

FUNCTION : COMPLAINING AND RESPONDING TO COMPLAINTS



Salesperson: Good morning, can I help you, sir?

Client: Yes, please. I'd like to make a complaint.

Salesperson: Oh, you look angry. What's the problem?

Client: Well, I am sorry to say this but the television you sold me has a poor quality of sound and image.

Salesperson: Oh, we really apologize for that. We will change your television right now.

Client: Thank you for your service, sir.

COMPLAINING

- > Sorry to say this but.....
- > I just don't know how to say it, but.....
- > I'm afraid I have to make a serious complaint.
- > Oh, I've got a bit of a problem here; you see.....
- > I am not really satisfied with the way you

RESPONDING

- > I am so sorry. I didn't realize.
- > I am very sorry. Please forgive me
- > I just don't know what say.
- > Sorry, it's actually my fault.
- > I can't tell you how sorry I am!
- > I wish it never happened

Esl Responses To Complaints

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