Easy Access English

Life In the CRC

Activity One – let's start with a song. (To the tune, more or less, of Life on Mars)

It's a very big world out there
And sometimes it's not very fair
When the customer's yelling no
And your manager tells you to go

Though solutions can't always be found
And sometimes your fed up of the sounds
You have friends and a team around
And you are there to help people out

Take a look at the screen now
Enter in their details
Please now concentrate and focus
Hey there still another hour to go

Until you work in the
Call centre of Ikea
You don't have an idea
About the customer's fears

Life in the CRC



Activity Two – Add a verse or two. Let's see which group today can come up with the best!

Activity Three – So, what is life in the CRC like?

With your partner describe the HIGHS and LOWS of a typical day. Use these expressions:

Essentially
Basically
For a start
I love the fact that
I really enjoy
I find… difficult
The most rewarding part of my job is…
The most challenging part of my job is…
I love + ing
I hate + ing

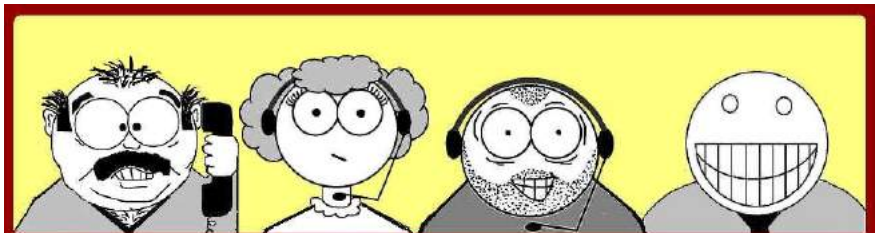
It's not all bad
One aspect I particularly appreciate is…
One area for improvement is…
On the one hand
On the other hand
However
Therefore
In conclusion
The best part
The worst part

Activity Four – Let's review some useful expressions.

CRC – Useful expressions in English:

- Customer relations centre Ikea France, Brigitte speaking **how can I help you?**
- Allan speaking, how can I help you?
- Could you please give me your order number? **Great, thanks a lot.**
- Could I ask you what you are calling about please?
- **I am going to ask you to speak quite slowly so that I can be sure to understand.**
- Could I ask you to repeat that, please?
- I'm not sure I understood everything. Would it be possible for you to repeat that.
- Thanks I appreciate it.
- **Thanks for your patience.**
- Could I ask you to speak a little more slowly?
- **It would help me if you could speak fairly slowly so that I can be sure to understand.**
- I'm unable to locate your file, would you like to give me your name please?
- Please can I have your post-code?
- Would you like me to organize another delivery for you?
- The delivery company will contact you to make an appointment.
- Would that suit you?
- Which store would be the most convenient for you?
- Could you tell me if you still have your receipt?
- I'm afraid that there are big delays with deliveries at the moment.
- I'm terribly sorry but there are some delays at the moment.
- We apologise for this delay.
- I'm sorry for the inconvenience.
- I will personally follow up on this for you.
- I'm looking at your order now and I can see that there has been a problem.
- First of all, I must apologise on behalf of Ikea. You should have been contacted.
- There was a delay on one of the items. I'm really sorry about this inconvenience for you.
- I will make sure that someone contacts you quickly.
- Please hold the line.
- Please could you hold?
- **Could I ask you to hold the line for a moment?**
- I'll just check on the system, one moment please.
- Thanks for your patience.
- Would you like to place your order now?
- I can tell you if the item is available in the store but I can't confirm if it is on display in the store I'm afraid. Each store has different room settings.
- You can try it out in the store.
- I think that this is the best option for you.
- You can request delivery in the store.
- You can ask the **sales assistant** about the delivery option.
- **I would advise you** to buy the item in the store.
- **Around how much would you like to spend on it?**
- How much do you want to spend?





Activity Five: Act out the telephone role-plays. Use and adapt the expressions from above and we will try to add more in this lesson.

1. A client calls from Montpellier to find out more about her plans for a new kitchen. She has very particular ideas about what she wants and asks a lot of technical questions.

2. A very angry man calls because he thinks that his kitchen doors are blue and he ordered white ones (but he has not taken the plastic covering off yet).

3. A very polite older lady calls because the bed settee she ordered has not been delivered. She needs it urgently for her grandchildren to sleep on and they are arriving tomorrow for the holidays.

4. A very rude woman calls, she is angry because the item she ordered has been cancelled as it is out of production.

5. Someone calls because the screws in the shelving she ordered were the wrong ones and it made her and her boyfriend have a big argument.

6. A young man calls to ask for general information about visiting the store as he is going to travel a long way and he wants to be sure that everything he wants will be available. He has never been to an Ikea store before and wants to know how it works.

7. A man calls to find out about facilities for his family as he has four young children and needs to bring them with him when he visits the store with his wife at the weekend.

8. Someone calls with a very complicated question about kitchen planning. You need to get information from someone else and have to keep them waiting for a little while.

9. A family card member calls. She has only been using her new sofa for a week but it has already broken. She does not have the receipt any more though.

10. A woman calls and she is very upset because she has been saving up for a matching set of armchairs but now the one she wants to buy is not on the web site any more.

