B2 363 words · 2 min

The Coffee Machine Says Enjoy

Nora bought a coffee machine online. After nine days it has stopped working, so she calls the customer service line. Read the dialogue and answer the questions.

Agent	Good morning, you're through to Brightwater Home Appliances, my name is Sam. How can I help you today?
Nora	Hi Sam. I bought one of your coffee machines nine days ago, and it has stopped working.
Agent	I'm sorry to hear that. Could you describe what happens when you switch it on?
Nora	It makes a sound like a small helicopter, then the display shows "Enjoy", and then nothing. No coffee, no water, nothing.
Agent	I see. And has the machine been descaled since you bought it?
Nora	Sam, I have had it for nine days.
Agent	Of course. I have to ask, it's on my screen. Have you tried turning it off and on again?
Nora	Yes. Twice. The second time it said "Enjoy" twice, which felt a bit sarcastic.
Agent	That does sound frustrating. Let me check the order. Could you give me the order number?
Nora	BW-44120. It's on the invoice, next to a picture of a very happy woman holding a cup. I do not feel like that woman.
Agent	Thank you. I can see the order. You're still within the fourteen-day return period, so we can offer you a full refund or a replacement.
Nora	What would you do?

Agent	Honestly? I'd take the replacement. This model is normally very reliable. You've probably just got an unlucky one.
Nora	An unlucky coffee machine.
Agent	They exist. I've spoken to a lot of them.
Nora	Fine, replacement. How long will it take?
Agent	Three to five working days. The courier will collect the old one when he delivers the new one, so you don't need to pack anything.
Nora	And if the new one also only says "Enjoy"?
Agent	Then you call back, ask for Sam, and I will personally make you a coffee.
Nora	Is that company policy?
Agent	No. But it's a promise.
Nora	All right, Sam. Thank you. You've been surprisingly helpful.
Agent	Surprisingly is the nicest thing anyone has said to me today. Have a good morning.