**Assignment 4 “Anna”**

**Read the following introduction and then finish the conversation below.**

***“Thank you for your email. We aim to reply within 14 working days.”***

14 working days, that's almost 3 weeks! I know IKEA is headquartered in Sweden where the pace of life is a little slower, but 2 weeks to reply to an email, some Glaciers move faster than that!

Anyway, I was pleased to learn from the same response that in urgent cases I could ring IKEA (which now had a waiting time of 2 hours) or speak to Anna, your virtual assistant.

At that point I got curious, maybe Anna could help me? Below you will find an extract of my conversation with your virtual assistant Anna.

Okay, I admit. Towards the end I got carried away a little. So, back to my problem with your customer service. As you will see, Anna couldn’t help me, IKEA aims to reply to emails within 14 days, and let customers wait for 2 hours on the phone. Seriously, what kind of customer service is that?

**I said:** *[Zeg dat de verkeerde onderdelen van een bed geleverd zijn en dat je wilt dat IKEA deze komt ophalen.]*

**Anna said:** If you have a query with your delivery. Please contact us for further assistance. Please see the page I'm opening now for contact information.

**I said:**  *[Zeg dat je niet wilt bellen want de wachtrij is te lang. Herhaal vorige vraag.]*

**Anna said:** There are many options for bed available on our catalogue. In order to narrow your search select one specific category from the ones listed on the window below me.

**I said:** *[Zeg dat je niets wilt kopen, maar dat je een product wilt retourneren!]*

**Anna said:** You don't have to do anything you don't want to.

**I said:** *[Zeg dat je dit antwoord niet snapt, en dat je wilt dat IKEA de verkeerd bezorgde onderdelen komt ophalen.]*

**Anna said:** Sorry, that's not something we sell. You can see all the products we currently sell at our stores on this web page I am opening for you now.

**I said:**  *[Zeg dat je niets wilt kopen, en vraag of deze klantenservice jou vandaag gaat helpen.]*

**Anna said:** Unfortunately IKEA does not currently offer the service of store pick-up for online orders.

**I said:**  *[Zeg dat dit gesprek niet gaat zoals jij wilt. Vraag Anna wat zij ervan denkt.]*

**Anna said:** Ask me about IKEA stores, products, and services. My knowledge about all issues related to IKEA improves every day.

**I said:** *[Vraag of Anna jou wil bellen.]*

**Anna said:** Unfortunately details left here cannot be passed on, if you require us to call you, please email us or use our online chat service. Thank you.

**I said:**  *[Zeg dat je niet kunt mailen, je kunt alleen een formulier invullen en 2 uur aan de telefoon wachten. Vraag of IKEA het slechtste bedrijf is aller tijden.]*

**Anna said:** We take all complaints seriously, and do our best to resolve them. Please contact us directly to allow us to help you. See the page I'm opening now for contact methods.