

ਮੱਤੀ ਵਾਲਿਆਂ ਦਾ IELTS ਸੈਂਟਰ

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23. Describe an occasion when you heard someone complaining about something in a restaurant or other business places.

You should say!

- when and where it happened
- what he/she complained about
- what the result was
- And explain how you felt about the experience.

slow service
wrong order
dissatisfaction

complaining about restaurant

few months ago
popular restaurant

frustrated
expressed their dissatisfaction to the waiter

Down in the dumps
It can be disheartening

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Vocabulary words

1. Bustling → Describing a place that is full of activity, energy, and movement
2. Rectify → To correct or fix a mistake
3. Promptly → Doing something quickly or without delay.
4. Disheartening → disappointed
5. Amends - Action taken to make up for a mistake (improve situation)
6. Gloomy - sad

Idioms

1. Down in the dumps - sad
2. Fuming - very angry
3. At the drop of the hat - immediately
4. Whisked away - This means being quickly taken or removed from a place
5. Feeling blue - sadness
6. Let down - Feeling disappointed

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Sample

well, I believe that most of the times people receive extremely good service at places like hotels, restaurants, government office etc, but sometimes things go wrong and people are left with bad experiences.

I remember a time when I was at a restaurant with my friends. It happened a few months ago at a popular restaurant in my city. A customer at the table next to us was complaining about the slow service and the wrong order that was brought to their table.

They were quite frustrated and expressed their dissatisfaction to the waiter. At the drop of the hat the waiter apologized and promptly took the incorrect order back to the kitchen to get it fixed. They also assured the customer that they would prioritise their order and try to speed up the service.

As far how I felt about the experience, I could understand the customer's frustration, and I felt down in the dumps for him. It can be disheartening when things don't go as planned, when you are looking forward to a nice meal.

However, I also appreciated how the restaurant staff handled the situation promptly and professionally. It showed that they cared about their customers satisfaction and their willingness to make amends.

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Follow ups

Q1. How do people often respond to poor customer service?

Ans. When people encounter poor customer service, they tend to respond in a variety of ways. Some common responses include expressing frustration, seeking resolution, sharing their experience taking their business elsewhere, and requesting compensation.

Q2. How do companies train their staff to deal with complaints?

Ans. Companies train their staff to deal with complaints in a few different ways. They provide customer service training to teach employees effective communication, active listening and problem-solving skills. Additionally, companies may offer knowledge sharing sessions to ensure staff members have a good understanding of products, services, and policies.

Q3. What do people usually complain about?

Ans. Well, people usually complain about a variety of things such as poor customer service, product defects, delays issues with the quality of service. Complaints can also be related to experiences like long times, rude behaviour, it really depends on the individual and their specific circumstances.

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4. How do most people complain in writing or by other methods?

Ans when it comes to complaining, people use various methods to express their concerns. Some prefer writing their complaints, either emails or other written forms. Other may choose to voice their complaints directly to customer service representatives over the phone or in person. Additionally, social media platform have become popular for sharing complaints, as people can reach a wider audience and potentially get a quicker response.

5. How would you react if you received a poor service at a restaurant?

Ans If I received poor service at a restaurant, I would first try to address the issue with the restaurant staff politely. I would explain my concerns and give them an opportunity to resolve the problem.