


Asking for Clarification / Checking for Clarification	Giving Thanks	Apologising / Empathising	Responding to Customer complaints
<i>I am going to ask you to speak quite slowly so that I can be sure to understand.</i>	<i>Thanks I appreciate it.</i>	<i>I'm afraid that there are big delays with deliveries at the moment.</i>	<i>I am sorry that you had this experience. I would be happy to offer you lunch for two in our restaurant to make your next visit more relaxing.</i>
<i>Could I ask you to repeat that, please?</i>	<i>Thanks for your patience.</i>	<i>We apologise for this delay.</i>	<i>My manager would only say the same thing.</i>
<i>I'm not sure I understood everything. Would it be possible for you to repeat that?</i>	<i>Thank you for holding.</i>	<i>I'm really sorry about this but the only way you can get the screws immediately is by going to a store.</i>	<i>We appreciate your feedback and ask you to write a letter to our head office if you want to.</i>
<i>Let me just check that I understood correctly....</i>	<i>Thank you for your call. Have a good day.</i>	<i>First of all, I must apologise on behalf of Ikea. You should have been contacted.</i>	<i>I'm afraid that we are not able to offer you a discount in these circumstances.</i>
<i>It would help me if you could speak fairly slowly so that I can be sure to understand.</i>	<i>Thanks for your understanding.</i>	<i>There was a delay on one of the items. I'm really sorry about this inconvenience.</i>	<i>I'm afraid that we are unable to offer you anything in these circumstances.</i>
<i>Did you understand everything?</i>	Giving Instructions	<i>I am unable to confirm that at this time.</i>	<i>Feel free to write to head office about it</i>
<i>Was I clear enough?</i>		<i>I'm so sorry for the inconvenience.</i>	<i>I'm afraid that this is not our policy.</i>
<i>So, there were four people with you?</i>	<i>This exceeds your limit. Please ask your bank for authorisation to increase the limit.</i>	<i>I'm sorry to hear that the delivery did not arrive on schedule.</i>	 <p>easy access english <small>solutions simples / accessibles et sur mesure pour réussir en anglais</small> 04 67 65 19 62 - 06 73 84 85 95 www.easyaccessenglish.com</p> <p>It's time to talk.</p>
<i>One person or two people?</i>	<i>Well in fact you just need to unfold it.</i>	<i>I'm really sorry about that</i>	
<i>So, let me just repeat that, you missed the delivery and now you would like to reschedule. Is that correct?</i>	<i>Insert the two smallest screws into the small holes. Tighten them but not too much.</i>	<i>I'm terribly sorry about the inconvenience this has caused you. We do try to make this very clear on our website.</i>	
<i>Would that suit you?</i>	<i>Screw in the leg</i>	<i>I'm afraid that's just no possible</i>	
	<i>Screw up the screw</i>	<i>I am not authorised to give you that information.</i>	
	<i>Tighten the screw</i>	<i>The system does not allow for that</i>	
	<i>Don't tighten the screw too much</i>	<i>I am sorry about the misunderstanding</i>	
	<i>Go and see a doctor.</i>	<i>I understand how you feel</i>	
		<i>I'm afraid that I won't be able to do that</i>	
		<i>We apologise for the inconvenience</i>	
		<i>I'm sorry you feel that way</i>	