



# Guías de Integración Curricular entre la Formación General y Formación Diferenciada en la Educación Media Técnico Profesional

Especialidades del Sector Administración integradas  
con asignaturas de Lenguaje y Comunicación, Inglés,  
Matemática e Historia, Geografía y Cs. Sociales



Especialidad Contabilidad

## Módulo **Atención de clientes**

### Inglés

## Guías de Integración Curricular entre la Formación General y Formación Diferenciada en la Educación Media Técnico Profesional

Inglés y Módulo “Atención de Clientes”

Secretaría Ejecutiva de Educación Técnico Profesional  
Ministerio de Educación

Programa Interdisciplinario de Investigaciones en Educación (PIIE)  
María Luisa Santander 0440. Providencia. Santiago  
<http://www.piie.cl>

### **Dirección:**

Dante Castillo Guajardo

### **Coordinación:**

Francisca Gómez Ríos

### **Diseño Instruccional:**

Francisca Gómez Ríos  
María Angélica Maldonado Silva  
Elsa Nicolini Landero  
María Celeste Soto Ilufi

### **Experto en Contenidos:**

Claudio Pérez Peña

### **Diseño Gráfico:**

Guillermo Hernández Valdés  
Felipe Pavez Cisternas

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Especialidad Contabilidad //

# **Módulo Atención de Clientes**

**Inglés**



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3° año Medio
Módulo de la Formación Diferenciada: Atención de Clientes
Formación General: Inglés

# Introducción

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En este módulo se espera que los y las estudiantes aprendan a atender a clientes internos y externos de la empresa, de acuerdo a sus necesidades y demandas, aplicando técnicas de relaciones públicas, de comunicación oral y escrita, en forma presencial o a distancia, vía teléfono, fax, correo electrónico u otro medio.

Para alcanzar dicho objetivo, el módulo ha sido desarrollado integrando la asignatura de inglés y el módulo de atención al cliente. Éste considera 4 sesiones de trabajo con un total de 8 horas pedagógicas.

Para abordar estos aprendizajes, cada sesión propone un eje central:

- \* El mundo laboral con énfasis en la entrevista de trabajo.
- \* Como lidiar con las quejas de los clientes.
- \* Seguimiento y solución de las quejas de los clientes
- \* Integración y aplicación de los aprendizajes.

Cada uno de los ejes propuestos permite al estudiante vincularse de forma efectiva con los clientes y responder a las diferentes necesidades de estos.

Todo el módulo y cada sesión de trabajo propone una situación problemática y al mismo tiempo entrega herramientas para poder resolverlas.

Para concretar los aprendizajes, se proponen diversas estrategias metodológicas en las cuales se promueve la generación de sus propios aprendizajes, fortaleciendo la activación de conocimientos previos en cada sesión según el tema propuesto, el desarrollo de lectura y pronunciación adecuada de textos originales, el juego de roles y la presentación oral donde se utiliza el trabajo en equipo y el apoyo entre pares. Al mismo tiempo, se promueve la retroalimentación entre profesor/estudiante y entre compañeros.

# Módulo Atención de Clientes

Inglés

## Objetivos de Aprendizaje

A través de esta guía lograrás responder a los indicadores de evaluación, obteniendo como resultado del Objetivo de aprendizaje



## Aprendizaje Esperado

- Demostrar comprensión de ideas principales e información explícita en textos orales simples de variada extensión y de interacciones que presentan un uso auténtico del lenguaje.

## Indicadores de Evaluación

- Responden preguntas sobre el tema, utilizando conocimientos previos para anticipar el mensaje.
- Reconocen palabras, expresiones y frases hechas relacionadas con el mundo del trabajo y las usan al expresarse sobre el tema de la unidad.
- Identifican ideas principales e información explícita.



## Ruta del Aprendizaje ...

Reconocen palabras y expresiones y frases hechas relacionadas con el mundo del trabajo

Comunicarse oralmente y por escrito con claridad, utilizando registros de habla y de escritura pertinentes a la situación laboral.

Leer y utilizar distintos tipos de textos relacionados con el trabajo

Demostrar comprensión de ideas principales e información explícita en textos orales simples de variada extensión.

# Presentación

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## Applying For a Job

Para esta primera etapa de trabajo, se hace referencia al mundo laboral, específicamente a la entrevista de trabajo.

### Desde la asignatura de inglés se desprende el objetivo en el cual los estudiantes:

- Reconocen palabras, expresiones y frases hechas relacionadas con el mundo del trabajo y las usan al expresarse sobre el tema de la unidad.

### En el área de administración, en el módulo de atención al cliente, los estudiantes:

- Responden a las demandas de clientes externos aplicando los protocolos definidos según tipo de consulta o demanda, aplicando técnicas de relaciones públicas y de comunicación adecuadas.

En esta sesión el estudiante se enfrenta a una entrevista de trabajo por primera vez. En este caso, no posee experiencia laboral por lo que debe convencer al entrevistador de sus cualidades para obtener la oportunidad de ingreso al mundo laboral.

## Summary

For this class, the student must perform a job interview by first time. In this case, the applicant doesn't have work's experience therefore he has to convince the interviewer about his qualities to get the opportunity into employment



# ¿Cuánto Sabemos?

## Pre- Reading activities

A.- Write the correct word for the following definitions.

Full time job.	Position	Available
Applicants.	Experience.	Part time job.
Vacancy.	Apply for a job	Customer.

1.-	:The time a person has developed a job.
2.-	:Person who asks for services.
3.-	:The place a person occupies in his work.
4.-	:A position available for applicants.
5.-	:Paying job that involves 35 or more (usually 40) hours of work during a week.
6.-	:A job with a flexible schedule. No more than 20 hours a week.
7.-	:People who apply for a job.
8.-	: When somebody is involved in the process to get a job.
9.-	:Something that is able to be used or obtained.

**B.-** Read the following job advertisements and complete them with the concepts above.

<p>1.- Needed Full time secretary job is ..... ..... should have at least 2 years' experience and be able to type 60 words a minute. No computer skills required. Apply in person at United Business Ltd., 17 Browning Street, Leeds</p>	<p>1.- Are you looking for a .....? ..... We require 3 part time shop assistants to work during the evening. No ..... required, applicants should be between 18 and 26. Call 366 - 76564 for more information.</p>
<p>2.- Computer trained secretaries: Do you have experience working with computers? Would you like a ..... to work every day in an exciting new company?  If your answer is yes, give us a call at 457-896754</p>	<p>3.- eacher Needed: Hania's Playschool has a ..... for the position of teacher to help with classes from 9 a.m. to 3 p.m. Applicants should have appropriate licences. For more information visit Hania's Playschool in Leicester Square</p>
<p>4.- Part Time work available: We are looking for retired adults who would like to work part time at the weekend. Responsibilities include answering the telephone and giving .....'s information. If you want to .....contact us by calling 345-674132</p>	<p>5.- University positions open: The University of Bristol has available 4 ..... of Teacher's assistants to help with homework correction. Applicants should have a degree in one of the following: Political Science, Religion, Economics or History. Please contact the University of Bristol for more information</p>

**C.-** Which position is best for these people? Choose ONLY ONE position for each person using the advertisements above.

**A)** Jane McInnery. Jane recently retired and is looking for a part time position. She would like to work with people and enjoys public relation work.  
The best job for Jane is .....

**B)** Mark Cohen. Mark graduated from the University of Bristol with a degree in Economics two years ago. He would like an academic position.  
The best job for Mark is .....

**C)** Kasia Page. Kasia is 21 years old and would like a part time position to help her pay her university expenses. She can only work in the evening.  
The best job for Kasia is .....

**D)** Alice Plant. Alice was trained as a secretary and has 6 years of experience. She is an excellent typist but does not know how to use a computer. She is looking for a full time position.  
The best job for Alice is .....

**E)** Julian Smith. Julian went to business school and studied computer and secretarial skills. He is looking for his first job and would like a full time position.  
The best job for Julian is .....

**F)** Vincent Fish. Vincent loves working with children and has an education license from the city of Birmingham. He would like to work with young children.  
The best job for Vincent is .....



# Situación Problema

Andrea is a graduate student in Management. She has her first job interview at a retail company. She is applying for the secretary position. She doesn't have work experience yet, so she must convince the interviewer about her professional qualities and why she is the most qualified for the position.

Andrea es una estudiante egresada de la carrera de Administración.

Ella tiene su primera entrevista laboral en una empresa del retail. Ella está postulando al cargo de secretaria. Ella no tiene experiencia laboral aun, por lo que ella debe convencer al entrevistador acerca de sus cualidades profesionales y por qué ella es la más calificada para el puesto.

## Read the situation and answer the questions

- Who is looking for a job?

.....  
.....

- What position is she applying to?

.....  
.....

- What professional qualities she must have for that position? Mention 3.

.....  
.....

- Imagine you are applying for a job. Write your arguments to get the job. 3 ideas.

.....  
.....



# Aprendamos

## While Activities

You have to practice the contents in a practical situation. In the dialogue you can use the vocabulary in context, correct your pronunciation and the possibility to work in group.

**C.- Read the conversation.**

**D.- Practice pronunciation.**

**E.- Get a partner to perform it.**

### Dialogue 1: Applying For a Job

Interviewer:	Good morning miss
Applicant:	Good morning Sir.
Interviewer:	Please sit down. I can see that you are applying for the secretary position. Am I right?
Applicant:	Yes, sir. You are. I read about the vacancy in the newspaper.
Interviewer:	Right. Well, I can see from your CV that you don't have any previous experience. Why?
Applicant:	Yes, sir. I don't have any previous experience, but actually I have got my certification last month and I am looking for an opportunity.
Interviewer:	Why do you think you will be good at this job? What can you offer us?
Applicant:	I think I have received a good training. I feel comfortable doing my job. I can offer you a respectful person, very professional and punctual. I would like to get this work because it will give me some experience.
Interviewer:	Okay. As you know this is a part time job. We need someone for at least four hours, three evenings a week. Will you be able to cope with this?
Applicant:	I'm confident that I can do that.
Interviewer:	Right, then. Shall we give you a trial period of say... two weeks? If you'd like to come with me I'll introduce you to my floor manager who will show you the ropes.
Applicant:	Yes, sir and thank you very much. I really appreciate the opportunity.



## Post Reading

---

You have to show comprehension about the text read

**G.**– Answer TRUE (T) or FALSE (F) to the following statements taken from the text.

1	Applicant has a lot of experience.
2	Applicant will be in a trial period of two weeks.
3	Applicant is applying for a manager position.
4	The job requires at least twelve hours a week.
5	It is a full time job.

**H.**– Answer the following question

- What kind of job have you ever applied for?

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## Making a Complaint



### Presentación

En el área de la atención al cliente, muchas veces se hace necesario lidiar con las quejas de los clientes. Por lo mismo, en esta sesión el foco de atención será cómo poder relacionarse con un cliente enojado y llevar el registro de su queja.

### Desde la asignatura de inglés se desprende el objetivo en el cual los estudiantes:

- Expresan oralmente por medio de diálogos con intercambios breves y simples, que incorporen las funciones comunicativas de años anteriores y las funciones de informar lo dicho por otros y expresar una intención o propósito.

### En el área de administración, en el módulo de atención al cliente, los estudiantes:

- Tramitan los reclamos y demandas de los clientes utilizando el protocolo definido para cada situación, aplicando técnicas de relaciones públicas.

### Resumen

Para esta etapa, el estudiante se ve enfrentado a recibir una queja de su cliente. Debe utilizar su habilidad comunicativa para poder calmar al cliente y dentro de sus posibilidades brindar solución al problema presentado.

### Summary

For this stage, the student has to receive a complaint from his client. He must use his communicative ability to calm the client. At the same time, he must give a solution to the problem presented.

You are going to follow different stages of working to achieve the goal. Pay attention in the use of the contents.



## ¿Cuánto Sabemos?

### Pre- Reading Activities

**A.-** Match the phrase in A with its meaning in B. Write the number next to the letter.

A	Phrases	B	Meanings
1	Get a discount	A	Tome nota.
2	Make a complaint	B	Solicito un cambio.
3	Talk to the manager	C	Me disculpo.
4	Solve the problem	D	Hablar con el gerente.
5	Take note	E	Incluido en el precio.
6	Awful quality	F	Obtener un descuento.
7	Demand a change	G	Mala calidad.
8	Included in the prize	H	Gesto de Buena voluntad.
9	I do apologize	I	Solucionar el problema.
10	Offer a discount	J	Quejarse.
11	Gesture of goodwill.	K	Ofrecer un descuento.

**B.-** Choose the correct phrase to complete the sentences. Circle A or B or C.

**1.-** When I pay by internet, I ..... of 30%. I save a lot of money.

- A) Take Note**
- B) Get a Discount**
- C) Solve a Problem**

**2.-** Chinese trends have ..... They aren't good enough.

- A) Awful Quality**
- B) I Do Apologize**
- C) Offer a Discount**

**3.-** I want to ..... I am really upset.

- A) Talk To The Manager**
- B) Offer a Discount**
- C) Solve a Problem**

**4.-** I need to ..... The salesperson doesn't solve my complaint.

- A) Talk To The Manager**
- B) Offer a Discount**
- C) Solve a Problem**

**5.-** The sale finished yesterday but I can ..... in that product.

- A) Included In The Prize**
- B) Offer a Discount**
- C) Take Note**

**6.-** The TV doesn't work but the manager is going to ..... quickly.

- A) Solve The Problem**
- B) Gesture of Goodwill**
- C) Talk to the Manager**

**7.-** Please, ..... of my complaint. You have all the information.

- A) Get a Discount**
- B) Included in the Prize**
- C) Take Note**

8.- The code in this product is wrong. I ..... as soon as possible.

- A) Demand a Change**
- B) Offer a Discount**
- C) I Do Apologize**

9.- The tags were ..... The salesperson told me.

- A) Talk to the Manager**
- B) Included in the Prize**
- C) Awful Quality**

10.- If you solve my problem today, I will consider it a .....

- A) Make a Complaint**
- B) Demand a Change**
- C) Gesture of Goodwill**

11.- Sir ..... , I am very sorry, it was a very big mistake.

- A) I Do Apologize**
- B) Offer a Discount**
- C) Awful Quality**



# Situación Problema

**Christian is a salesperson who works Paris Company. He has to attend a guest who came to make a complaint about a TV which doesn't work properly. He must take note of the complaint and try to solve the problem of the guest.**

**Christian es un vendedor en empresas PARIS. Él tiene que atender a un cliente que llega a hacer una queja por un televisor que no funciona correctamente. Debe tomar nota de la queja e intentar solucionar el problema del cliente.**

## Read the situation and answer the questions

- Who is receiving a complaint?

.....  
.....

- Where does he work?

.....  
.....

- What is the guest complaint?.

.....  
.....

- What does Christian do with the complaint?

.....  
.....



# Aprendamos

## While Activities

**C.- Read the conversation.**

**D.- Practice pronunciation.**

**E.- Get a partner to perform it.**

**A** Good afternoon, can I help you?

**B** I hope so. I bought this television here about two days ago, but the sound and picture quality are awful.

**A** Have you tried connecting the antenna?

**B** Yes, I do. You think I am stupid.

**A** Sorry Sir. It wasn't my intention.

**B** Uhhhh, I want to talk to the manager. Please call him and take note. My name is George Stevenson.

**A** Ok Mister Stevenson. Calm down. Do you want to make a complaint?

**B** Yes Sir. I would like to get a discount and I demand a change of the product. It doesn't work properly.

**A** Sir, I would like to solve your problem. When did you buy the TV and how much is it?

**B** I bought it two days ago and it cost \$114.500 pesos. When I paid it the salesperson told me that the prize included technical services.

**A** Yes sir, all our prizes include it. Sir, I will offer you a discount of 20 percent of the total prize and I will change the product.

**B** It will be good. I will consider as a gesture of goodwill.

**A** I do apologize Sir. I beg your pardon for the error.

**B** Ok. Please hurry up with the change. I don't have too much time.

## Post- Activities

### F.- Choose the best alternative to answer the questions.

<p>1.- What is the guest´s complaint?</p> <p>a) Television is awful quality.</p> <p>b) Television doesn´t have antenna.</p> <p>c) Television is very expensive.</p>	<p>2.- What would the guest like to solve the problem?</p> <p>a) The guest would like to get a discount.</p> <p>b) The guest would like to demand a change.</p> <p>c) The guest would like to get a discount and to demand a change.</p>
<p>3.- What will the salesperson do to solve the problem?</p> <p>a) He will call the manager.</p> <p>b) He will offer a discount and change the product.</p> <p>c) He will repair the product.</p>	<p>4.- What is going to be the total discount?</p> <p>a) \$ 114.500 pesos.</p> <p>b) \$ 20.000 pesos.</p> <p>c) \$ 22.900 pesos</p>

### Do it yourself

#### g.- Write your own sentences using the following phrases.

- a) Awful quality:
- b) Get a discount:
- c) Talk to the manager:
- d) Make a complaint:
- e) I do apologize:
- f) Take note:
- g) Solve the problem:



## It is good to hear that- solving a complaint

Cada vez que un cliente presenta una queja, se debe llevar un registro de ésta. El administrador o encargado del área debe realizar un seguimiento que llevará a la solución. Todo esto, para brindar una respuesta cuando el cliente lo requiera.

### Desde la asignatura de inglés se desprenden los objetivos en los cuales los estudiantes:

- Usan estructura del estilo indirecto para informar lo dicho por otros.
- Expresar intención y propósito de acciones.

### En el área de administración, en el módulo de atención al cliente, los estudiantes:

- Monitorea y registra el proceso de resolución a problemas y/o reclamos de clientes, de acuerdo a pautas y estándares establecidos para ello.

### Resumen

Para esta etapa, el estudiante lee un texto relacionado al seguimiento que le brinda la empresa a una queja presentada por el cliente y ver la forma en que ésta será resuelta.

### Summary

For this stage, the student reads a text related to the company's follow-up to a complaint filed by the guest. At the same time, he reviews the way how it will be solved.



Solve the guest's complaint is very important for every company. you will recognize the way to do it correctly



## ¿Cuánto Sabemos?

### Pre- Activities

**A.- Recognize the tense in the following sentences:  
SIMPLE PRESENT- PRESENT CONTINUOUS- PRESENT PERFECT-  
SIMPLE PAST- SIMPLE FUTURE**

**1.- GUEST:** "The receptionist has written my complaint":

**2.- GUEST:** "Yesterday, I made a complaint":

**3.- GUEST:** "I don't have permission":

**4.- GUEST:** "I am entering the code":

**5.- GUEST:** "The discount will appear":

## Reported Speech or Indirect Language

Grammar Spot: When we make a report, we have to do it in the opposite tense.

### Example:

Guest: "I asked for the discount" : Simple Past

Report: Guest said that he had asked for the discount.: Past Perfect

### Changes

FROM	TO
Simple Present	Simple Past
Present Continuous	Past Continuous
Present Perfect	Past Perfect
Simple Past	Past Perfect
Simple Future	Future in Past (Would)

**B.-** Make the report of the sentences in the exercise above.

1.- GUEST: "The receptionist has written my complaint"
Report:
2.- GUEST: "Yesterday, I made a complaint":
Report:
3.- GUEST: "I don't have permission":
Report:
4.- GUEST: "I am entering the code":
Report:
5.- GUEST: "The discount will appear":
Report:



# Situación Problema

Mario is the guest who has made a complaint to the receptionist of the Gran House hotel. He asks for the solution to his problem to the manager. He reads the report done before and he solves the problem of the guest.

Mario es el huésped ha hecho una queja al recepcionista del hotel "Grand House". Él pregunta por la solución a su problema al manager. Éste lee el reporte hecho por el recepcionista anteriormente y resuelve el problema del huésped.

## Read the situation and answer the questions

- Who did receive the complaint?

.....  
.....

- Where did the guest make a complaint?

.....  
.....

- What is the guest asking for?

.....  
.....

- What do you think is the guest the complaint?

.....  
.....



# Aprendamos

## While Activities

**C.- Read the conversation.**

**D.- Practice pronunciation with a partner.**

- A** Good afternoon Sir. Are you the manager of this hotel?
- B** Yes, I am. How may I help you?
- A** Yesterday, I made a complaint about a discount you offered me to rent a room.
- B** What is the problem Sir?
- A** When I arrived here and I asked for the discount, the receptionist said that he didn't have permission to make a discount.
- B** I understand Sir, let me check in the computer. Can I have your name and ID number?
- A** My name is Peter Porter. My ID number is 16.123.456.9. I am in the room number 1407.
- B** Ok Sir, thank you. I can see. You are right. The receptionist wrote: The guest said that he had a discount in the room's prize.
- A** Yes, I said that. The receptionist says: "I don't have permission to make a discount"
- B** Yes, I can see. He said that he didn't have permission to make a discount. But, actually he didn't have the codes to make the discount.
- A** Ok. How can you solve my problem?
- B** I am entering the codes in your registration, and automatically the discount will appear. Is it OK?
- A** Yes, it is. I really appreciate your goodwill and the receptionist's work
- B** I am happy to hear that. Can you make a comment about him?
- A** Yes, I can. "The receptionist has written my complaint and it was solved quickly"
- B** Ok, Sir. I wrote the guest said that the receptionist had written his complaint and it had been solved quickly.
- A** Yes, it is correct. Thank you for solving my problem.
- B** Don't worry Sir, it is my work. Do you have any question?
- A** No, thank you. Good bye.
- B** Good bye Sir, enjoy your staying.

## Post- Activity

**E.- Choose a role from the dialogue (A or B).**

**F.- Learn it by heart. Rehearse a lot. Make corrections with the teacher.**

**G.- Perform the dialogue with your partner**

## You won't again. After sale's services

El respaldo post venta hace que el cliente sienta mayor compromiso por parte de la empresa hacia ellos. Por lo mismo, se espera que al presentar un inconveniente en un servicio ofrecido o contratado la empresa pueda dar una rápida solución siguiendo protocolos para ello.

En esta sesión el estudiante lee un texto modelo con la finalidad de crear su propio dialogo presentando su manera de actuar ante una queja de su cliente. Esta es una sesión donde pueden aplicar los aprendizajes de las sesiones anteriores.

**Desde la asignatura de inglés se desprende el objetivo en el cual los estudiantes:**

- Expresarse oralmente por medio de diálogos con intercambios breves y simples, que incorporen las funciones comunicativas de años anteriores y las funciones de informar lo dicho por otros y expresar una intención o propósito.

**En el área de administración, en el módulo de atención al cliente, los estudiantes:**

- Sistematiza reclamos y demandas para prevenir posibles causas de conflictos futuros con los clientes, utilizando medios y formatos especiales para ello.

## Resumen

Para esta etapa, el estudiante lee un texto donde se presenta un protocolo de actuación del servicio post venta frente a las quejas de un cliente y los lineamientos que la empresa tiene para resolverlos de manera satisfactoria y pronta.

## Summary

For this stage, the students read a text where they can identify the After Sale's Service protocol of action when they have to receive complaints from the guests. They recognize the guidelines that the company has to resolve them quickly.

Students can apply the knowledge from the session before. It is time to write your own situation including a problem and the solutions...

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## ¿Cuánto Sabemos?

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### Pre- Activities

#### A.- Answer the following questions

1.- What is After Sale's service?

--

2.- What can an After sale's service offer you. Mention 3 examples.




## Situación Problema

Harold is in charge of the after-sales service of a food distributor. He receives a complaint from a customer who has received his order wrongly and has problems with the receipt. The manager offers solutions, which are agreed to the client.

Harold es el encargado del servicio post venta de una empresa distribuidora de alimentos. El recibe una queja de un cliente quien ha recibido mal su pedido y tiene problemas con la factura.  
El encargado le ofrece soluciones, las cuales conviene con el cliente.

### Read the situation and answer the questions

- Where does Harold work?

.....  
.....

- What is the customer's complaint?

.....  
.....

- What does the manager do?

.....  
.....

- In your opinion, what are the possible solutions?

.....  
.....





# Aprendamos

## While Activities

- B.- Read the conversation.
- C.- Practice pronunciation.
- D.- Get a partner to perform the reading activity.

### DIALOGUE 4: YOU WON'T HAVE THEM AGAIN

- A** Good morning. The After Sales service please.
- B** Yes Sir. This is \_\_\_\_\_ from the After Sales.
- A** Good morning. This is Mr. \_\_\_\_\_ speaking.  
I want to make a complaint about the order I received this morning.
- B** I am listening Sir. What seems to be the problem?
- A** Well instead of 20 kilograms of sugar; you sent me 20 kilograms of rice and the receipt you sent is under other name!
- B** Could I have the order number, please?
- A** Yes, It's R1056 of March 2nd.
- B** OK. I have the details here. It must be a packaging error for the products. Please accept our apologies. We'll send you the right one immediately.
- A** OK. It's very inconvenient but I suppose we'll have to manage. And what are you going to do about the receipt?
- B** We'll send you a note with the correct information.
- A** I'd prefer a replacement. You have to send me a new receipt.
- B** OK. I'll notify the mistake and I'll send you the new receipt. We'll dispatch it today. You'll have it for the day after tomorrow. Is that OK?
- A** Well, I suppose it'll have to be.
- B** I'm very sorry for the inconvenience caused. I assure you it won't happen again.
- A** Well, I've never had problems with your company.
- B** And you won't have them again! Goodbye Mr. \_\_\_\_\_
- A** Goodbye!

## Post- Activities

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E.- Follow the same pattern from the dialogue above to write your own conversation.

F.- Choose a partner to do it. You can include vocabulary from sessions 1, 2, and 3.

G.- In the conversation you have to make a complaint and look for a way to solve the problem.

The conversation must have 8 interventions each.

A	
B	
A	
B	
A	
B	
A	
B	
A	
B	
A	
B	
A	
B	
A	
B	
A	

(This activity is the evaluation for the unit. They apply the vocabulary, phrases, reported speech)





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