

Complaining

Date: _____

Read the conversations and complete the table.

Conversation 1

A: Good morning, how can I help you?
 B: Hi, I'd like to make a complaint about a faulty cell phone I bought here last week and I'd like a replacement.
 A: Do you have your store receipt with you?
 B: Yes, I do. Here you go.
 A: There's a one-year store warranty on this cell phone. What seems to be the problem?
 B: The camera is not working properly. I tried to take some pictures, but I only see a black screen.
 A: That strange for such a new cell phone. Perhaps there's something wrong with the camera. Could I take a look?
 B: Sure, here it is.

Conversation 2

B: I'd like to make a complaint and I want my money back.
 A: OK, What's the problem?
 B: I bought a tablet in your online store on May 2, but when I received it I noticed the screen was broken.
 A: Do you have your receipt?
 B: I'm afraid I don't have it.
 A: Without your receipt, I can't do anything. I'm sorry.
 B: Unbelievable!
 A: I understand how you feel, sir.
 B: No, you don't. I want to talk to the manager.
 A: OK. Let me transfer the call. Please, hold on.

	Conversation 1	Conversation 2
Mode of communication		
Employee's attitude		
Customer's attitude		
What product is the complaint about?		
What is the problem?		
What does the customer want?		

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