

# Dealing with customer service issues in the UK

Have you ever had a problem with customer service?

## Vocabulary Match

1. compensation    2. fingers crossed    3. frustrating    4. sorted    5. activated    6. apologised

\_\_\_ good luck    \_\_\_ payment    \_\_\_ fixed    \_\_\_ annoying    \_\_\_ turned on    \_\_\_ said sorry

## Conversation

*Emma and Jake discuss her internet setup issues with BT and explore solutions, including contacting customer service again and asking for a manager to expedite the process.*

Emma: Hi, Jake. I've been trying to set up my internet with BT, but I'm having problems.

Jake: Oh yeah? What's wrong?

Emma: Well, I signed up last week, and they said my internet would be \_\_\_\_\_ yesterday. But it's still not working.

Jake: That's \_\_\_\_\_. Did you call customer service?

Emma: Yeah, but I was on hold for nearly 40 minutes. When I finally got through, they said there was a problem with the activation and that they'd look into it.

Jake: That's annoying. Did they at least offer any \_\_\_\_\_?

Emma: Not really. They just \_\_\_\_\_ and told me to wait three more days. But I need the internet for work.

Jake: I'd call them again and ask to speak to a manager. Sometimes they sort it out faster if you push a bit.

Emma: Good idea. I'll do that. Hopefully, it gets \_\_\_\_\_ soon.

Jake: \_\_\_\_\_!

## Quiz

1. What company is Emma having trouble with?
2. How long was Emma on hold with customer service?
3. What did the customer service say was the problem?
4. What does Jake suggest Emma should do next?

## True or False

- |  |              |
|--|--------------|
| 1. Emma's internet was activated on time.                          | True   False |
| 2. Jake suggests Emma wait three more days without doing anything. | True   False |
| 3. BT might fix the issue quicker if Emma pushes them.             | True   False |

## Discussion

1. Do you get frustrated with technology?
2. What would you do if your internet stopped working?
3. Do you think companies should offer compensation for service issues?
4. Have you ever asked to speak to a manager?
5. What's the most annoying customer service experience you've had?