

Conversación entre un Cliente y un Representante de Atención a Clientes

¡Hola! Bienvenidos otra vez a Inglés para tu Trabajo.com

En esta sesión vamos a escuchar una conversación entre un Cliente y un Representante de Atención a Clientes sobre temas relacionados a pedir disculpas en inglés, para que puedas practicar tu escucha activa.

Esta conversación de Inglés Dual está diseñada para ayudarte a mejorar tu comprensión auditiva.

Escucharás el primer enunciado en inglés, después el mismo enunciado traducido al español, seguido por el mismo enunciado en inglés una vez más.

Esto se repetirá para todos los enunciados, y al final escucharás la conversación completa en inglés para que puedas practicar tu escucha activa una vez más.

- Let's get started!
- ¡Vamos a iniciar!
- Let's get started!

Conversation between a Customer and a Customer Service Representative

Conversación entre un Cliente y un Representante de Atención a Clientes

- **Cliente:**

- Hi, I received my package today, but one of the items is missing.
- **Hola, recibí mi paquete hoy, pero falta uno de los artículos.**
- Hi, I received my package today, but one of the items is missing.

- **Representante de Atención a Clientes:**

- Oh no, I'm really sorry about that. Could you tell me which item is missing?
- **Oh no, lo siento mucho. ¿Podría decirme qué artículo falta?**
- Oh no, I'm really sorry about that. Could you tell me which item is missing?

- **Cliente:**

- Yes, the wireless headphones were not in the box.
- **Sí, los audífonos inalámbricos no estaban en la caja.**
- Yes, the wireless headphones were not in the box.

- **Representante de Atención a Clientes:**

- I apologize for the mistake. Sometimes items get shipped separately by accident. Let me check your order.
- Le pido disculpas por el error. A veces los artículos se envían por separado por accidente. Déjeme revisar su pedido.
- I apologize for the mistake. Sometimes items get shipped separately by accident. Let me check your order.

- **Cliente:**

- Okay, thank you.
- Está bien, gracias.
- Okay, thank you.

- **Representante de Atención a Clientes:**

- I see here that the headphones were supposed to be included. I'm sorry again for the inconvenience. We can send a replacement right away.
- Veo aquí que los audífonos debían estar incluidos. Lamento nuevamente el inconveniente. Podemos enviar un reemplazo de inmediato.
- I see here that the headphones were supposed to be included. I'm sorry again for the inconvenience. We can send a replacement right away.

- **Cliente:**

- I appreciate that. Thank you for apologizing and helping me.
- Lo aprecio. Gracias por disculparse y ayudarme.
- I appreciate that. Thank you for apologizing and helping me.

- **Representante de Atención a Clientes:**

- Yes, of course. Would you like the replacement sent to the same address?
- Sí, por supuesto. ¿Desea que el reemplazo se envíe a la misma dirección?
- Yes, of course. Would you like the replacement sent to the same address?

- **Cliente:**

- Yes, the same address is fine.
- Sí, la misma dirección está bien.
- Yes, the same address is fine.

- **Representante de Atención a Clientes:**

- Great. I've processed the replacement. It should arrive within three business days.
- Excelente. He procesado el reemplazo. Debería llegar en un plazo de tres días hábiles.
- Great. I've processed the replacement. It should arrive within three business days.

- **Cliente:**

- That's good to hear. But can you explain why this happened?
- Qué bueno escuchar eso. ¿Pero puede explicarme por qué sucedió esto?
- That's good to hear. But can you explain why this happened?

- **Representante de Atención a Clientes:**

- I understand your concern. I'm very sorry. It looks like the warehouse staff accidentally packed your package without the headphones.
- Entiendo su preocupación. Lo siento mucho. Parece que el personal del almacén empacó su paquete sin los audífonos por accidente.
- I understand your concern. I'm very sorry. It looks like the warehouse staff accidentally packed your package without the headphones.

- **Cliente:**

- Thanks for the explanation. I accept your apology.
- Gracias por la explicación. Acepto su disculpa.
- Thanks for the explanation. I accept your apology.

- **Representante de Atención a Clientes:**

- Thank you for your understanding. Is there anything else I can help with?
- Gracias por su comprensión. ¿Hay algo más en lo que pueda ayudarle?
- Thank you for your understanding. Is there anything else I can help with?

- **Cliente:**

- Actually, yes. I noticed a small scratch on the cell phone I ordered. It's not broken, but it doesn't look new.
- De hecho, sí. Noté un pequeño rayón en el teléfono celular que pedí. No está rota, pero no parece nueva.
- Actually, yes. I noticed a small scratch on the cell phone I ordered. It's not broken, but it doesn't look new.

- **Representante de Atención a Clientes:**

- Oh dear, I apologize for that as well. We can exchange the phone if you prefer.
- Vaya, también le pido disculpas por eso. Podemos cambiar el teléfono si lo prefiere.
- Oh dear, I apologize for that as well. We can exchange the phone if you prefer.

- **Cliente:**

- No, it's okay. Since it works fine, I'll keep it.
- No, está bien. Como funciona bien, me lo quedaré.
- No, it's okay. Since it works fine, I'll keep it.

- **Representante de Atención a Clientes:**

- I appreciate your flexibility. To make up for the trouble, I can offer a 10% discount on your next order.
- Agradezco su flexibilidad. Para compensar el inconveniente, puedo ofrecerle un 10% de descuento en su próxima compra.
- I appreciate your flexibility. To make up for the trouble, I can offer a 10% discount on your next order.

- **Cliente:**

- That sounds fair. Thank you.
- Eso suena justo. Gracias.
- That sounds fair. Thank you.

- **Representante de Atención a Clientes:**

- You're welcome. I'll send the discount code to your email today.
- De nada. Enviaré el código de descuento a su correo electrónico hoy.
- You're welcome. I'll send the discount code to your email today.

- **Cliente:**

- Perfect. I really appreciate your help.
- Perfecto. Aprecio mucho su ayuda.
- Perfect. I really appreciate your help.

- **Representante de Atención a Clientes:**

- It's my pleasure to assist you. Again, I'm sorry for the issues with your order.
- Es un placer ayudarlo. Nuevamente, lamento los problemas con su pedido.
- It's my pleasure to assist you. Again, I'm sorry for the issues with your order.

- **Cliente:**

- No problem. I understand. I'm glad it is all resolved now.
- No hay problema. Entiendo. Me alegra que todo esté resuelto ahora.
- No problem. I understand. I'm glad it is all resolved now.

- **Representante de Atención a Clientes:**

- Thank you for shopping with us. Have a great day!
- Gracias por comprar con nosotros. ¡Que tenga un excelente día!
- Thank you for shopping with us. Have a great day!

- **Cliente:**

- You, too. Have a nice day!
- **Igualmente. ¡Que tenga un buen día!**
- You, too. Have a nice day!

Ahora, vamos a revisar la conversación completa una vez más, pero solamente en inglés. Aquí vamos:

Conversation between a Customer and a Customer Service Representative

- **Cliente:**

- Hi, I received my package today, but one of the items is missing.

- **Representante de Atención a Clientes:**

- Oh no, I'm really sorry about that. Could you tell me which item is missing?

- **Cliente:**

- Yes, the wireless headphones were not in the box.

- **Representante de Atención a Clientes:**

- I apologize for the mistake. Sometimes items get shipped separately by accident. Let me check your order.

- **Cliente:**

- Okay, thank you.

- **Representante de Atención a Clientes:**

- I see here that the headphones were supposed to be included. I'm sorry again for the inconvenience. We can send a replacement right away.

- **Cliente:**

- I appreciate that. Thank you for apologizing and helping me.

- **Representante de Atención a Clientes:**

- Yes, of course. Would you like the replacement sent to the same address?

- **Cliente:**

- Yes, the same address is fine.

- **Representante de Atención a Clientes:**

- Great. I've processed the replacement. It should arrive within three business days.

- **Cliente:**

- That's good to hear. But can you explain why this happened?

- **Representante de Atención a Clientes:**

- I understand your concern. I'm very sorry. It looks like the warehouse staff accidentally packed your package without the headphones.

- **Cliente:**

- Thanks for the explanation. I accept your apology.

- **Representante de Atención a Clientes:**

- Thank you for your understanding. Is there anything else I can help with?

- **Cliente:**

- Actually, yes. I noticed a small scratch on the cell phone I ordered. It's not broken, but it doesn't look new.

- **Representante de Atención a Clientes:**

- Oh dear, I apologize for that as well. We can exchange the phone if you prefer.

- **Cliente:**

- No, it's okay. Since it works fine, I'll keep it.

- **Representante de Atención a Clientes:**

- I appreciate your flexibility. To make up for the trouble, I can offer a 10% discount on your next order.

- **Cliente:**

- That sounds fair. Thank you.

- **Representante de Atención a Clientes:**

- You're welcome. I'll send the discount code to your email today.

- **Cliente:**

- Perfect. I really appreciate your help.

- **Representante de Atención a Clientes:**

- It's my pleasure to assist you. Again, I'm sorry for the issues with your order.

- **Cliente:**

- No problem. I understand. I'm glad it is all resolved now.

- **Representante de Atención a Clientes:**

- Thank you for shopping with us. Have a great day!

- **Cliente:**

- You too. Have a nice day!

Escucha este audio en las veces que sea necesario, hasta que puedas entender la sección en inglés sin dificultades.

Eso es todo por esta sesión.

Good job!

¡Buen trabajo!

Good job!

NOTAS:

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