

## Calling to Report a Problem with a Service

CEFR B1 Roleplay



### 1. Warm-up Discussion

1. Have you ever experienced problems with your internet or cable service? What happened?
2. How do you usually report a problem with a service? Do you call, email, or use an online chat?
3. What information do you need to provide when reporting a problem with a service?
4. How do you describe the problem clearly to the customer service representative?
5. What are some common solutions or steps that companies offer to fix service problems?
6. How do you feel when a service you rely on isn't working properly? How do you stay calm during the call?

## 2. Example Conversation: Calling to Report a Problem with a Service

**Student A (Customer):** Hello, I'm calling to report a problem with my internet service.

**Student B (Customer Service Representative):** I'm sorry to hear that. Can you please describe the issue you're experiencing?

**Student A:** Yes, my internet connection has been very slow for the past two days, and sometimes it disconnects completely.

**Student B:** I understand. Can you please provide your account number or the phone number associated with your account?

**Student A:** Sure, my account number is 123456, and my phone number is 555-1234.

**Student B:** Thank you. I'm going to run a quick test on your connection. This will only take a moment.

**Student A:** Okay, I appreciate it.

**Student B:** It looks like there's a signal issue in your area. We'll need to send a technician to check it out. Are you available tomorrow morning?

**Student A:** Yes, I'll be home in the morning. What time can I expect the technician?

**Student B:** The technician can arrive between 9 a.m. and 11 a.m. Does that work for you?

**Student A:** Yes, that works fine. Will there be any charge for the service visit?

**Student B:** No, there's no charge for this visit. We'll make sure your internet is back to normal as soon as possible.

**Student A:** Thank you. I hope it gets fixed soon because I need the internet for work.

**Student B:** We understand how important that is. The technician will do their best to resolve the issue quickly.

**Student A:** Thanks for your help. I'll be waiting for the technician tomorrow.

**Student B:** You're welcome! Have a good day, and we'll see you tomorrow morning.

**Student A:** Thank you. Goodbye!

**Student B:** Goodbye!

### 3. Background

You are experiencing problems with your internet service, such as slow speeds and frequent disconnections. You decide to call the customer service department to report the issue. During the call, you will describe the problem, provide necessary account information, and schedule a technician visit to resolve the issue.

### 4. Instructions

#### **Student A (Customer):**

You are having problems with your internet or cable service. Call the customer service representative to report the issue. Be prepared to describe the problem, provide your account information, and schedule a service visit if needed.

#### **Student B (Customer Service Representative):**

You are a customer service representative. Listen to the customer's problem, run a quick diagnostic test, and suggest a solution. If necessary, arrange for a technician to visit the customer's home. Be polite and helpful throughout the conversation.

### 5. Vocabulary List

account number, connection, disconnect, technician, issue, service, signal, slow, charge, visit, customer service, representative, schedule, fix, report, describe, diagnostic, resolve, internet, cable.