

Student Material Phone Conversation 2– Unit 2

Inglés para Turismo Internacional Intermedio

1. **Means of Transport:** Talk to your tutor about a journey you have made using as many of the verbs below as possible.

break down drop off fill in find out get on get on with get through
hang about hold up pick up put up set off take off turn up

2. Customer Services Manager:

- What kind of problems do you think a Customer Services Manager for an airline deals with?
- Discuss what an airline Customer Services Manager could do in these situations:
 1. A flight is overbooked and two passengers can't board the plane.
 2. The flight is cancelled because of bad weather. Two hundred and fifty passengers are stranded at the airport.
 3. A nervous passenger has a panic attack in the departure lounge just before take-off.



3. Customer Service role-play:

Role-play the customer service situation below.

Imagine you are a SkotsAir representative. Listen to an angry passenger (**your tutor**) and attempt to calm him/her down. SkotsAir has already offered to refund other passengers

Use the tips from the box below to help you.

Don't ...

- interrupt the customer. Be patient and wait until they have finished speaking.
- argue with the customer or blame colleagues.
- make excuses even if the situation isn't your fault.

Do ...

- listen actively. Stop what you were doing and look at the customer while he or she is speaking.
- ask questions to clarify any facts or obtain missing information.
- show empathy by telling the person that you understand how he or she feels.
- reassure the customer by promising something that you will do to improve the situation.