

B1

CUSTOMER CONTACT

≈ 25 MIN

Handling Complaints — *respond professionally*

You have learned the four moves — now practise professional replies to new customer complaints.

Follow

Acknowledge → Apologise → Act → Follow up

: soften the diagnosis, then make a direct promise with I'll/We'll plus a deadline.

NAME

DATE

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 1 · SORT BY TONE · APPROX. 4 MIN

●○○

Put each English reply in one column: does it sound too direct or professional? Look for blame, orders, and helpful softeners.

You ordered the wrong quantity.

I completely understand your frustration about the second charge.

You must accept a later installation date.

Thank you for letting us know about the broken part.

Calm down; it was only one missed callback.

It seems there may have been a mix-up with the size.

Your bank caused the refund delay.

I'm afraid the appointment will need to be cancelled.

TOO DIRECT

PROFESSIONAL

BRICK 2 · FILL IN THE RIGHT PHRASE · APPROX. 6 MIN

●●○

Fill each gap with the right softener or verb. Use only phrases from the lesson and notice the concrete deadlines.

- 01 We'll _____ the second card charge within the hour.
- 02 When will I _____ my refund for the cancelled appointment?
- 03 _____ the installation cannot take place on Monday.
- 04 _____ send a photo of the broken part, please?
- 05 _____ call you back about the missed appointment by 3 p.m.
- 06 _____ send the correct size by Friday.
- 07 It _____ there may have been a mix-up with the quantity.
- 08 There _____ have been a mix-up with the appointment time.

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 3 · FIND AND CORRECT THE MISTAKE · APPROX. 7 MIN



Each sentence contains a typical customer-service mistake. Underline it and write the full professional version.

01 We will control the charge on your card again.

02 When do I become my refund for the cancelled booking?

03 You must send the serial number today.

04 Calm down, please, and tell me about the missed callback.

05 You chose the wrong size in the order form.

06 The installation team cannot come before Thursday.

BRICK 4 · WRITE PROFESSIONAL REPLIES · APPROX. 8 MIN



Write one English sentence for each situation. Use the given sentence starter and stay specific.

01 Double-charged card: start with "I do apologise ..." and make the apology emphatic.

02 Late installation: start with "I'll ..." and give a deadline.

03 Broken part: start with "Could you ..., please?" and ask for a photo.

04 Missed callback: start with "It seems there may have been ..." and avoid direct blame.

MINI-CHECK – CAN I DO THIS YET?

- ☐ I use the sequence Acknowledge → Apologise → Act → Follow up.
- ☐ I soften diagnoses but make direct promises with I'll/We'll and a deadline.
- ☐ I never say "Calm down" to an angry customer.
- ☐ I know the false friends: bekommen means get/receive, and kontrollieren means check/look into.

Not every box ticked? Review the four moves and try this sheet again tomorrow.

Answer key

Check only when you have finished. Every answer comes with the **why** — the rule matters more than the result.

BRICK 1 · SORTING

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|--|---|
| <p>01 Too direct You ordered the wrong quantity.
<i>Direct blame sounds unprofessional.</i></p> <p>02 Professional I completely understand your frustration about the second charge.
<i>The phrase acknowledges the frustration first.</i></p> <p>03 Too direct You must accept a later installation date.
<i>Must sounds like an order to a customer.</i></p> <p>04 Professional Thank you for letting us know about the broken part.
<i>The phrase acknowledges the report professionally.</i></p> | <p>05 Too direct Calm down; it was only one missed callback.
<i>"Calm down" sounds condescending.</i></p> <p>06 Professional It seems there may have been a mix-up with the size.
<i>The hedge avoids direct blame.</i></p> <p>07 Too direct Your bank caused the refund delay.
<i>The wording assigns blame directly.</i></p> <p>08 Professional I'm afraid the appointment will need to be cancelled.
<i>I'm afraid introduces bad news politely.</i></p> |
|--|---|

BRICK 2 · FILL-IN

- | | |
|---|---|
| <p>01 check
<i>Check means verify here; control is a false friend.</i></p> <p>02 get
<i>Get means receive; become means turn into.</i></p> <p>03 I'm afraid
<i>I'm afraid introduces the bad news.</i></p> <p>04 Could you
<i>Could you plus please makes the request polite.</i></p> | <p>05 I'll
<i>I'll makes a concrete promise with the deadline.</i></p> <p>06 We'll
<i>We'll plus a deadline makes a clear promise.</i></p> <p>07 seems
<i>It seems softens the diagnosis.</i></p> <p>08 may
<i>May have been avoids direct blame.</i></p> |
|---|---|

BRICK 3 · CORRECT

- | | |
|--|--|
| <p>01 We will check the charge on your card again.
<i>Check means verify; control means steer.</i></p> <p>02 When do I get my refund for the cancelled booking?
<i>Get means receive; become means turn into.</i></p> <p>03 Could you send the serial number today, please?
<i>Could you plus please replaces the rude order.</i></p> | <p>04 I completely understand your frustration. Please tell me about the missed callback.
<i>Acknowledging de-escalates; Calm down does not.</i></p> <p>05 It seems there may have been a mix-up with the size in the order form.
<i>The hedge avoids direct blame.</i></p> <p>06 I'm afraid the installation team cannot come before Thursday.
<i>I'm afraid introduces bad news politely.</i></p> |
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BRICK 4 · WRITE

Your sentences may differ — just check that they use the given phrase and a suitable professional response.

- | | |
|---|---|
| <p>01 I do apologise for the duplicate charge on your card.
<i>The stressed do makes the apology emphatic.</i></p> <p>02 I'll confirm the new installation time by 4 p.m.
<i>I'll plus a deadline makes the promise concrete.</i></p> | <p>03 Could you send a photo of the broken part, please?
<i>Could you plus please forms a polite request.</i></p> <p>04 It seems there may have been a mix-up with the callback time.
<i>The double hedge avoids blame.</i></p> |
|---|---|

NEXT BRICKS — KEEP BUILDING FREE ONLINE

PAIR WITH THIS

Customer Service Phrases

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NEXT STEP

Answering the Phone

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