**Listening to a telephone call**

**Level: intermediate**

**Situation:**

Susanne ordered 100 bottles of apple cider a couple of days ago forher company “Getränkehandel Hausner”. But when she checked the delivery it was quite a surprise! …

**Task:**

Listen to the conversation on the phone. Then answer the questions below in German. You can listen to the dialogue twice.

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| **Welches Problem hat Susanne?** |
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| **Wie versucht Bruno Susanne zunächst abzuwimmeln?** |
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| **Welche Lösung bietet Bruno dann an?** |
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| **Warum ist Susanne so verärgert?** |
|  |
| **Wie kann Susanne nun den Apfelessig zurückschicken?** |
|  |
| **Welchen Grund nennt Bruno, warum er keine Entschädigung anbieten kann?** |
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**Transkript:**

**Apple cider company** Bonjour, ici Bruno.

**Susanne** Bonjour. Do you speak English?

**Bruno**  A little bit.

**Susanne** Hello, this is Susanne Teubner. I’m calling about my last order.

**Bruno** Is something wrong with it?

**Susanne** Yes, I ordered one hundred bottles of apple cider. The delivery arrived yesterday and when I opened it there were only bottles of apple vinegar inside!

**Bruno** Oh, I’m very sorry to hear that. And you don’t like the vinegar?

**Susanne** Well, this is not the point. I ordered apple cider, not vinegar. So, what shall we do now?

**Bruno** Send the bottles back to us. When they arrive here I’ll send you the apple cider.

**Susanne** And will you pay for that? You know, I’m really angry. When the delivery arrived our storeman had to store everything manually in our warehouse. It took him three hours!

**Bruno** But it isn’t my fault he needed so much time!

**Susanne** Yes, but now he has to take every bottle out again and put them back in a box. That’s very inconvenient for us! And do we have to pay for the shipping?

**Bruno** If you hadn’t interrupted me earlier I would have told you … I will send you a return receipt and then you can stick it on the box. We’ll pay for the shipping.

**Susanne** It think it would be very nice if you offered us a few extra bottles for free as compensation.

**Bruno** You know, we are a little family business. We have nothing to give for free.

**Susanne** I don’t think we’ll ever order apple cider from you again. Good bye.

**Lösung:**

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| **Welches Problem hat Susanne?** |
| Sie hat Cidre bestellt, aber Apfelessig geliefert bekommen. |
| **Wie versucht Bruno Susanne zunächst abzuwimmeln?** |
| Er versucht ihr den Apfelessig schmackhaft zu machen. |
| **Welche Lösung bietet Bruno dann an?** |
| Susanne soll den Essig zurückschicken; Bruno wird ihr dann den Cidre zuschicken. |
| **Warum ist Susanne so verärgert?** |
| Ihr Lagerarbeiter hat Stunden gebraucht, um den Essig einzuräumen und nun muss er ihn wieder ausräumen. |
| **Wie kann Susanne nun den Apfelessig zurückschicken?** |
| Mit einem kostenlosen Rücksendeschein. |
| **Welchen Grund nennt Bruno, warum er keine Entschädigung anbieten kann?** |
| Die Firma ist ein Familienbetrieb und daher hat sie nichts zu verschenken. |

**Quelle: RAAbits Englisch für Berufliche Schulen. „How to deal with complaints“**