

receipt

satisfied

refund

model number

ELECTRONICS NATION

SERVICE DEPARTMENT **Manual**

When a customer enters the **service department** he or she should always be greeted with a smile. Every product sold at Electronics Nation comes with our famous **guarantee**. We offer a **refund** or **replacement** for a full year if the customer is not **satisfied** for any reason. However, there are a few things you will need from the customer:

First, we need the original **receipt** or a copy of the **warranty**. One of these documents is required to process the **return**.

Next, we need the **make** and **model number** of the item they wish to return.

Finally, we need a brief written explanation on the return form.

If the customer would like to replace the item, send him out to the showroom. If he would prefer a refund, send him to the business office with the completed return form.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 When was the last time you returned a product? Why did you do it?
- 2 What are some ways companies compensate people who return products?

Reading

2 Listen and read the page from a customer service manual. Then, choose the correct answers. What should customers give the service department?

- 1 What is NOT required to return an item?
 - A a completed form
 - B a record of the item's purchase
 - C an identification number for the type of item
 - D a description of the item's condition
- 2 Electronics Nation offers
 - A free repairs on all purchases.
 - B to replace unsatisfactory purchases.
 - C a refund within two years of a purchase.
 - D returns without a receipt or a copy of the warranty.
- 3 Employees must note the ___ of returns.
 - A repair cost
 - B time of purchase
 - C color and style
 - D make and model number

Vocabulary

3 Match the words (1-5) with the definitions (A-E).

- | | |
|-----------------|--------------------------|
| 1 ___ make | 4 ___ guarantee |
| 2 ___ satisfied | 5 ___ service department |
| 3 ___ receipt | |

- A the printed record of a sale
- B the name that identifies who produced the product
- C the place where consumers can receive help
- D being happy with one's purchase
- E an assurance

4 Fill in the blanks with the correct words and phrases from the word bank.

word BANK

customer service refunds replacement
warranty model number

- 1 Good _____ keeps customers coming back.
- 2 If a product is broken, customers may get a _____.
- 3 The make and _____ of the stereo is printed on the box.
- 4 The returns department also gives _____.
- 5 Do you have a copy of the _____?

Listening

5 Listen to a conversation between a customer service representative and a customer. Mark the statements as true (T) or false (F).

- 1 ___ The man did not bring the original receipt.
- 2 ___ The stereo did not work.
- 3 ___ The man will receive a refund.

6 Listen again and complete the conversation.

Representative: Okay. I'll need to see the 1 _____, please.

Customer: Oh. I don't have it anymore. I brought the 2 _____, though. Here you go.

Representative: That'll work, thanks. Do you know 3 _____ the stereo is?

Customer: It's the Sonic 200.

Representative: Let's see ... and the model number is here on the warranty. Now, why are you 4 _____ the stereo?

Customer: I don't really like the sound quality. It just wasn't 5 _____.

Representative: Okay. Now, we can only 6 _____ if you have the receipt.

Customer: But I can get a 7 _____, right?

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

I'd like to return this stereo.
I'll need to see the ...
Pick something out in the showroom.

Student A: You are a customer service representative. Student B wants to return a product. Talk to Student B about:

- receipt
- reason for return
- refunds and replacements

Make up a model number for the product.

Student B: You are returning a product. Answer Student A's questions.

Writing

8 You are a customer service representative processing a return. Use the conversation from Task 7 to fill out a return form. Talk about:

- The make and model number of the item
- Whether the customer has the receipt
- Why the customer was not satisfied with the purchase

