

Chapter 4

Speaking

Speaking Practice

Listen and repeat

Read the transcript for Listening 2. Find the parts where Raja does the following and match each part of the transcript you identified with the correct letter.

- a) Confirms that he has understood the situation
- b) Apologizes
- c) Sympathizes
- d) Repeats customer input
- e) Summarizes the customer's concerns
- f) Explains what the next steps are
- g) Thanks the customer for the feedback and business

After you complete the task,

- discuss your answers
- listen again to the audio and repeat after the speakers.

Transcript of Listening 2:

Jessica	Hi. I need to speak to somebody right now!	
Raja	Hello. My name is Raja. How may I help you this morning?	
Jessica	I've just spent half an hour driving around trying to find a parking spot! It's crazy out there, and no one knows what's going on!	
Raja	May I ask your name?	
Jessica	Jessica.	
Raja	Jessica, I'm sorry that was the start of your visit today. I understand why you are frustrated—that's a long time to drive around and wait. Closing our West Parkade for improvements creates challenges on busy days.	
Jessica	No kidding.	
Raja	Could you describe what happened when you got to the mall today? Your comments could help us. You see, we put up signs explaining what is happening and to redirect traffic, but it sounds like it's still confusing. Maybe you can help us communicate this better.	
Jessica	I don't know. I'm late and I've got to buy my brother a present ... uh ... okay, I guess I can. I came to the mall via 14th Street. There was a traffic jam before the turn off, and everyone was just honking and shouting. We stayed in a slow-moving line that eventually went to the East Parkade.	
Raja	Thanks, Jessica. I'm making notes for my manager, and I want to confirm that I've heard you correctly. You came via 14th Street and took the turn off to the West Parkade?	
Jessica	Yep.	
Raja	And you didn't see any signs on 14th Street or at the entrance saying the West Parkade was closed for construction and to use the East Parkade instead?	
Jessica	No.	

Raja	Were there any signs telling customers to travel via 11th Street instead?	
Jessica	I didn't see any.	
Raja	I'm so sorry about that Jessica. I'll make a note that someone needs to check the signs right now.	
Jessica	Good.	
Raja	Would you like my manager to give you a call to discuss this?	
Jessica	Nah, don't worry about it.	
Raja	Are you sure? It's not a problem. She'll want to let you know that we followed up.	
Jessica	No, it's fine.	
Raja	Okay, Jessica. Thanks again for taking the time to let us know what's going on. We really appreciate it. I'm sorry again for any inconvenience. I know you're going to find a great present for your brother today.	
Jessica	Thanks. See ya.	