

Listening to Understand

Name:

Institution:

Course Title:

Assignment Name:

Instructor:

Date:

Listening to Understand

Response:

Hello Wanda. (Good morning or evening). This is..... Hope, you're doing well.

Listening to your voicemail, I got really worried with the information of a delayed shipment which is over a week late, due to unknown reasons. I don't really know how this happened in the first place but I recognize that this shipment is very important as it is for one of our primary customers. I have noted your concern that this issue needs to be quickly resolved, as soon as possible, with the top priority.

Wanda, I will do what you've suggested. I agree with you that careful action is necessary on an urgent basis to build our position back in the eyes of that client. I am going to call Sara Robbins to explain the situation right after this voicemail to you. I will try to assure them that they'll receive a full shipping refund and that they get their shipment by Thursday, without any further delay. I completely understand that you don't want to lose this customer as they are one of our primary and potential clients.

For now, I'll monitor the process closely, from the refund to the shipment process so that no other complication happens. I will also try to track the reason why this shipment got delayed so that it won't happen again in the future with any shipment and with any client. I'll inform you about this once I get the real information.

Please don't worry, I'll keep you informed on any developments as we work to fix this issue as a team. Thank you for bringing this to my attention. Would you like me to add any

specific thing to my conversation with Sara? Please let me know. Rest assured that I will handle this issue with priority. Have a nice day. Bye.