

B2

PHONE & VIDEO CALLS

DIALOG · 4 MIN.

De-escalating an Angry Customer Without Seeing Their Face

· Podcast

An angry customer on the phone: how to de-escalate without face or body language — with your voice and the right phrases alone.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/de-escalating-an-angry-customer-without-seeing-their-face>

NAME

DATE

BRICK 1 · LEARN THE KEY PHRASES



Read the eight phrases with meaning and example. You will hear all of them in the episode.

ENGLISH	DEUTSCH	EXAMPLE
I completely understand	Ich verstehe das vollkommen	<i>I completely understand why this delay is frustrating for you.</i>
as we speak	in diesem Moment / gerade jetzt	<i>I'm checking the tracking number as we speak.</i>
bear with me	einen Moment Geduld bitte	<i>Please bear with me while I pull up your account.</i>
to look into something	etwas prüfen / untersuchen	<i>I'll look into the missing shipment right away.</i>
to escalate a case	einen Fall eskalieren / an die nächste Ebene geben	<i>If the part is still missing, I'll escalate the case to our manager.</i>
to get to the bottom of	einer Sache auf den Grund gehen	<i>We will get to the bottom of this customs delay.</i>
a full refund	eine vollständige Erstattung	<i>The customer received a full refund of the shipping fee.</i>
to follow up	nachfassen	<i>I'll follow up with a written confirmation by five o'clock.</i>



BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

received

become

sent

returned

bear with me

hold your breath

carry on

stand by me

01 You still haven't _____ your delivery, and it was due on Monday.

02 I'm opening your file as we speak, so please _____ for one moment.

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

01 Mark has already called the service team twice this week.

T ☐ F ☐

02 Sophie promises a full refund of the entire order.

T ☐ F ☐

BRICK 4 · ORDER



Number the steps of the conversation (1–5).

01 ☐ Sophie offers to request a refund of the shipping fee

02 ☐ Sophie repeats the problem to confirm she understood

03 ☐ Sophie gives a firm delivery date for Friday morning

04 ☐ Mark explains angrily that his spare parts are missing

05 ☐ Sophie looks into the file and finds the customs issue

BRICK 5 · YOUR VERSION



Write two sentences of your own using phrases from Brick 1.

.....

.....

.....

MINI-CHECK – CAN I DO THIS YET?

- ☐ I can announce a delay politely.
- ☐ I can propose an alternative.
- ☐ I can promise written confirmation.

Listened twice and ticked everything? Then you are ready for the real conversation.



Cut-out flashcards

✂ Cut out, fold on the line – English in front, German on the back. Or practise digitally:

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I completely understand

I completely understand why this delay is frustrating for you.

Ich verstehe das vollkommen

as we speak

I'm checking the tracking number as we speak.

in diesem Moment / gerade jetzt

bear with me

Please bear with me while I pull up your account.

einen Moment Geduld bitte

to look into something

I'll look into the missing shipment right away.

etwas prüfen / untersuchen

to escalate a case

If the part is still missing, I'll escalate the case to our manager.

einen Fall eskalieren / an die nächste Ebene geben

to get to the bottom of

We will get to the bottom of this customs delay.

einer Sache auf den Grund gehen

a full refund

The customer received a full refund of the shipping fee.

eine vollständige Erstattung

to follow up

I'll follow up with a written confirmation by five o'clock.

nachfassen

Answer key

Check only when you have finished. Every answer comes with the **why**.

BRICK 2 · FILL THE GAPS

01 **received**

"Bekommen" is "receive" or "get" in English — "become" means "werden". Mark's "I still haven't become anything" is the classic German trap.

02 **bear with me**

"Bear with me" is the polite standard phrase asking for a moment of patience on the phone.

BRICK 3 · TRUE OR FALSE?

01 **True**

True — he says he has already called twice this week without getting useful information.

02 **False**

False — she will request a refund of the express shipping fee only, and she requests it rather than promising it.

BRICK 4 · ORDER

- 01 **1.** Mark explains angrily that his spare parts are missing
- 02 **2.** Sophie repeats the problem to confirm she understood
- 03 **3.** Sophie looks into the file and finds the customs issue
- 04 **4.** Sophie gives a firm delivery date for Friday morning
- 05 **5.** Sophie offers to request a refund of the shipping fee

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

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· Online.

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