



Listening 3 PRO

2nd Edition

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Unit Goals

You will listen to people discussing:

- guarantees and warranties
- customer service
- product complaints
- on-the-job training



Warm-Up

How do you think these words relate to the unit? Match the words with the correct pictures.

peeling

dented

shattered

frayed



How may I help you?

1. _____



2. _____



3. _____



4. _____





1A Guarantees and Warranties



A. Listen to the following conversation. Decide if each statement is true (T) or false (F). For question 6, select the best answer.

1. _____ The man tried the flashlight for the first time while camping.
2. _____ The man keeps his receipts in a jar on top of his refrigerator.
3. _____ The woman can allow the man to exchange the product without a receipt.
4. _____ The woman thinks the manufacturer will refund the product within 15 days.
5. _____ The man thanks the woman for helping him.
6. _____ Look at the graphic. Which statement is FALSE?
 - a. Customers can't get money sent back to their credit cards for refunds.
 - b. Customers won't get a refund if they have lost their receipt.
 - c. Customers have a total of three months to request a refund.
 - d. Customers must pay all the shipping charges in order to get a refund.

REFUND POLICY

1. Customers have 60 days to request a product refund.
2. We will not accept returned items if the damage was caused by the customer.
3. All refunds require a receipt. No exceptions!
4. If returning a product by mail, the customer will be responsible for all shipping charges.
5. Refunds will only be issued as store credit.



B. Listen to some of the sentences from the conversation in A. Then choose the best responses.

1. a. No, I need this in a size 3.
b. Yes, It'll be my pleasure.
c. Yes. I'd like to return this camping light.
2. a. It just stopped working.
b. Sunny skies with a slight chance of rain.
c. Go get the ball.
3. a. I forgot where I put my purse.
b. Well, I thought I did. I can't find it at the moment.
c. Yes, here is the box.
4. a. Only a few products are on sale.
b. I'm sorry, sir, but I can't.
c. No, I can't decide what to buy.
5. a. Yes. We determine all the prices.
b. I can check the storage room for available stock.
c. I think the manufacturer does.
6. a. You probably have to call its 1-800 help line.
b. Your contract will be delivered tomorrow.
c. It is based in India.

Useful Expressions

1-4

Fixing customers' problems can be tricky. They are often angry, so it's important to calm them down and ensure them that you can help them fix their issues. Here are a few phrases you can use to express that you are trying to assist them.

I'll do my best to ... (*fix your problem.*)

I'll do everything in my power to ... (*solve this issue.*)

I'll try my hardest to ... (*handle this for you.*)

Customer Service



1-5

C. Listen to the following statements. Decide which statement best describes each picture. Write the letters above the correct picture.

1. _____



2. _____



3. _____



4. _____



5. _____



6. _____



1-6

D. Listen to the following talk. Which picture from C best describes what the man is talking about?



1-7

E. Short Dialogue

Listen to what happens next. Then practice repeating what the speakers say.

A: Hello, this is Mary Anne. I'm calling for Jacob to talk about returning my laptop.

B: Hi, Mary Anne. This is Jacob. Let me pull up your file. Right, can you tell me what proof-of-purchase documents you have?

A: Sure. I have my original receipt.

B: And did you mail in the warranty card, getting an authenticated warranty number from our company?

A: Yes, I did. I have it right here.

B: Great. If you didn't, I'm afraid I'd have to tell you that there was no way for me to help you.

1B

Vocabulary

A. Match the words with the correct definitions.

<i>a. resolve</i>	<i>b. authenticated</i>
<i>c. red flag</i>	<i>d. malfunction</i>
<i>e. guarantee</i>	<i>f. proof</i>
<i>g. replace</i>	<i>h. cull</i>

- _____ to find a way to deal with a problem
- _____ to promise something will work or be correct
- _____ to be approved by an official
- _____ evidence that something is real or true
- _____ a problem or a sign that something is wrong
- _____ to change a broken or damaged item for one that works
- _____ when a mechanical object stops working
- _____ to separate the bad things from the good things

B. Review the vocabulary by completing the following sentences with the correct form of the words from A.

- Please see the clerk at the front desk to have your warranty card stamped and _____.
- Some of the pillows have a weird smell. Let's _____ them from the rest.
- Has the issue with the broken watches been _____?
- Sorry. The DVD player is _____. It keeps saying there is no disc inside!
- When the customer said that she did not have ID, all I saw were giant _____.
- The clerk needs to see some kind of _____ that we paid for the product like a receipt.
- The store _____ that its cakes are 100% made with organic ingredients.
- I'm sorry that the camera isn't working. It's still under warranty so I can _____ it for free.





Product Complaints

C. Look at the following list of words. Draw a ○ around the words that mean damaged, a □ around the words that mean malfunctioned, and underline the words that mean cracked.

<i>broken</i>	<i>busted</i>	<i>chipped</i>	<i>ruined</i>	<i>fractured</i>
<i>glitched</i>	<i>distorted</i>	<i>out of order</i>	<i>split</i>	<i>splintered</i>
<i>on the fritz</i>	<i>beat-up</i>	<i>out of whack</i>	<i>shattered</i>	<i>blemished</i>



D. Listen to the following voicemail message left by a customer. Answer the questions below.

1. What does the woman say is wrong with the bags?
 - a. They are damaged.
 - b. They are malfunctioning.
 - c. They are cracked.
2. When does the woman say the problem happened?
 - a. Before the bags were packed
 - b. While the bags were being shipped
 - c. After the bags were delivered



E. Find out how the company handled Jenna's complaint. Put the following statements in the correct order (1–8). Then listen and check your answers.

- a. _____ Charles apologizes for the mistake.
- b. _____ Pam asks Jenna to send the bags back on Thursday.
- c. _____ Jenna expresses gratitude that they fixed the problem.
- d. _____ Pam explains what the issue is.
- e. _____ Pam introduces her manager.
- f. _____ Charles promised to send out new bags and a gift certificate.
- g. _____ Pam contacts Jenna on the phone.
- h. _____ Jenna mentions that she's upset about her damaged bags.



1C

On-the-Job Training



1-10

A. Listen to the following introduction to a training video. Answer the questions below.

1. What is the main topic of the talk?
 - a. The company's return policy
 - b. Helping customers choose birthday gifts
 - c. Why credit cards are better than cash
 - d. How to avoid product returns
2. What is said about product returns?
 - a. Stores should try to increase them.
 - b. They should be illegal.
 - c. There is no way to totally stop them.
 - d. They are really not a big deal.
3. What do stores see every day?
 - a. People returning gifts for cash.
 - b. Customers trying to buy from wholesalers.
 - c. 40% of buyers returning products.
 - d. Customers stealing birthday gifts.
4. When does the process of lowering returns begin?
 - a. When a customer gets a receipt
 - b. When a customer isn't satisfied
 - c. When a customer buys something
 - d. When an employee meets a customer



1-11

B. Listen to this follow-up speech. Then decide if each statement is true (T) or false (F).

1. _____ The speaker's talk is focused on in-store returns.
2. _____ Most of this store's sales are made over the telephone.
3. _____ Lower prices help reduce returns on website purchases.
4. _____ It's very important to list as much product information as possible on the website.
5. _____ If telephone operators are polite, customers usually return less products.



C. Listen to the introduction in A again. Then complete the outline of the talk below.

Series Title: _____

Episode # – Episode Title: _____

Main Focus of Episode: _____

INTRODUCTION

Topic: _____

Example 1: _____

Example 2: _____

Example 3: _____

Conclusion: _____

D. Get into groups of two. Create a similar outline to the one in C about another episode of the same series. Choose one of the episodes below and discuss its summary, topic, three examples and conclusion.

Episode 1: Extra Services to Offer Customers

Episode 3: Turning a Fake Smile into a Real Smile

Episode 4: Discounts and Sales: The Facts

Episode 5: Providing Store Guarantees: A Good Idea?

Episode 6: Red Flags: How to Spot Dishonest Customers

Episode 7: When the Customer Doesn't Have the Receipt

NOTE: Episode 2 was done in C.

E. Share your ideas with another group and listen to the other group's ideas. Decide which episode of the series you would be interested in watching.

