

1. When you have a problem with goods or services you have purchased, the first step is often to contact the seller by telephone.

Examples of problems include:

- Received a bill or invoice and find you have been overcharged
- Goods supplied by mail arrived incomplete or incorrect

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ADD 4 more examples to the list.

2. USE one of the examples above, or one from your own experience. BUILD a description of the situation by filling out the details. Who was the seller? What was the product or service? When did you buy/order it? What happened?
3. What would be your purpose/s in ringing the seller?
  - a) To express your anger
  - b) To express your disappointment
  - c) To ask for clarification
  - d) To demand redress or compensation
  - e) To persuade
  - f) To provide information
4. Keeping your purpose in mind, what kind of language choices will you make? How will you start the call? Who will you ask to speak to? What will you tell them? What will you ask them? What tone should you use? What might the seller say? How would you expect them to respond?

Work in pairs to role play your calls.

It will be important to keep a record of the call, because if the problem is not fixed, you may end up needing to demonstrate what you have done to remedy the problem. What information will you need to note down?

5. If possible make an audio recording of your phone call. Replay or perform the role play for the rest of the class. Discuss: Was the call effective? What made the call effective or not? How could the call be improved? What was something that was just right about the call?

