

Everyday Conversations

Hétköznapi beszédhelyzetek

UNIT 4 - Complaining

Panaszkodás, panasztétel



Complaints and how to deal with them

When things go wrong

Even with good planning, sometimes an airline, hotel, or restaurant does not meet your expectations. Maybe the service is slow, there are mistakes on the bill, the guests next door are noisy, or you are seated next to the restroom. If a customer feels they were treated badly, they have the right to complain. Here is how to complain effectively and how to respond to complaints in a positive way.

How to Complain

Complain as soon as possible! If you want good results, complain immediately. It is easier to solve the problem and find the person responsible right after the problem happens.



HOW TO COMPLAIN?



Find the right person - Think about who can actually help you.

- In a hotel, go to the front desk. They are responsible for helping guests.
- In a restaurant, talk to the waiter for small problems, but ask for the manager if the issue is serious.

Be clear and give details

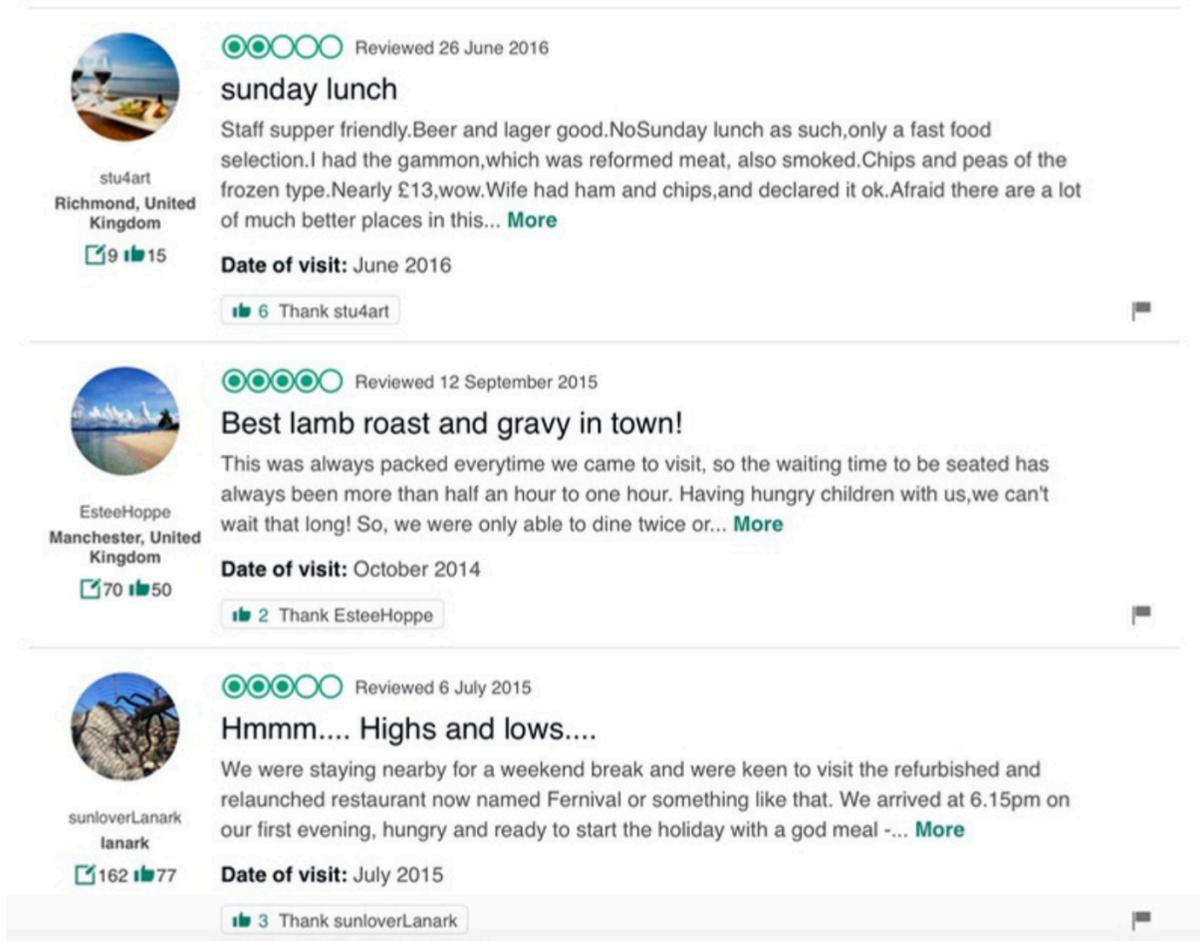
Explain exactly what went wrong. The more information you give, the easier it is for staff to help you. If nobody helps you, ask to speak to a supervisor or senior manager.

Choose the right way to complain

It is usually best to complain in person. But you can also complain:

- in writing
- on the phone
- online

If you complain online, you can write to customer service or leave a review on the company's website. Tell them clearly what happened, when it happened, and where it happened.



The screenshot shows three TripAdvisor reviews for a restaurant. Each review includes a profile picture, a star rating, the reviewer's name and location, the date of the visit, the title of the review, the text of the review, and the number of helpful votes.

Review 1:
Reviewer: stu4art, Richmond, United Kingdom
Date of visit: June 2016
Rating: 4 stars
Title: **sunday lunch**
Text: Staff supper friendly. Beer and lager good. No Sunday lunch as such, only a fast food selection. I had the gammon, which was reformed meat, also smoked. Chips and peas of the frozen type. Nearly £13, wow. Wife had ham and chips, and declared it ok. Afraid there are a lot of much better places in this... [More](#)
Helpful votes: 9

Review 2:
Reviewer: EsteeHoppe, Manchester, United Kingdom
Date of visit: October 2014
Rating: 5 stars
Title: **Best lamb roast and gravy in town!**
Text: This was always packed everytime we came to visit, so the waiting time to be seated has always been more than half an hour to one hour. Having hungry children with us, we can't wait that long! So, we were only able to dine twice or... [More](#)
Helpful votes: 70

Review 3:
Reviewer: sunloverLanark, Lanark
Date of visit: July 2015
Rating: 4 stars
Title: **Hmmm.... Highs and lows....**
Text: We were staying nearby for a weekend break and were keen to visit the refurbished and relaunched restaurant now named Fernival or something like that. We arrived at 6.15pm on our first evening, hungry and ready to start the holiday with a god meal -... [More](#)
Helpful votes: 162

Use review websites

You can also write a review on independent travel websites. Many people read these reviews before choosing hotels, restaurants, or airlines, so companies pay attention to them.

Use social media carefully

Posting on a company's Facebook or Twitter page can get a fast response because the complaint is public. However, use this method only if you already tried to contact them privately and they did not respond. Always stay calm and polite, especially online.

Ask for outside help

If nothing works, you can contact a consumer protection organisation. They can help you if you feel you were treated unfairly.

HOW TO DEAL WITH COMPLAINTS?



Respond quickly

Complaints are normal, and they must be taken seriously. Ignoring them makes customers feel unimportant. A good system for handling complaints helps solve problems fast.

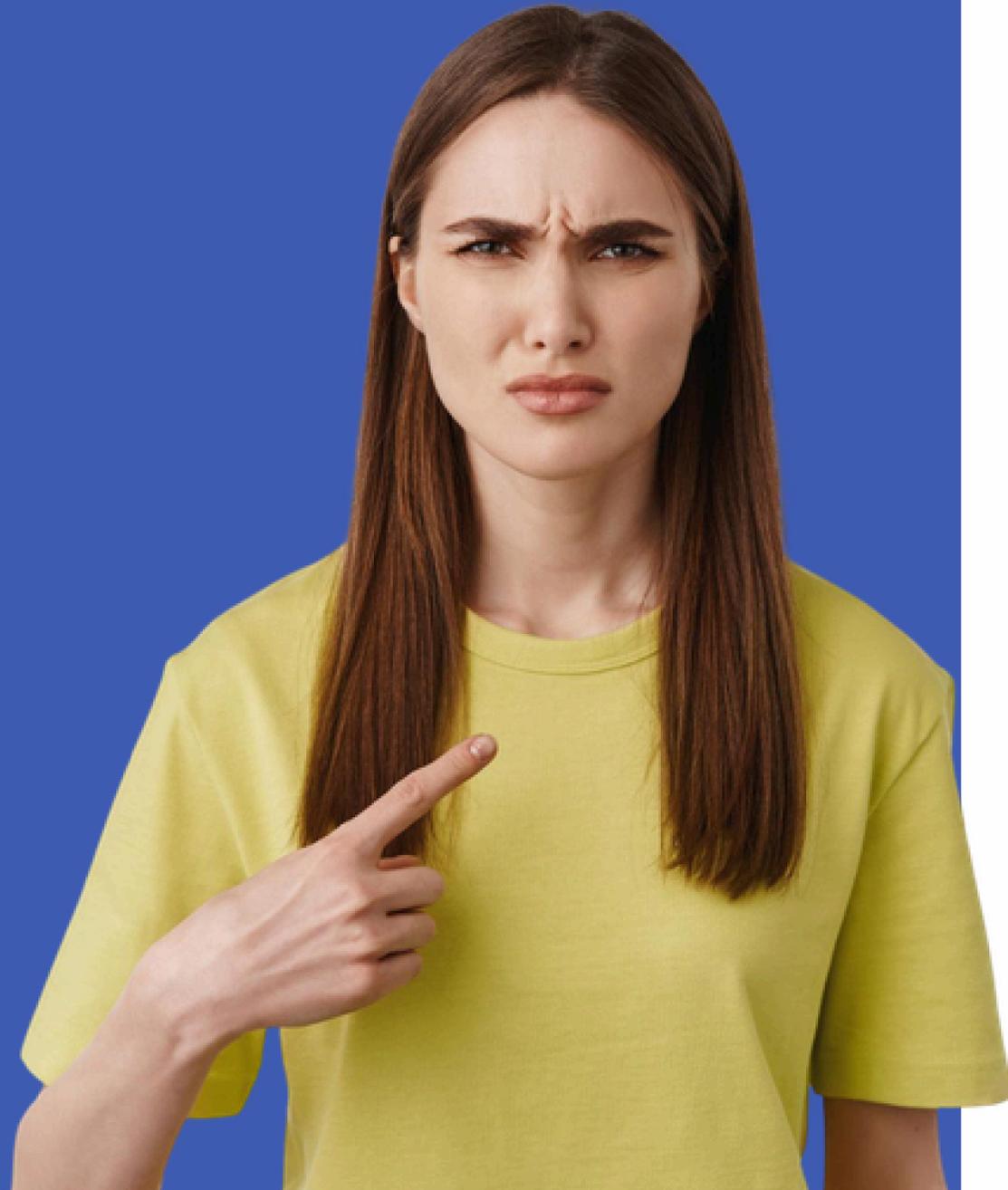
Understand the problem

Ask the customer to explain what happened. Listen carefully and ask questions if something is unclear. The more you understand, the better you can help.

Show empathy

Show that you understand the customer's feelings. Do not argue, interrupt, or act like you don't believe them. This will only make the situation worse. Treat the customer with respect and listen to the whole story.

HOW TO DEAL WITH COMPLAINTS?



Take action

Ask the customer what solution they would find acceptable. Offer possible solutions if you can. Customers prefer when the person they are talking to can solve the problem immediately.

Apologize sincerely

Say sorry for the situation without blaming anyone. A sincere apology often helps calm the customer and makes it easier to solve the problem.

Thank the customer

Thank them for telling you about the problem. Let them know you are sorry for the inconvenience and that you appreciate the chance to fix the issue. This helps build trust and shows professionalism.

USEFUL SENTENCES



Starting a complaint

I'm afraid I have a complaint. Attól tartok, panaszt szeretnék tenni.

I'm not completely satisfied with the service. Nem vagyok teljesen elégedett a szolgáltatással.

Excuse me, but there seems to be a problem. Elnézést, de úgy tűnik, probléma van.

I'd like to report an issue. Szeretnék bejelenteni egy problémát.

Describing the problem

My room is not what I expected. A szobám nem olyan, mint amire számítottam.

The service is too slow. A kiszolgálás túl lassú.

There is a mistake on the bill. Hiba van a számlán.

My food is cold / undercooked / overcooked. Az ételem hideg / nem sült meg rendesen / túlsült.

The room is very noisy. A szoba nagyon zajos.

I was given the wrong seat. Rossz helyet kaptam.

USEFUL SENTENCES



Asking for action

Could you please fix this? Meg tudná ezt kérem oldani?

Can you do something about it? Tudna tenni valamit ez ügyben?

I'd like to speak to the manager, please. Szeretnék a vezetővel beszélni.

Is there another room/table available? Van esetleg másik szoba/asztal?

Expressing dissatisfaction politely

I'm really disappointed. Nagyon csalódott vagyok.

This is not acceptable. Ez nem elfogadható.

I expected better. Jobbra számítottam.

USEFUL SENTENCES



Acknowledging the complaint

I'm sorry to hear that. Sajnálattal hallom.

Thank you for letting us know. Köszönjük, hogy jelezte.

I understand why you're upset. Megértem, miért bosszús.

Asking for details

Could you tell me exactly what happened? Elmondaná pontosan, mi történt?

When did the problem occur? Mikor történt a probléma?

Let me check the details. Hadd ellenőrizzem a részleteket.

USEFUL SENTENCES



Apologizing

I'm very sorry for the inconvenience. Nagyon sajnálom a kellemetlenséget.

Please accept our apologies. Kérem, fogadja el a bocsánatkérésünket.

Offering solutions

Let me see what I can do for you. Hadd nézzem meg, mit tehetek Önért.

We can offer you a different room/table. Tudunk másik szobát/asztalt ajánlani.

Would this solution be acceptable for you? Elfogadható lenne ez a megoldás Önnek?

Closing the interaction

Thank you for your patience. Köszönjük a türelmét.

Please let us know if there is anything else we can do. Kérem, jelezze, ha tehetünk még valamit.

We appreciate your feedback. Nagyra értékeljük a visszajelzését.

Complaining about a house



Man: Hey, Carla, how are things?

Woman: Hi, George. A bit hectic, I'm getting ready to move house. How are you?

Man: I'm fine, thanks. Whereabouts are you moving?

Woman: Across the river. The company's moved and I don't want to lose time commuting.

Man: Have you found a house yet?

Woman: We're looking. But first we're going to rent for a couple of months to check out the neighbourhood. I'm not making the same mistake again.

Man: I thought you liked your old place.

Woman: We do like the house and the garden but the agent never said anything about the crazy cat lady next door.

Man: Was it really bad? How many cats?

Woman: Can you imagine your garden taken over by cats? I had to clean up the poo before I could get in the car!

Man: Oh, no! How disgusting! Have you tried complaining?

Woman: Well, there's no stopping a cat. We wanted a bigger place anyway now that the children are at school. Plus most good high schools are on the other side.

Man: Yes, so I heard. So when do you think you'll be moving?

Woman: In the spring. I found a small flat close to the park. And then we'll do the house-hunting in the summer.

Man: Good luck! See you around.

Woman: Thanks. See you.

IMPORTANT PHRASES

How are things? – Mi újság? Hogy mennek a dolgok?

A bit hectic. – Egy kicsit hektikusan / összevissza.

I'm getting ready to move house. – Készülök elköltözni.

Whereabouts are you moving? – Merrefelé költözöl?

Across the river. – A folyón túl, a folyó másik oldalára.

I don't want to lose time commuting. – Nem akarok időt veszíteni az ingázással.

We're looking. – Még keresünk.

I'm not making the same mistake again. – Nem akarom még egyszer elkövetni ugyanazt a hibát.

We do like ... – Tényleg szeretjük, tényleg tetszik.

The crazy cat lady next door. – Az örült macskás néni/hölgy a szomszédban.

Can you imagine your garden taken over by cats? – El tudod képzelni, ahogy a macskák átveszik az uralmat a kertben?

Was it really bad? – Annyira rossz volt?

I had to clean up the poo. – El kellett takarítanom a kakit.

How disgusting! – Mennyire undorító!

Have you tried complaining? – Próbáltál panaszt tenni?

there's no stopping a cat – egy macskát nem lehet megállítani/ korlátok közé szorítani

Now that the children are at school. – Most, hogy a gyerekek már iskolába járnak.

Yes, so I heard. – Igen, úgy hallottam.

When do you think you'll be moving? – Mit gondolsz, mikor fogtok elköltözni?

We'll do the house-hunting in the summer. – Majd nyáron vadászunk új lakásra.

Good luck. – Sok szerencsét.

See you around/See you. – Viszlát

Complaining about a house



Complaining about a house



IMPORTANT WORDS

to move house – elköltözni/ lakhelyet váltani

commuting – ingázás

to rent – bérelni

to check out something – megnézni, ellenőrizni valamit

neighbourhood – szomszédság, környék

agent – ügynök

to imagine – elképzelni

to take over something – átvenni a hatalmat valami felett

to clean up – feltakarítani

poo – kaki

to get in – beszállni

disgusting – gusztustalan

to complain – panaszt tenni

anyway – mindenesetre

plus – ráadásul

high-school – középiskola

close to something – közel valamihez

house-hunting – lakásvadászat

Complaining about work



Man: What's the matter, Louisa? You don't seem to be in a good mood.

Woman: You're right. I'm in a bad mood.

Man: Is your car acting up again?

Woman: No, it's the new boss. He thinks he owns the place.

Man: How long have you had him?

Woman: Three weeks and two people have already resigned.

Man: That was quick. What's going on?

Woman: He's trying to change a system that has been working perfectly for years. Streamlining, he calls it.

Man: Are you sure those guys resigned? Streamlining usually means redundancies.

Woman: I'm certain. They would have been demoted. Mike was our best accountant. He can get a job anytime.

Man: How about you?

Woman: I don't know yet. But I have a meeting with him at 3. I don't know what to expect, honestly.

Man: Shame. I hope your meeting goes well. He can't afford to lose more people.

Woman: He's really pushy. I'm not sure I want to work with him anyway.

Man: I see what you mean. If you decide to stay you'll have to stand up for yourself.

Woman: I'll try but I'm not sure it's worth it.

Complaining about work



IMPORTANT PHRASES

What's the matter? – Mi a gond?

You don't seem to be in a good mood. – Nem tűnsz túl jókedvűnek.

You're right. – Igazad van.

I'm in a bad mood. – Rossz hangulatban vagyok.

He owns the place. – Övé a hely.

How long have you had him? – Mióta van ő? (Mióta ő a főnököd?)

Two people have already resigned. – Már két ember felmondott.

What's going on? – Mi történik?

I'm certain. – Biztos vagyok benne.

How about you? – Veled mi a helyzet?

I don't know what to expect. – Nem tudom mit várjak.

Shame. – Kár.

He can't afford to – Nem engedheti meg magának, hogy

I see what you mean. – Értem, mire gondolsz.

I'm not sure it's worth it. – Nem vagyok benne biztos, hogy érdemes.

Complaining about work



IMPORTANT WORDS

mood– hangulat

to act up – rosszul viselkedni

to own – birtokolni

to resign – felmondani

quick – gyors

streamlining – hatékonyabbá tétel

redundancy – létszámcsökkentés, leépítés

to be demoted – lefokozva lenni

accountant – könyvelő

to expect – várni, elvárni

honestly – őszintén

pushy – erőszakos

to decide – dönteni, eldönteni

to stand up for oneself– kiállni saját magáért