Repair a Customer Relationship

B1-PLUS · Project · WORKSHEET

Name: _____ Date: _____

1. Choose the best sentence.

Choose the best sentence for the company.

1. Apologise:
   Choices: We’re very sorry for the inconvenience. / It is your problem, sorry. / Sorry but no.

   Answer: _____

2. Offer a solution:
   Choices: We’d like to offer you a full refund or a replacement. / We offer maybe something later. / You wait. We think.

   Answer: _____

3. Follow up:
   Choices: We’ll contact you tomorrow to check that everything is fine. / We contact never. / You contact us.

   Answer: _____

4. Prevent:
   Choices: To avoid this in the future, we will check every package. / To avoid this future, we check packages. / In future this avoids.

   Answer: _____

2. Complete the message.

Write one word.

1. We’re very sorry for the ___.

2. We’d like to offer you a full ___.

3. We’ll ___ you tomorrow to check that everything is fine.

4. To ___ this in the future, we will improve our service.

3. Your reply.

Write a reply to an unhappy customer.

1. Write the apology.

3. Your reply. (continued)

2. Write the solution.

3. Write the follow-up and closing.