

Handling a Customer Complaint

CEFR B2 Roleplay



1. Warm-up Discussion:

1. Have you ever had a bad experience as a customer? What happened?
2. What do you think are the most common reasons for customer complaints?
3. How do you usually react when something goes wrong with a product or service?
4. Why is it important for businesses to handle customer complaints effectively?
5. What qualities should a good customer service representative have?
6. What is the best way to resolve a complaint to ensure the customer is satisfied?

2. Example Conversation: Handling a Customer Complaint

Customer (Student A): Good afternoon. I bought a pair of shoes from your store last week, but they've already started falling apart.

Customer Service Representative (Student B): I'm very sorry to hear that. Could you please tell me exactly what the issue is with the shoes?

Customer: Sure. The sole on the left shoe has started to come off, and there's also a tear on the side. I've only worn them twice.

Representative: That doesn't sound right at all. May I ask if you have your receipt with you?

Customer: Yes, I have it here. I really wasn't expecting such poor quality.

Representative: I completely understand your frustration. Let me check the receipt and see what we can do to resolve this issue.

Customer: I'd appreciate that. I'm hoping for a refund or at least a replacement.

Representative: I'll definitely try to help with that. Since you have the receipt and the shoes are clearly defective, we can offer you a full refund or a replacement pair. Which would you prefer?

Customer: I think I'd prefer a refund, if that's possible.

Representative: Of course, I'll process that for you right away. Please allow 3-5 business days for the refund to be reflected in your account.

Customer: Thank you for handling this so efficiently.

Representative: You're welcome. I'm sorry again for the inconvenience. We hope to serve you better in the future.

Customer: Thank you. I appreciate your help.

3. Background:

The roleplay involves a customer who is dissatisfied with a product they purchased from a store. The product has developed a problem shortly after purchase, and the customer wants to make a complaint. The customer service representative needs to handle the situation professionally, offer solutions, and ensure the customer leaves satisfied.

4. Instructions:

- **Instructions for Student A (the customer):**

You are a customer who bought a product (e.g., a pair of shoes) that has developed a problem shortly after purchase. You are disappointed and want to make a complaint to the store. Explain the issue clearly and state what you expect from the store (e.g., a refund, replacement). Be polite but firm in your request.

- **Instructions for Student B (the customer service representative):**

You are a customer service representative at a store. A customer approaches you with a complaint about a product they recently bought. Your task is to listen to the customer's concerns, ask for any necessary details (e.g., receipt), and offer a solution (e.g., refund, replacement). Ensure that the customer feels heard and satisfied by the end of the conversation.

5. Vocabulary List:

Defective, Receipt, Refund, Replacement, Customer satisfaction, Quality issue, Warranty, Resolve, Frustration Complaint