

TOEIC Question 10

(RESPONDING TO REQUEST)

Tips

(Activities included in this section can be done as a post mock test activity which is dependent on the availability of time. In case of time constraints, just indicate in the tutoring notes the completed section and the tasks to be tackled next meeting)

- 1. Question 10 will always include an urgent solution to be solved. In such situations it is common to give explanation why the request is impossible to grant. You have to be imaginative to come up with reasons.**

You can use the following introductory expressions:

I'm afraid that _____ is out of the question

As it says in the ad, _____

Unfortunately, it won't be possible.

As you can see from the schedule/notice, _____

Activity: Use the phrases above and make an explanation for each of the given situations:

- A student wants a special individual pronunciation class-ad say your school only gives group class lessons
 - This person wants his car fixed quickly-fixing will take a week.
 - A tourist wants to stay one 2 weeks in a hotel-your hotel only accommodates 1 week stay
 - Your client wants to tour the factory on Friday-you're doing another tour with another client
 - This person wants an appointment with a dentist at night-dentist has another appointment
- 2. Sometimes, the request of the caller is difficult to grant, so offer what your company can do**

Language for Giving Possible Solutions

On the other hand, _____

The only thing I can suggest is _____

However, as this is an emergency, if you can _____

_____ but I'll tell you what, if you come _____

Activity: Using the situations a-e in no. 1 give possible solution to each of the problems.

- 3. You may include a confirmation if the solution suggested is good by requesting that they can call back or come to visit you.**

Note: Teacher should guide the students in making these expressions.

TOEIC Question 10

Responding To Complaints

TIPS

(Activities included in this section can be done as a post mock test activity which is dependent on the availability of time. In case of time constraints, just indicate in the tutoring notes the completed section and the tasks to be tackled next meeting)

- 1 **Know how to leave a message. You can open your message by a polite greeting, together with the complainant's name, your name, position and company's name.**

Language for introducing message:

- a. Hello, this is a message for (complainant's name) This is (Your name + position) from (company's name)

- 2 **Recognize caller's problem. Make an apology and summarize the caller's problem.**

Language for apologizing: (Chat these to your student)

- a. I'm/We're sorry about...
- b. I'm/We're very sorry for
- c. I'm/ We're very sorry that
- d. I/We'd like to apologize for
- e. Please accept my apologies for this
- f. We sincerely hope you will accept our apologies for this situation

Activity: Using expressions a-f make apologies for the following problems:

- a. Your company delivered an order one week late.
- b. Some goods in your company are expired.
- c. You misspelled the name of your customer in the invoice.
- d. Someone complains of the impersonal customer service in your company.
- e. You overcharged a guest in your hotel.

3. Give background reasons for the problem.

Language for explaining the cause of the problem:

- a. It seems there was some kind of problem with...
- b. I believe there was some confusion over
- c. There appears to have been a problem at...
- d. I'm afraid that...

Activity: Using the expressions a-d make explanations about the problems below:

- a. Late delivery---severe weather condition
- b. You made a mistake in the address---delivery wasn't delivered
- c. New delivery driver got lost—deliveries were delayed a bit
- d. Airline strike—flight be delayed for two hours
- e. Warehouse mistake---chairs are defective

4. Explain your solution. Tell the caller that you are willing to solve the problem.

Language for Suggesting Solutions:

- a. We're going to+verb
- b. We'd like to +verb
- c. I'd like to offer you+ noun/noun phrase
- d. We will fix the problem immediately
- e. Because this is our mistake, we would like to+v

Activity

Provide solutions for problems a-e in no. 4 using the expressions in 5.

ORGANIZING YOUR RESPONSE:

A. REQUEST:

1. Polite greeting confirming names
Greet the person by name and introduce yourself and your position.
2. Reason why you are calling.
Say that you received the message and give a summary of the request.
3. Difficulties or Conditions
Use your imagination to think of possible reasons why it is difficult, or give extra condition/s.
4. Your solution
5. Close
Finish the response with a thank you. If appropriate you may wish to add a request for further contact to confirm they accept the solution.

Example:

Hello, this is a message to Mr. Soo. This is Jennifer Cole of ABC Bank. I received your message about the credit extension. I'm glad to inform you that the card will be delivered to the indicated address in your application form. However, the credit limit is lowered by 25%. If you wish to have the extension card holder enjoyed a higher credit limit, I suggest she apply for another credit line. If this OK with you, please call me immediately and we can process it the soonest. Thank you.

B. COMPLAINTS

1. Polite greeting confirming names
Greet the person by name and introduce yourself and your position.
2. Reason why you are calling.
Say that you received the message and give a summary of the problem.
3. Apology/ Sympathetic response
(See language for apologizing and do the suggested activity)
4. Explanation of the problem and its cause
5. Your solution (any benefits if appropriate)
6. Sincere apology.

Example:

Hello, this is a message for Mrs. Cole. This is Samantha Smith from ABC Building. I received your message about the leaking faucet. I'm really sorry to have kept you waiting for a plumber. This is because, this building only has one plumber and he is engaged in fixing a faucet in building B. I'm going to send in 5 minutes to repair it. Once again, I'm very sorry for any inconvenience this has caused.