

1 Complete the dialogue with the words and phrases below.

broken	give refunds	going to write	have my money
not happy	receipt	there's a problem	what's wrong

Sales Assistant Hello, can I help you?

Customer Yes, I bought this games console yesterday and
1 _____ with it.

Sales Assistant Oh dear, 2 _____ with it?

Customer The on/off button is 3 _____.

Sales Assistant Ah yes, I can see that.

Customer Can I 4 _____ back, please?

Sales Assistant Have you got the 5 _____ ?

Customer No, I haven't. I threw it away.

Sales Assistant Well, I'm afraid we don't 6 _____ without
a receipt.

Customer I'm 7 _____ about that. This console cost me
£250 and now it doesn't work.

Sales Assistant I'm sorry, but that's our policy.

Customer I'm 8 _____ to your head office. I think this
is terrible!

2 Act out the dialogue in pairs.

3 **SPEAKING** Work in pairs. Practise a dialogue in a shop and then perform it to the class.

Student A You are the customer. Choose one of the problems below or use your own ideas and complain to the sales assistant.

- A smartphone – the charger doesn't work
- A laptop – the USB drive is broken
- A pair of jeans – they shrank (got smaller) after the first wash
- A camera – the lens is scratched
- A bag – the zip is broken
- An e-book reader – the screen is broken

Student B You are the sales assistant. Find out when the item was bought. Ask if the customer has got a receipt. Offer to refund / exchange / repair the item.

9 Functional Language

Practice: Making a complaint

Aims: To practise making and dealing with complaints. This draws on the language in Lesson 9G.

Time: 15–20 minutes

Materials: 1 handout for each student

Exercise 1

- Give each student a handout and ask them to look at the exercise. Ask a few quick comprehension questions: *What did the customer buy?* (a games console); *How much did it cost?* (£250); *Is the customer happy at the end of the conversation?* (no). Then tell students to choose the correct words and phrases to complete the dialogue.

KEY

- 1 there's a problem
- 2 what's wrong
- 3 broken
- 4 have my money
- 5 receipt
- 6 give refunds
- 7 not happy
- 8 going to write

Exercise 2

- Students work in pairs to act out the dialogue. Ask one or two pairs of students to perform the dialogue to the rest of the class.

Exercise 3

- Students work in pairs to choose one of the problems and role-play a dialogue between a customer and a sales assistant. Alternatively, they could use their own ideas. Read out all the problems to the class first and check that they understand the meaning of *lens* and *zip*. Students can act out their dialogues to the whole class or to another pair of students.