

A Monumental Error?

Read the article and watch the video-clip

<https://www.youtube.com/watch?v=0OdSP0pgPw0>



Four activists, Rhian Graham, 30, Milo Ponsford, 26, Sage Willoughby, 22, and Jake Skuse, 33, were part of an angry crowd that pulled down the statue of Edward Colston during a Black Lives Matter protest in Bristol in June 2020. The 'Colston 4' were captured on CCTV cameras putting ropes around the statue, pulling it off its pedestal and onto the ground, rolling it down the road to the dock and throwing it into the water. As a result, they were arrested and prosecuted for Criminal Damage. They were given the choice of a magistrates' court or trial by jury and opted for the latter.

In January 2022, however, they were found not guilty of Criminal Damage after the jury agreed that they had committed no crime. In a trial that was widely reported, the defence team claimed that the presence of the statue of a 17th-century slave merchant in a public place constituted a hate crime. They also claimed that the defendants effectively owned the statue, as it belonged to the people of Bristol, and they could not be convicted for damaging their own property.

After deliberations lasting less than three hours, the jury cleared the defendants of the charges. The Colston 4 declared their acquittal "a victory for anyone who wants to be on the right side of history."

The prosecution had argued that it was irrelevant who Colston was, the defendants were guilty of a crime, and the verdict has led to concerns that other activists will be encouraged to take the law into their own hands. The defendants' supporters, by contrast, maintain that the trial was a waste of public money and should never have gone ahead in the first place. Some legal experts have claimed that the result justifies the role of the jury system. Adam Wagner, a Human Rights lawyer, said that, although the case has not set a legal precedent, it shows that local juries can sometimes act as a kind societal pressure valve by delivering anomalous verdicts that reflect public opinion.

Under current legislation, Criminal Damage can incur a sentence of up to 10 years in jail. But where the damage is less than £5,000, the maximum sentence is three months' imprisonment and a fine of up to £2,500. Given the rising number of similar incidents, Parliament is considering new legislation which would let courts consider the "emotional or wider distress" caused by damage to public property and raise the maximum sentence to 10 years, regardless of the costs involved. The move would extend to flowers or wreaths placed at war memorials, such as the Cenotaph.

A government Minister said, "Britain is not a country where destroying public property can ever be acceptable. We live in a democracy. If you want to see things changed, you do that through the ballot box or by petitioning your local council. You do not do it by causing criminal damage. For juries to think that statues are on trial, not the defendants, would be laughable if its consequences were not so serious."

CRIMINAL TRIAL PROCEDURES

Most criminal trials follow a uniform set of procedures. Here's a step-by-step guide to the process. The legal procedures associated with modern criminal trials have developed over centuries. If the criminal trial is carried out to completion, those procedures include the following:

Judge or Jury Trial. The defence often has the right to decide whether a case will be tried to a **judge** or **jury**, but in some jurisdictions both **the prosecution** and **the defence** have the right to demand a **jury trial**. Juries typically consist of 12 people.

Jury selection. If the **trial** is to be held before a jury, **the defence** and **the prosecution** will select the **jury** through a question-and-answer process.

Evidence issues. The defence and the prosecution request that **the court**, in advance of trial, admit or exclude certain **evidence**.

Opening statements. The prosecution and then the defence make **opening statements** to the **judge** or **jury**. These statements provide an outline of the case that each side expects to prove. The **defence lawyer** may even choose not to give an opening statement, perhaps to emphasize to the jury that it's **the prosecution's** burden to do the convincing.

The prosecution case. The prosecution presents its main case through direct examination of **the defendant** and **prosecution witnesses**.

Cross-examination. The defence may **cross-examine** the **accused** and **prosecution witnesses**.

Prosecution rests its case. The prosecution finishes presenting its case.

Motion to dismiss (optional). The defence may **move** to dismiss the charges if it thinks that the prosecution has failed to produce enough evidence to support a **guilty verdict**.

The defence case. The defence presents its case via direct examination of **defence witnesses**.

Cross-examination. The prosecutor cross-examines the defence witnesses.

The defence rests its case. The defence finishes presenting its case.

Settling on jury instructions. The prosecution, the defence and the judge determine a final set of instructions that the judge will give the jury.

Prosecution closing argument. The prosecution makes its **closing argument**, summarizing the evidence, as the prosecution sees it, and explaining why the jury should **deliver a 'guilty' verdict**.

Defence closing argument. The defence's counterpart to the prosecutor's **closing argument**. The lawyer explains why the jury should **deliver a 'not guilty' verdict** — or at least a guilty verdict on a **lesser charge**.

Jury instructions. The judge instructs the jury about what to do and what law to apply to the case.

Jury deliberations. The jury **deliberates** and tries to **reach a verdict**. Juries must typically be unanimous. If less than the requisite number of **jurors** agrees on a **conviction** or an **acquittal**, the jury is **hung** and the case may be **retried**.

Sentencing. Assuming a **conviction** (a **'guilty' verdict**), the judge sentences **the offender**. Once convicted, dissatisfied **defendants** may then **appeal** to an **appeals court**.



In October 2017, eighteen-year-old Pamela Mastropietro (arrive) at the PARS religious community in Corridonia. She (suffer) from the effects of drug dependency and (begin) a course of rehabilitation with 120 other addicts. At the end of her stay, she planned to return to education, study criminology and possibly go abroad. On Monday 29 January, however, she unaccountably packed her bags and (leave) the village of San Michele Arcangelo without any money, without a phone and without any documents.

She walked for three kilometres across open countryside until she (come) to a road. Then, she hitchhiked to the nearest town and spent the night at the station. The next morning, she made her way to Macerata, where she (meet) Innocent Oseghale, a local (drug). With his help, she (buy) a 5ml syringe of the kind usually used to inject a cocktail of drugs and then went to his house, where she took heroin.

No-one is sure exactly what happened next but by four o'clock in the afternoon, she (kill). At first, the police suspected an accidental overdose but the evidence now (suggest) that Pamela was beaten, possibly (rape) and then (murder).

The police (convince) that Innocent Oseghale was not alone when the crime took place. They (suspect) that Lucky Desmond, Awelima Lucky and Anthony Anyanwu (involve) in Pamela's death, either by beating her, stabbing her or disposing of her body by cutting it into pieces, packing the remains in two cases, driving to an isolated location and hiding them from the authorities. Two of them, at least, were also (guilt) of destroying forensic evidence at the scene of the crime by washing the floor, the doors, the walls and the body with ten litres of bleach.

The four men (arrest) but claimed they were (no guilt). According to them, Pamela must have reacted badly to the heroin she (take), and (die) of natural causes. They attempted to escape but were apprehended. The story soon went viral and the whole country (know) about it.



In Tolentino, twenty-eight-year-old far right activist Luca Traini decided to take action. His plan was to drive to the courthouse in Macerata and shoot the suspects with a semi-automatic Glock pistol. He announced his intention to a waitress at a service station on the way to Macerata but changed his mind when he reached the town centre. Instead, he (shoot) as many random Africans as he (can). He (drive) around the town wounding six innocent people before stopping his car at the town's war memorial, wrapping himself in the Italian flag and giving a Fascist salute. The police (arrest) him shortly afterwards.

"I wanted revenge for what they did to Pamela," he explained, "and I wanted to do something about illegal immigration because it (have got) to stop."

He (charge) with racially aggravated wounding plus improper use of a firearm. His lawyer (say) that, before the attack, incessant news reports on the radio about Pamela's death (drive) Traini temporarily insane, so he was not responsible for his actions.

PAST PERFECT
SHE HAD TAKEN A MIXTURE OF DRUGS

SIMPLE PAST
PAMELA MASTROPIETRO DIED

INNOCENT OSEGHALE
WILL SERVE A LIFE SENTENCE

PAST PERFECT
HE HAD HEARD ABOUT THE PAMELA MASTROPIETRO CASE ON THE RADIO

LUCA TRAINI TOOK REVENGE

INNOCENT IS IN PRISON NOW

SIMPLE PAST

SIMPLE PAST

LUCA TRAINI WILL BE FREE IN 2030

SIMPLE FUTURE

LUCA TRAINI WAS DRIVING AROUND MACERATA
PAST CONTINUOUS

HE SHOT SIX INNOCENT PEOPLE

LUCA TRAINI IS SERVING 12 YEARS IN JAIL
PRESENT CONTINUOUS

PAST

NOW

FUTURE

THE PAMELA MASTROPIETRO / LUCA TRAINI CASE

Use the Internet to gather information about the case, concerning:

i) The victim

ii) The defendants

iii) The crimes

iv) The evidence

v) The prosecution case

vi) The defence case

vii) The verdict

viii) The sentence

ix) The present situation

Amanda Knox Documentary BBC

<https://www.youtube.com/watch?v=erla7Ley4Tw>

Watch the documentary and complete the summary below, putting the verbs into the correct form

Meredith Kercher (murder) in Perugia, Italy, on 1 November 2007. At midday on 2 November, police (discover) the body of the 21-year-old British student, who (take) part in the Erasmus university exchange programme. In the flat that she (share) with three other female students, Kercher's body (lie) partially clothed under a duvet in her bedroom. The door (lock). Her throat (cut) and her body had 43 bruises, scratches and knife wounds, as well evidence of sexual assault.

On 6 November 2007, the police (arrest) three suspects: Amanda Knox, an American exchange student; Raffaele Sollecito, an Italian student who (be) Knox's boyfriend for two weeks; and Patrick Diya Lumumba, Amanda Knox's employer, the Congolese owner of a restaurant and bar. Later, however, Lumumba (release) and completely exonerated.

DNA and fingerprint evidence from the victim's body (lead) to the arrest of a fourth suspect, Rudy Hermann Guédé, an Ivorian resident of Perugia, who (escape) to Germany immediately after the crime. Following his extradition to Italy, the three suspects (charge) with murder, sexual assault and (thief). The prosecution argued that Kercher (kill) as a result of her refusal to participate in sexual activity with Knox, Guédé and Sollecito.

Guédé (admit) to being with Kercher when she (die) but (deny) murdering her, claiming that an intruder (must do) it while he (sit) in the bathroom, listening to his iPod. The Judge (not believe) him and (sentence) him to 30 years' imprisonment for sexual assault and murder. He (release) from prison in December 2020, however, and (complete) his sentence by doing community service until March 2022.

Meanwhile, the trial of Knox and Sollecito (begin) on 16 January 2009. On 4 December 2009, both (declare) (guilt) of murder, sexual violence and other charges. Despite little or no physical evidence, Knox faced 26 years in prison while Sollecito received 25 years.

On appeal, Knox and Sollecito (find)
..... (no guilt) and set free. Nevertheless, two further trials
..... (be) necessary to exonerate both defendants.

WRITING: You represent the Law Department at the University of Macerata. Write a formal letter inviting an expert (anyone you like) to give a seminar about any subject you like at the university. You should (i) indicate the subject of the seminar; (ii) explain why it would be a suitable subject for students at the department; (iii) say when and where the seminar will take place.

The Case of Oscar Pistorius and Reeva Steenkamp

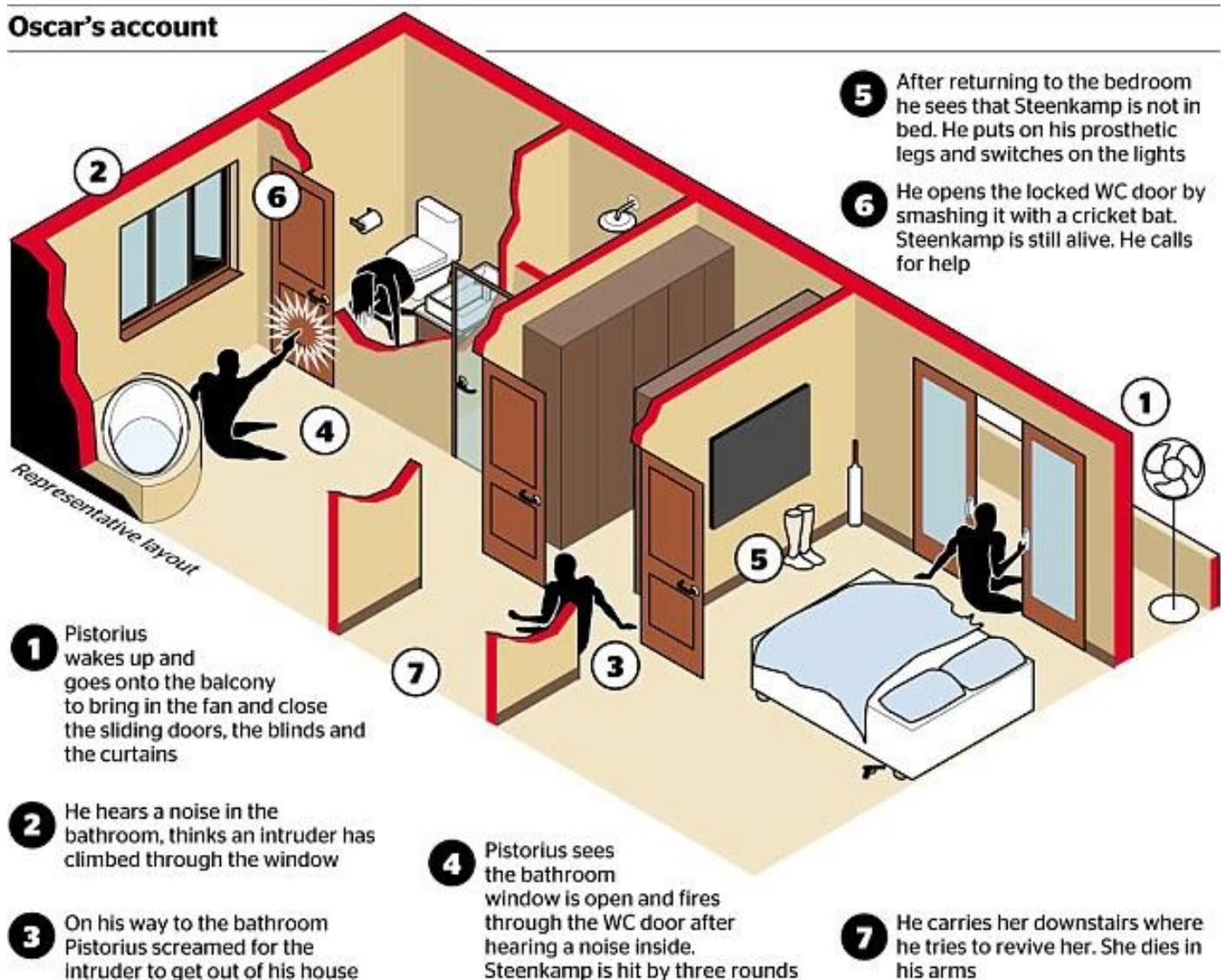
1) First, watch the videoclip: <https://www.youtube.com/watch?v=jTc5UrfEiTg>

2) Now, read the news report and watch the video-clip:

<https://www.nbcnews.com/storyline/pistorius-trial/oscar-pistorius-murder-sentence-more-doubled-after-appeal-n823726>

- When did the crime take place?
- Who was the victim?
- Who was the perpetrator?
- What was his defence?
- What was the verdict after the first trial?
- What was the sentence?
- What happened as a result of the appeal?

Oscar's account



3) WEBQUEST: Use the Internet to discover what will happen now.

7

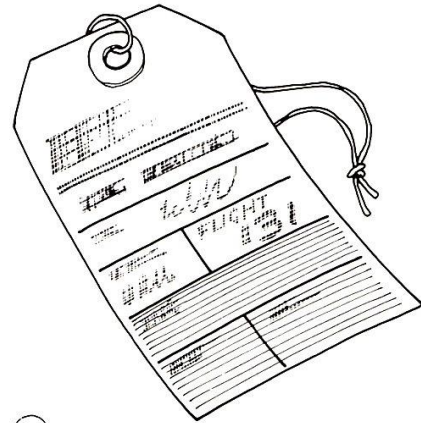
Travel

Label the illustrations, choosing from the words in the box. The first has been done for you.

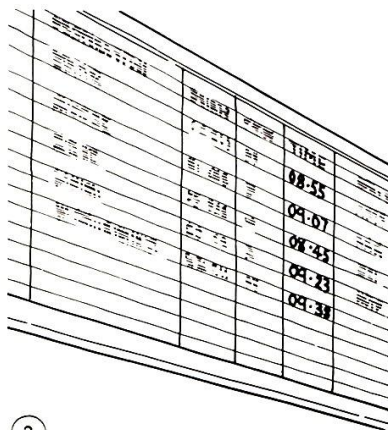
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|---------------------------|-----------------|--------------------|
| a check-in desk | e single room | i private bath |
| b reception desk | f double room | j check-out time |
| c twin-bedded double room | g flight number | k departure time |
| d boarding pass | h ticket | l departure lounge |



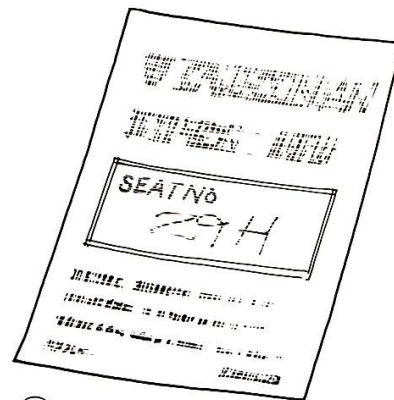
1 a check-in desk



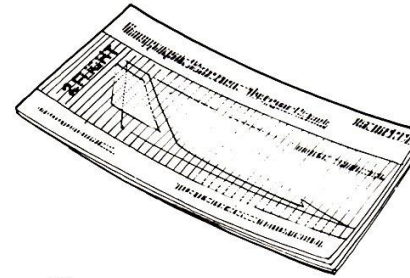
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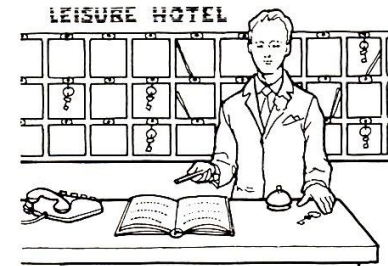
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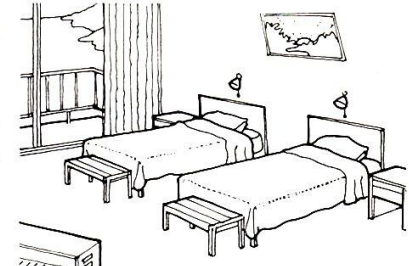
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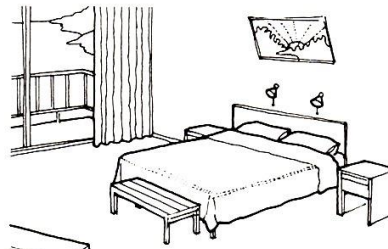
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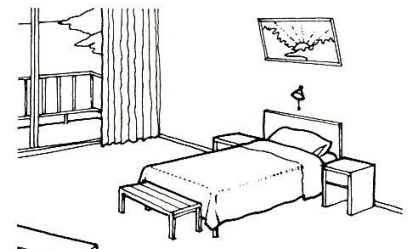
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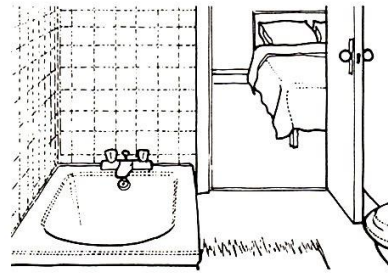
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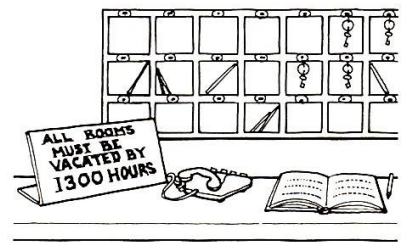
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10



11



12

ENGLISH FITNESS 9

BUSINESS: Handling Complaints Badly / Handling Complaints Well

- 1) What does the firm 'Warm and Happy' provide ?
- 2) What is Miranda's problem ?
- 3) What does Matthew Peacock promise to do ?
- 4) How does Miranda feel at the end of their conversation ?
- 5) Has Miranda called 'Warm and Happy' before ?
- 6) What does Rose Neck promise to do ?
- 7) How does Miranda feel at the end of the second conversation ?

MOMENTS OF TRUTH: remember that every complaint is 'a moment of truth' and an opportunity to improve customer service. If the complaint is handled quickly and efficiently, you will probably keep the customer. If the complaint is handled badly, you will not only lose the customer but he/she will probably tell twenty other people about the bad service he/she received.

So, when handling complaints:

- (i) say, "I'm sorry to hear that."
- (ii) invite the caller to explain what has happened (do NOT interrupt them);
- (iii) express sympathy;
- (iv) accept responsibility (if appropriate);
- (v) apologize (if appropriate);
- (vi) promise action.

BUSINESS: I Apologize for the Inconvenience

VOCABULARY

“off the top of my head”

“...are on their way”

“shortly”

COMPREHENSION QUESTIONS:

- 1) Who has complained ?
- 2) What is her room number ?
- 3) What has she complained about ?
- 4) What does Miss Adams promise to do about it ?
- 5) What else is wrong with the room ?
- 6) What does Miss Adams promise to do about it ?

NB. When handling complaints (i) Say, “I’m sorry to hear that.” (ii) invite the caller to explain what has happened (do NOT interrupt them); (iii) express sympathy; (iv) accept responsibility (if appropriate); (v) apologize (if appropriate); (vi) promise action.

1) THE CONVENTIONAL ORDER OF STEPS IN A PHONE-CALL

STEPS 1, 2, 5 and 7 are obligatory. STEPS 3, 4, and 6 are optional.

STEP 1. SALUTATION / IDENTIFICATION:

Person Called

"Hello. John Smith speaking."

"Hello. OMG Legal Services. Can I help you?"

STEP 2. INTRODUCTION; ASKING FOR / CONFIRMING IDENTIFICATION:

Person Calling

"Hello. This is Andrew Patterson. Could I speak to the Office Manager, please?"

"Hello. This is Andrew Patterson. Who is speaking, please?"

"Hello. Is that the Mergers and Acquisitions department?"

"Oh, I'm sorry. I've got the wrong number."

STEP 3. GETTING THROUGH TO THE RIGHT PERSON:

Person Called

"If you hold on, I'll put you through to Mr X."

"I'm afraid the line's engaged. Could you hold on, please?"

"I'm sorry, the line's busy. Will you hold?"

"Hold on, I'm putting you through."

"OK. You're through now. Go ahead."

"I'm afraid Mr X is away / isn't in. Can I take message?"

"I'm afraid Mr X is busy. Shall I get him to call you back?"

"I'm afraid Mr X is busy. Could you call back later, please?"

"I'm afraid you've got the wrong number."

STEP 4. EXPOSITION: (State the main facts and all relevant information such as sources of information etc.)

Person Calling

"Hello? It's about an apartment of mine which I rented out last year. I'm afraid there's a problem with the tenant."

"It's about..." "I'm calling about..." "I'm calling to ask you..." "I'm calling to let you know that..."

"I'm afraid there's been a mix up / a slip up / a misunderstanding." "I'm afraid there's a problem with..."

STEP 5. REQUIREMENTS: (Explain what you want the addressee to do).

Person Calling

"I was wondering if you could tell me..." "Would it be possible to...?" "Could you possibly...?"

"If possible, I would like..." "I would like ..." "Would you..." "Could I/you..." "Can I/you..."

"If you do not ...x.... within ...y... days, I will be forced to...z...." "Well, unless you...x..., I will ...y...."

STEP 6. CONFIRMATION: (Summarise what has been agreed)

Person Calling / Person Called

"So, you will call me again at this number when you have found the relevant documents."

"So, we shall meet in your office at 11 a.m. on Friday."

"OK, then. I shall send you the contract on the 14th of March, as we agreed."

"Right, I will call you back as soon as I have spoken to..."

STEP 7. CONVENTIONAL ENDING:

Person Called

"Thank you very much, Mr Baxter. Goodbye."

"Thank you for calling, Mrs Jones."

"Goodbye, then."

"Bye, Andy."

Person Calling

"Goodbye."

"Not at all, Mr Smith. Goodbye."

"Goodbye."

"Bye."

2d) Choose the best reply, (a), (b) or (c) in each case.

1) "Hello. VIP Ltd. Can I help you?"

- (a) "Hello VIP Ltd." (b) "Hello. This is Janet Croft." (c) "Janet Croft is speaking."

2) "Could I speak to Miss Jones, please?"

- (a) "Who are you?" (b) "Who's that?" (c) "Who's calling?"

3) "I'd like to speak to Mr Benson, please."

- (a) "Why?" (b) "Oh yes?" (c) "Could I ask what the call is about?"

4) "Hello. Is that the Civil Litigation department?"

- (a) "Who's asking?" (b) "If you hold on for a moment, I'll put you through." (c) "No."

5) "I think there's been a mix up."

- (a) "Really? What's the problem?" (b) "A mix up where?" (c) "What's your problem?"

6) "I'm afraid Mr Jones is out of the office all morning."

- (a) "I'll call back at 11.30, then." (b) "Shall I call back after lunch, then?" (c) "I'm sorry I called."

7) "I think you've got the wrong number."

- (a) "Oh no I haven't." (b) "So, it's my fault, is it?" (c) "Really? Isn't that 0462 51723, then?"

8) "Thank you for calling. Goodbye."

- (a) "Goodbye." (b) "Good day." (c) "Farewell."

3) **SPEAKING ACTIVITY**

STUDENT A:

Study your part in the telephone conversations on the next page. Tell Student B when you are ready.

STUDENT B:

Look at the page after that and follow the instructions. When you are ready, start with conversation 1.

Conversation 1.

You are the caller, Mr / Ms Robinson.

Call the Cambridge Hotel to make a reservation for tomorrow night for you, your wife/husband and Mr Green for three nights.

Mr Green wants the room for an extra night.

You will arrive at 23.00.

Ask if you will be able to get a meal at the hotel when you arrive.

Your American Express card no. is 777 4580 2132 9

Your e-mail address is: robinson ~ inbox @ jumpy . it

Conversation 2.

You are the manager of the Provence Restaurant (the best in town).

The menu includes fresh fish and vegetarian dishes.

Private room available Monday to Wednesday, 20.00-23.30.

Written confirmation of any booking is required by e-mail at: provence _ restaurant @ webnet . co . uk

The exact number of places must be confirmed at least ten hours in advance.

Your early morning phone number is 0156 9243978.

Conversation 3.

You are the receptionist at the Bristol Hotel.

Ten double rooms & one single room are available from 15 June – 30 June.

All rooms are quiet and comfortable. Single rooms = 3m x 4m. Double rooms = 5m x 6m.

Prices:

Single Room: £65 per night (including breakfast).

Double Room: £100 per night (including breakfast) or £120 per night (with balcony, sea view and breakfast).

Rooms include bath and shower, colour TV, telephone, mini-bar, Wi-Fi Internet access and air-conditioning.

To make a booking, you will need to know the caller's name, e-mail address and telephone number.

Ask for confirmation by e-mail at: bristol — hotel / bookings @ enetwork . com

Conversation 4.

You are the caller, Mr / Ms Evelyn Maddox. You live in Pesaro, you want to fly to England.

You want to take a full-immersion English course in Cambridge this summer.

Cambridge is north-east of London, you want to be there by Sunday, 3 August.

Duration of course: four weeks from Monday, 4 August.

Now phone EuroJet Airlines and book a return ticket to England.

Your Visa credit card number is: 0 12 3465987

Your e-mail address is: maddox \ e @ webnet . co . uk

TELEPHONE CONVERSATIONS

Student B

Conversation 1.

You are the receptionist at the Cambridge Hotel.

You are very busy because there is a trade fair in Cambridge this week.

Rooms available: Single rooms, 0. Double rooms, 2.

Reserved rooms are held until 21.00 unless the guest pays in advance by Mastercard, Diner's Club or American Express.

Write down the name of the caller and his/her e-mail address.

Hotel restaurant open 19.00-22.30. Hotel coffee shop open 17.00-2.00 a.m.

For further information, guests can visit the hotel website at: [www.cambridge — hotel . co . uk](http://www.cambridge-hotel.co.uk)

Conversation 2.

You are Mr / Ms Biggs of Biggs and Kray Ltd.

Call the Provence Restaurant (the best in town) to book a private room for a visiting group of clients next Tuesday evening, ideally from 19.30-21.30.

There will be ten to fourteen people in your party. You won't know exactly how many until Tuesday morning.

Three of your guests are vegetarians.

Give your name, phone number and e-mail address: [biggs \ ceo @ xyznet . com](mailto:biggs\ceo@xyznet.com)

Conversation 3.

You are Mr / Ms Richardson of Packard Enterprises.

Call the Bristol Hotel and find out if there are any rooms available from 16 June – 25 June.

You require rooms for yourself, Ms Castle, and Mr and Mrs Hogan.

Find out the cost of single and double rooms per night, and ask whether breakfast is included.

Ask about the differences between the cheaper rooms and the more expensive rooms.

You want quiet rooms with a view of the sea, if possible.

Book one double room at the lower price and two at the higher price.

Give the receptionist your name and e-mail address: [richardson / packard _ ent @ xyznet . com](mailto:richardson/packard_ent@xyznet.com) plus your telephone number.

Conversation 4.

You work for EuroJet Airlines. EuroJet Airlines has tickets available for:

Rimini – London (Gatwick), departing every day at 14.00, arriving in London at 16.00.

Ancona (Falconara) – London (Stansted), departing Monday and Saturday at 8.00, arriving at 11.00.

Check-in time: one hour before take-off.

Gatwick is south of London. Trains for London (Victoria station) depart every twenty minutes.

Stansted is east of London. Trains for Cambridge depart every thirty minutes.

Prices: Rimini – London (Gatwick): £90 return (economy class); £120 (business class).

Ancona (Falconara) – London (Stansted): £60 return (economy class); £90 (business class).

EuroJet takes telephone bookings and accepts payment by Visa and Mastercard (ask for the number).

Write down the name, e-mail address and telephone number of the caller.

For a complete list of terms and conditions, your website is at: [www . EuroJet~airlines . co . uk](http://www.EuroJet-airlines.co.uk)

EF 7: LUCY IN THE OFFICE

- 1) Who would Lucy like to speak to on the phone ?
- 2) When did Lucy place her order ?
- 3) What is the order number ?
- 4) What is the problem with the order ?
- 5) How many shipments are there ?
- 6) Where is the second shipment ?
- 7) What does Lucy need to know ?
- 8) What is Lucy's mobile phone number ?

2) PHONE CALLS: The Conventional Order Of Steps (Harper 2006)

Step 1: SALUTATION / IDENTIFICATION:

Person Called

"Hello. Universal Exports. Can I help you ?"

"Hello. 0569 821347."

Step 2: INTRODUCTION; ASKING FOR / CONFIRMING IDENTIFICATION:

Person Calling

"Hello. This is Mike Savage. Could I speak to the manager, please ?"

"Hello. This is Mike Savage. Who is speaking, please ?"

"Hello. Is that the Personnel department ?"

"Oh, I'm sorry. I've got the wrong number."

Step 3: GETTING THROUGH TO THE RIGHT PERSON:

Person Called

"If you hold on, I'll put you through to Mr X."

"If you bear with me, I'll just put you through to Mr X."

"I'm afraid the line's engaged. Could you hold on, please."

"I'm afraid Mr X is away / isn't in. Can I take message ?"

"I'm afraid Mr X is busy. Shall I get him to call you back ?"

"I'm afraid Mr X is busy. Could you call back later, please ?"

"I'm afraid you've got the wrong number."

Step 4: EXPOSITION: (Explain the situation. State the main facts and all relevant information)

Person Calling

"Hello ? It's about your order. I'm afraid it's been delayed."

"It's about..."

"I'm calling about..." "I'm calling to ask you..." "I'm calling to let you know that..."

"I'm afraid there's been a mix up / a slip up / a mistake / an error / a misunderstanding."

"I'm afraid there's a problem with..."

Step 5: REQUIREMENTS: (Explain what you want the other person to do)

Person Calling / Person Called

"I was wondering if you could tell me..." "Would it be possible to..." "Could you possibly...?"

"If possible, I'd like..." "I would like ..." "Would you..." "Could I/you/it..." "Can I/you/it..."

Step 6: CONFIRMATION: (Summarize what has been agreed)

Person Called / Person Calling

"So, our Export Manager will send you a quotation later this week."

"OK, then. I will contact our Production department and try to bring forward the delivery."

"Right, I will call you back as soon as I have spoken to..."

Step 7: CONVENTIONAL ENDING:

Person Called

"Thank you for calling."

"Thank you very much. Goodbye."

"Goodbye, then."

"Bye, Sue."

Person Calling

"Not at all. Goodbye."

"Goodbye."

"Goodbye."

"Bye."

BUSINESS: I Apologize for the Inconvenience

VOCABULARY

“off the top of my head”

“...are on their way”

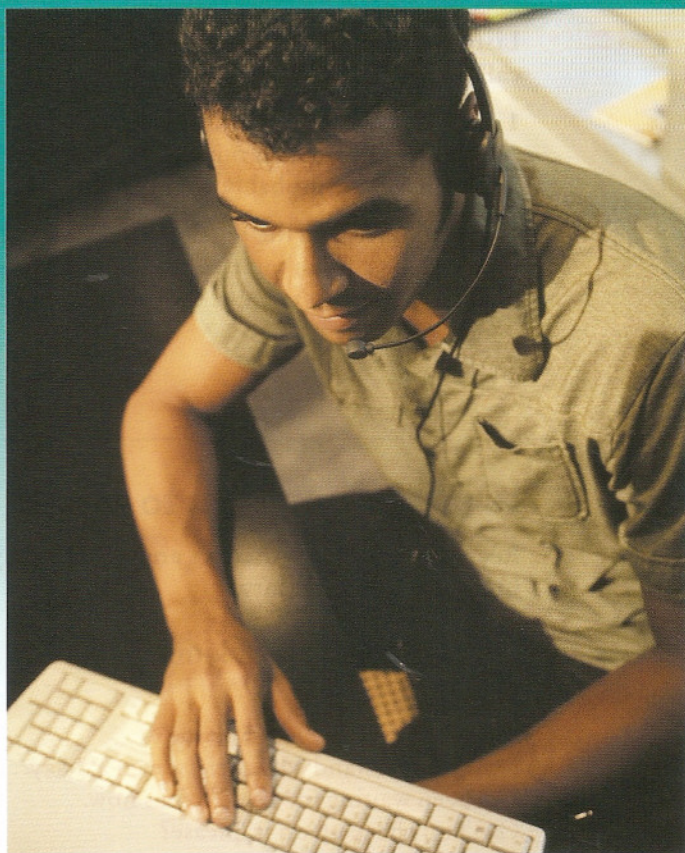
“shortly”

COMPREHENSION QUESTIONS:

- 1) Who has complained ?
- 2) What is her room number ?
- 3) What has she complained about ?
- 4) What does Miss Adams promise to do about it ?
- 5) What else is wrong with the room ?
- 6) What does Miss Adams promise to do about it ?

NB. When handling complaints (i) Say, “I’m sorry to hear that.” (ii) invite the caller to explain what has happened (do NOT interrupt them); (iii) express sympathy; (iv) accept responsibility (if appropriate); (v) apologize (if appropriate); (vi) promise action.

7 What's the problem?



Listening

Task 1



Listen to two phone conversations and take notes on the message pads.

1

Caller

Address

Notes

2

City Pizzas

Caller _____

Order no: 10964/32 (Monday 17 July)
_____ pizzas

Delivery: 21 July, 12.30,
Downtown Studio

Notes

Task 2



Listen to the calls in Task 1 again. Decide if the statements about the calls are true (T) or false (F).

- 1 The customer adviser checks the caller's postcode. T/F
- 2 The magazine comes out every month. T/F
- 3 The magazine probably got lost in the post. T/F
- 4 The caller hoped the missing pizzas were about to arrive. T/F
- 5 The caller couldn't understand how the mistake had been made. T/F
- 6 City Pizzas won't charge the caller for the total number of pizzas delivered. T/F

You will find the tapescript on page 101.

What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

Checking up on problems

Person calling

I still haven't received the order.
I can't understand why there's been a delay.
I've been waiting for seven weeks now.
Can you check up on it, please?

Person called

What seems to be the trouble?
Let me check the records.
It's obviously our mistake.
I'm very sorry about that.



Task 3

Complete the sentences with words from the list below. Use each word once only.

- 1 I'm phoning you about a matter.
- 2 You can't have packed it properly; the package was already when it was to us.
- 3 We expected a much higher standard of
- 4 I'm ringing to say how I was by the final result.
- 5 I can only on behalf of the company.
- 6 I'm afraid there's been a ; your order was dispatched to the wrong address.
- 7 We haven't received the parts from our supplier, so there's inevitably a in your order.
- 8 We're very sorry for the

processing
apologise

mix-up
delivered

inconvenience
disappointed

delay
serious

service
damaged

Task 4

Choose the best responses.

- 1 Can you explain why the consignment has got stuck at customs?
 - a So we can collect it, can we?
 - b We're not sure yet why it has been delayed.
 - c You mean they've stamped it.
- 2 It will be delivered by the courier company we always use.
 - a It's very fragile.
 - b Will they be here soon?
 - c Are they reliable?
- 3 I'll have to make a complaint.
 - a Yes, please do.
 - b When can you make it?
 - c If you see them, tell them.
- 4 I'm sorry to have to report that it isn't acceptable.
 - a Who's done it?
 - b We need better service.
 - c You'll have to put in a complaint.

- 5 There's been a bit of a mix-up.
 a Why did you disturb it?
 b I'm sorry everything is in the wrong place.
 c What's the problem?
- 6 I'll try to get things moving as quickly as I can.
 a The sooner you go, the better.
 b I'd appreciate that.
 c Don't move things without telling me.

Task 5



Listen to the phone conversation in Part 1 and complete the table. Then listen to the phone conversation in Part 2 and complete the notes on the message pad.

Caller	Reason for complaint	Next step

Quicklink Couriers

Fast Fax Central Service Department - Complaint (9 March)

Ref. No. RZ2984/W56

We collected fax machine from Fast Fax Central on: (1) _____

Driver tried to deliver fax machine on: (2) _____

Did driver leave card for customer? (3) _____

Now we must ring customer to arrange convenient time for

(4) _____

You will find the tapescript on page 103.

What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

Making and handling complaints (1)

Person calling

I'm afraid I have to make a complaint.

It's very inconvenient.

The standard of service was unacceptable.

We should have been warned there was a problem.

I think we'll have to ask for a refund.

What are you going to do about it?

Person called

I'm very sorry to hear that.

I'm very sorry about the delay.

I'll find out what has happened and ring you back.

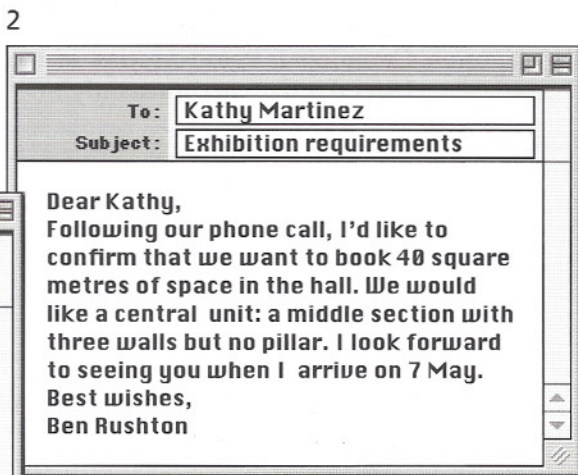
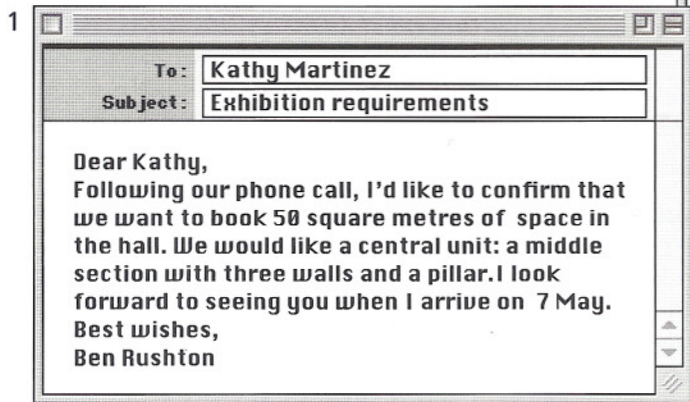
I shall make a full investigation into what went wrong.

I appreciate your position.

I can only apologise.

Task 6

-   Listen to the phone conversation in Part 1 and decide which email is the best record of what was said. Then listen to the phone conversation in Part 2 and answer the questions.



- 1 Where is Ben Rushton calling Kathy Martinez from?
- 2 What is wrong with the space Ben has been given?
- 3 Whose fault is it that the mistake was made?
- 4 How does Kathy resolve the problem?
- 5 By way of an apology, Kathy offers to help Ben in two ways. What are they?

You will find the tapescript on page 104.

Task 7

-   Listen to the phone conversation and complete the table.

Caller	Place called	Complaint 1	Complaint 2	Complaint 3

Listen again and answer the questions.

- 1 How long was the conference held by City Management Services at the hotel?
- 2 How many people from City Management Services stayed at the hotel?
- 3 Which of the three things the caller complains about was the most important and why?
- 4 Did the conference manager know about the problems City Management Services had experienced before the caller rang to complain?
- 5 By how much will the invoice be reduced by way of an apology?

You will find the tapescript on page 106.

Task 8

Complete the conversation with sentences from the list below.
Use each sentence once only.

A: 1 _____

B: Hello. Could you put me through to Oliver Chan, please?

A: 2 _____

B: Oh dear. Do you know when he'll be back?

A: 3 _____

B: Well, I'm afraid we're having problems with some of the parts you've sent us.

A: 4 _____

B: Yes, that sounds like the right department.

A: 5 _____

C: Technical Services. Jorge Casso speaking.

B: 6 _____

C: Good morning, Ms Peuser. How can I help you?

B: 7 _____

C: Do you have the code numbers for them, Ms Peuser?

B: 8 _____

C: Yes, that's a specially designed range, I think.

B: 9 _____

C: What seems to be the problem with them?

B: 10 _____

- a I'll put you through to Jorge Casso then.
- b I'm afraid he's away from the office.
- c Yes, they're all from the DE1065 range.
- d Oh, hello, my name's Claudette Peuser, I'm from Tyson-Scotts.
- e Well, I'm afraid they're not exactly the right dimensions.
- f CTK Electronics. Good morning.
- g Not until next week, I'm afraid. Can somebody else help you?
- h That's right.
- i Well, we bought some special parts from you and ...
- j I see. Technical Services should be able to help you.

Language study

Task 9 Apologising

It is sometimes necessary to apologise because someone has not done something that they *should have done*. Study this example.

The consignment was delayed at the customs. (send/more documentation)

*I'm sorry. We **should have sent** more documentation.*

Now apologise in a similar way in these situations.

- 1 The hotel rooms weren't clean when the guests arrived. (check/ready)
- 2 Nobody told us there was a problem. (we/warn you/about delay)
- 3 You sent our parcel to the wrong address. (check/your order)
- 4 Two of the three boxes arrived damaged. (pack/properly)
- 5 There was no instruction manual. (put/in the box)
- 6 The contract wasn't included with everything else. (check/envelope/before sending it out)

Task 10 Getting things done

You will often need to say that you will get another person to perform a service for the person you are talking to. Study this example.

The room you put me in isn't clean.

*I'll **have it cleaned** for you.*

Now change these sentences in a similar way.

- 1 Are you sure this invoice is correct? (check)
- 2 The photocopier isn't working properly. (fix)
- 3 There may be some letters for me. (forward)
- 4 I'd like some information about the latest model. (send)
- 5 We need the parts as soon as possible. (dispatch at once)
- 6 I've left my luggage in the conference room on the 10th floor. (bring down)

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student A has information on this page, Student B on page 76. Sit back to back. Student A should now 'call' Student B. When you have done the calls once, change roles.

A1 You are a colleague of Tony Martin at Fast Fax Central Service Department. Tony has had to go home suddenly and has asked you to make an urgent call on his behalf. He had promised to ring Vera Steiner back as soon as possible to explain why there had been such a delay in receiving her repaired fax machine. Tony had discovered that it was Quicklink Couriers' fault. You know Ms Steiner is very angry and has been very inconvenienced. Explain that Quicklink Couriers will call her to apologise and fix a convenient time for delivery.

A2 You work at Quicklink Couriers, and are in charge of customer liaison. You have learnt about the problem when one of the new drivers forgot to leave a card saying he'd tried to deliver a repaired fax machine to a customer of Fast Fax Central over a month ago. You now have to ring the customer, Vera Steiner, to apologise for the driver's mistake, and to arrange a convenient time for the fax machine to be delivered.

A3 You are a colleague of Ben Rushton, who is busy with a customer at the moment. It's the second day of the exhibition, and Ben has asked you to ring Kathy Martinez, of Exhibition Organisers, who have made all the arrangements. Ben had ordered a buffet lunch for 35 people at the stand, to be ready at 12.30. It is now 1 p.m. and there is still no sign of any food or drink, or any waitresses. You are getting increasingly concerned, as you have invited several important clients to the buffet, and they have already arrived.

7 What's the problem?

B1 You are staying in Vera Steiner's apartment all this week. Vera has had to go out for a short time to send some faxes and post some parcels. You overheard the phone call when Vera rang Fast Fax Central to find out why her fax machine was taking so long to be repaired. She has already explained to you how frustrated she is at not having a fax machine at the moment.

B2 You are the same person as in B1, and Vera is still out. Make sure the caller knows how inconvenient it has been for Vera not having her fax machine for so long. Explain to the caller that Vera is self-employed and that she is dependent on technology in order to earn her living. You know that Vera will be away for the next two days, and you have made arrangements to do several things this week yourself. You will need to look in your own diary to arrange a time for delivery.

B3 You are a colleague of Kathy Martinez, at Exhibition Organisers. It is the second day of the exhibition, and you are all working flat out. You don't know where Kathy is at the moment (1 p.m.). You know the catering staff have been under a lot of pressure, and that some of the exhibitors have not received exactly what they ordered. Your job is to try to sort out all the problems and apologise for anything that has gone wrong.

8 Handling complaints

B1 You are Marina Donato, and you are furious that Flyfast Airlines lost your luggage after your flight from Genoa. When they ring you, make sure they understand how inconvenient it is for you not having your luggage. You have had to buy some toiletries, and have borrowed clothes from a colleague. You don't intend to use Flyfast Airlines again.

B2 You are a friend of Bettina Seitz, who is out at the moment. You know all about the problems Bettina has had getting her computer monitor repaired, and the inconvenience it has caused her. She has had to rent a monitor in order to work, and you think she should get some compensation for the expenses she has incurred. Arrange a time for the monitor to be delivered.

B3 You are Mr Wainwright. Superior Accommodation advertise an apartment you own and rent it out to visitors. The income you receive from them is very important to you. You have had a lot of problems recently.

- You had forgotten which day the American visitors were due to arrive.
 - The cleaner didn't clean the apartment because she was ill. She didn't ring you to explain the problem until this morning.
 - You didn't know what a dreadful mess the previous visitors had left the apartment in.
- You are very apologetic.

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student A has information on this page, Student B on page 76. Sit back to back. Student A should now 'call' Student B. When you have done the calls once, change roles.

A1 You are a colleague of Rob Godwin at Flyfast Airlines. Rob has asked you to ring Marina Donato. You have managed to track down her missing luggage, but unfortunately you will not be able to get it to her hotel until tomorrow afternoon. Call her to apologise for the delay, and explain that Flyfast Airlines will offer her some compensation for the expenses she will incur because her luggage is missing.

A2 You work in the service department of Bell-Watson Computers. Call Bettina Seitz to tell her that her computer monitor has now been repaired. Try to arrange a time for it to be delivered.

A3 You work at Superior Accommodation. You call Mr Wainwright, the 'unreliable' owner of the apartment that Ms Clayton had booked through your agency. You have several points to complain about:

- He didn't have his mobile switched on, so the clients and the agency couldn't contact him.
- He kept the clients waiting outside the apartment.
- The apartment hadn't been cleaned in readiness for the clients.
- Superior Accommodation is having to pay for the clients to stay overnight in a hotel while the apartment is made ready for them.
- You are only willing to deal with reliable owners, so you will no longer advertise Mr Wainwright's apartment on your website.

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WRITING ACTIVITY

Last week, you flew from Rome to New Zealand on Kiwi Air flight KA 486. They lost some of your baggage, including three very important things, and the service they provided was unsatisfactory in two other ways. Now write a letter of complaint to Mr Tom O'Connor of Kiwi Air at 17 Vine Street, Wellington, New Zealand explaining what has happened, what was lost and what you want him to do about it. Do not forget to include all the relevant information including names, addresses, dates, telephone numbers etc.

2) LETTERS OF COMPLAINT: The Conventional Order of Steps (Harper 2006)

2a) Study this explanation of how to write a letter of complaint.

Step 1: SALUTATION: *"Dear Mr / Mrs / Miss / Ms Jones" "Dear Sir / Madam / Sir or Madam / Dear Sirs"*

Step 2: INTRODUCTION: Situating the complaint in time and/or place.

Re: Club Med Holiday in Bali, August 2015

"Last week/month, I..." "On (date), I..."

Step 3: COMPLAINT: *"I am writing to make a complaint about..."*

"I would like to complain about..."

"I feel I must complain about..."

Step 4: EXPOSITION: Stating the main facts and all relevant information.

"My holiday in.....X..... was a complete disaster. Firstly,... Secondly,... Thirdly,..."

"Your advertisement/brochure/ representative stated that... In fact,"

"The goods which we ordered on..., and which arrived on..., were totally unsatisfactory.

Firstly, ... Secondly..., Thirdly..."

"According to your letter of (date) / our contract of (date)... In fact, ..."

"I understood that, In fact,..."

Step 5: JUSTIFICATION: *"In view of the above,..."*

"For a product/holiday /service of this price, I would expect..."

"It is unreasonable to expect..."

"It is intolerable that..."

"I feel that I/your customers have been misled..."

Step 6: REQUIREMENTS: Explaining what you want the addressee to do.

"I would like..."

"If you do not within..x..days..., I will be forced to..."

"Unless you.... within..x..days..., we will be forced to..."

"I would therefore be grateful if you would..."

"I would be much obliged if you could..."

Step 7: INVITATION TO FURTHER COMMUNICATION: Inviting the addressee to contact you.

"In the meantime, I am available at the above address and telephone number."

"I look forward to hearing from you."

Step 8: CONVENTIONAL ENDING: *"Yours faithfully / Yours sincerely"*

Step 9: IDENTIFICATION: Your signature and name, clearly printed.

2b) Now read Letter 2 on the next page and indicate where **Steps 1-9** are in the text.