

**VTA TRAVEL** **Attitude card**

You started work today. Everybody has gone to lunch and left you on your own. You are very anxious to do a good job, but have no real information about anything.

**VTA TRAVEL** **Attitude card**

You don't like your job much: listening to people complaining all day is depressing – and in many cases the problem is their own fault.

**VTA TRAVEL** **Attitude card**

You are always very professional. You listen carefully, note down all details of complaints and try to ring back within an hour or two with further information or a solution.

**VTA TRAVEL** **Attitude card**

You were out until five o'clock in the morning with friends. You want to help, but you are very tired and you are finding it difficult to concentrate and remember things.

**F Mallen** **Customer complaint card**

You have just come back from a holiday in Greece. The hotel room was dirty and the staff cleaned it only once during the two weeks you were there. It was also a twenty-minute walk from the sea. The holiday was organised by TVA Travel.

**J Malreux, KT Systems** **Customer complaint card**

You are on a two-day business trip in Milan which was organised by VTA Travel. When you arrived here your hotel (Hotel Mille Quattrocento) had no record of your booking. It was full and you had to find another hotel, which took two and a half hours.

**L Ross** **Customer complaint card**

You have just been on a package tour to Russia – six cities in ten days. The food was poor and lacking in variety and the air conditioning in the bus was ineffective. The tour was organised by VTA Travel.

**D Hertz** **Customer complaint card**

You have just had a weekend break in Paris. There was a disco in the hotel which continued until three in the morning. The publicity said that the hotel overlooked the Seine, but your window faced a wall. The holiday was organised by VTA Travel.

**N Berkoff** **Customer complaint card**

You have been on a one-month trip up the Amazon with your spouse. Your spouse fell ill and had to be hospitalised. Although you had paid insurance, the company has refused to pay more than £500. The hospital treatment cost £4,500. The holiday and the insurance were organised by VTA Travel.

**L Garcia** **Customer complaint card**

You came to Wellington, New Zealand on business. You have to be back home for a meeting tomorrow. All planes are massively overbooked and the airline officials say that you will not get a flight until tomorrow afternoon. Your trip was organised by VTA Travel.

*Customer care* Worksheet **10**

**ACTIVITY**

Pairwork: speaking

**AIM**

To act out phone calls where a customer complains to a company.

**GRAMMAR AND FUNCTIONS**

Complaining  
Apologising

**VOCABULARY**

*mail order*

**PREPARATION**

Make one copy of the worksheet for each pair of students in the class and cut out the cards as indicated. Separate them into attitude cards and complaint cards.

**TIME**

15-20 minutes

**PROCEDURE**

- 1 Ask the students if they have ever complained about a holiday, or if they have ever had a holiday or a journey that went badly wrong.
- 2 Tell the students that they are going to practise making and receiving complaints by telephone. Set up the situation. The complaints are all made to a company called VTA Travel.
- 3 Ask the students to work in pairs.
- 4 Give each pair the two sets of cards - customer complaint cards and attitude cards.
- 5 Explain the procedure.
  - *Pick a card each, one from each set.*
  - *Read the instructions.*
  - *Act out the conversation.*
- 6 The students perform the activity.

**FOLLOW-UP**

Ask the students, working in pairs, to write a letter of complaint about one of the situations.