you mean?</b>          | Asking for more information — "What do you mean by 'damaged'?"          |
| <b>Maybe we can...</b>            | Suggesting an idea — "Maybe we can offer a refund."                     |
| <b>What about...?</b>             | Suggesting an idea — "What about sending a new product today?"          |

**1 Match the Phrase to Its Job**

*Match the phrase (1-6) with what it is used for (A-F). Write the letter.*

- |                                    |                                |
|------------------------------------|--------------------------------|
| 1. I don't agree. ____             | A. Suggesting an idea          |
| 2. What do you mean? ____          | B. Giving an opinion           |
| 3. I think... ____                 | C. Reporting a problem         |
| 4. There is a problem with... ____ | D. Disagreeing                 |
| 5. That's a good point. ____       | E. Asking for more information |
| 6. What about...? ____             | F. Agreeing                    |

## 2 Choose the Right Phrase

*Read the situation. Circle the best phrase to say.*

1. A customer says the product arrived broken. What do you say to your team?
  - a) I agree.
  - b) There is a problem with the last shipment.
  - c) What about...?
2. Your colleague doesn't explain the issue clearly. What do you say?
  - a) Can you explain that?
  - b) I agree.
  - c) What about...?
3. You want to give your opinion about the cause. What do you say?
  - a) What do you mean?
  - b) I think the packaging was too thin.
  - c) I don't agree.
4. Your colleague suggests offering a refund and you think it's a good idea. What do you say?
  - a) That's a good point.
  - b) There is a problem.
  - c) Can you explain that?
5. You want to suggest sending a replacement. What do you say?
  - a) I don't agree.
  - b) What about sending a replacement?
  - c) What do you mean?
6. You are not sure it was a packaging problem. What do you say?
  - a) I agree.
  - b) I'm not sure about that.
  - c) What about...?

### 3 Complete the Conversation

Write the correct phrase in each gap. The word in brackets tells you the function to use. Phrases to use: *I don't agree.* / *I think...* / *That's a good point.* / *What about...?* / *What do you mean?*

A: The customer says the product arrived broken.

B: \_\_\_\_\_ (*Asking for more information*)

A: I think the box was too thin.

B: \_\_\_\_\_ (*Disagreeing*)

A: We should send a replacement today.

B: \_\_\_\_\_ (*Agreeing*)

A: Deliveries have been slow this month.

B: \_\_\_\_\_ (*Giving an opinion*)

A: The customer is still waiting for an answer.

B: \_\_\_\_\_ (*Suggesting an idea*)

4

**Put the Conversation in Order***Number the lines 1-6 to make a logical conversation.*

- a) B: I see. What about sending a replacement? Order: \_\_\_\_
- b) A: Hello. We have a complaint from a customer today. Order: \_\_\_\_
- c) B: Perfect, thank you. Order: \_\_\_\_
- d) A: The product arrived damaged. Order: \_\_\_\_
- e) A: That's a good point. I'll arrange it now. Order: \_\_\_\_
- f) B: What do you mean? Order: \_\_\_\_

## 5 Model Conversation

*Read this example QA meeting conversation.*

**QA Manager:** Good morning. Let's talk about the complaint from ABC Company.

**Support Rep:** Good morning. Yes, they said the product arrived damaged.

**QA Manager:** Can you explain that?

**Support Rep:** The box was open, and one item was broken.

**QA Manager:** I see. In my opinion, we should send a replacement today.

**Support Rep:** I agree. That's a good idea.

**QA Manager:** What do you think caused the damage?

**Support Rep:** I think the packaging wasn't strong enough.

**QA Manager:** I'm not sure about that. Maybe it was damaged during delivery.

**Support Rep:** That's a good point. Let's check with the delivery company too.

**QA Manager:** OK. What about calling the customer to apologize?

**Support Rep:** I agree. I'll call them this afternoon.

## 6 Role-Play: Team Meeting

Work in a group of 4. Choose a role. Use the phrases you practiced to have your own meeting.

*Situation: A customer, ABC Company, received a damaged product. Your team is meeting to talk about the complaint and decide what to do.*

### QA Manager

**Your goal: Lead the meeting. Ask questions and decide what to do next.**

Try these phrases: Can you explain that? / What do you mean? / In my opinion...

### Customer Service Representative

**Your goal: Report what the customer said. Explain the complaint clearly.**

Try these phrases: There is a problem with... / We found a problem in... / I think...

### Packaging Inspector

**Your goal: Give your opinion about what might have caused the damage.**

Try these phrases: I think... / I'm not sure about that. / In my opinion...

### Team Leader

**Your goal: Suggest what to do next and help close the meeting.**

Try these phrases: Maybe we can... / What about...? / I agree.

## **7 Discussion Questions**

*Talk with a partner or your group. There are no right or wrong answers!*

1. Has your team ever received a complaint from a customer? What happened?
2. What is the best way to respond to an unhappy customer?
3. Why is it important to say sorry to a customer?
4. What makes a customer complaint difficult to solve?
5. How do you feel when you have to tell a customer about a mistake?

## DO NOT DISTRIBUTE — TEACHER USE ONLY

## ★ Useful Phrases

|                                   |                                                                         |
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| <b>I think...</b>                 | Giving an opinion — "I think the packaging was damaged in transit."     |
| <b>In my opinion...</b>           | Giving an opinion — "In my opinion, we should send a replacement."      |
| <b>I agree.</b>                   | Agreeing — "I agree. Let's contact the customer today."                 |
| <b>That's a good point.</b>       | Agreeing — "That's a good point. We should check other orders too."     |
| <b>I don't agree.</b>             | Disagreeing — "I don't agree. I think it's a different issue."          |
| <b>I'm not sure about that.</b>   | Disagreeing — "I'm not sure about that. Let's check the records first." |
| <b>Can you explain that?</b>      | Asking for more information — "Can you explain that in more detail?"    |
| <b>What do you mean?</b>          | Asking for more information — "What do you mean by 'damaged'?"          |
| <b>Maybe we can...</b>            | Suggesting an idea — "Maybe we can offer a refund."                     |
| <b>What about...?</b>             | Suggesting an idea — "What about sending a new product today?"          |

## 1 Match the Phrase to Its Job

Match the phrase (1-6) with what it is used for (A-F). Write the letter.

- |                                      |                                |
|--------------------------------------|--------------------------------|
| 1. I don't agree. -> (D)             | A. Suggesting an idea          |
| 2. What do you mean? -> (E)          | B. Giving an opinion           |
| 3. I think... -> (B)                 | C. Reporting a problem         |
| 4. There is a problem with... -> (C) | D. Disagreeing                 |
| 5. That's a good point. -> (F)       | E. Asking for more information |
| 6. What about...? -> (A)             | F. Agreeing                    |

## 2 Choose the Right Phrase

Read the situation. Circle the best phrase to say.

- A customer says the product arrived broken. What do you say to your team?
  - I agree.
  - There is a problem with the last shipment.**
  - What about...?
- Your colleague doesn't explain the issue clearly. What do you say?
  - Can you explain that?**
  - I agree.
  - What about...?
- You want to give your opinion about the cause. What do you say?
  - What do you mean?
  - I think the packaging was too thin.**
  - I don't agree.
- Your colleague suggests offering a refund and you think it's a good idea. What do you say?
  - That's a good point.**
  - There is a problem.
  - Can you explain that?

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5. You want to suggest sending a replacement. What do you say?  
a) I don't agree.  
**b) What about sending a replacement?**  
c) What do you mean?
6. You are not sure it was a packaging problem. What do you say?  
a) I agree.  
**b) I'm not sure about that.**  
c) What about...?

**3 Complete the Conversation**

Write the correct phrase in each gap. The word in brackets tells you the function to use. Phrases to use: *I don't agree.* / *I think...* / *That's a good point.* / *What about...?* / *What do you mean?*

A: The customer says the product arrived broken.

**B: What do you mean?** (*Asking for more information*)

A: I think the box was too thin.

**B: I don't agree.** (*Disagreeing*)

A: We should send a replacement today.

**B: That's a good point.** (*Agreeing*)

A: Deliveries have been slow this month.

**B: I think...** (*Giving an opinion*)

A: The customer is still waiting for an answer.

**B: What about...?** (*Suggesting an idea*)

**4 Put the Conversation in Order**

Number the lines 1-6 to make a logical conversation.

- |                                                         |                 |
|---------------------------------------------------------|-----------------|
| a) B: I see. What about sending a replacement?          | <b>Order: 4</b> |
| b) A: Hello. We have a complaint from a customer today. | <b>Order: 1</b> |
| c) B: Perfect, thank you.                               | <b>Order: 6</b> |
| d) A: The product arrived damaged.                      | <b>Order: 3</b> |
| e) A: That's a good point. I'll arrange it now.         | <b>Order: 5</b> |
| f) B: What do you mean?                                 | <b>Order: 2</b> |