

Name: _____ Group: _____

What people are complaining about?

Activity I.

1 Work in pairs. Read the conversations and discuss what people are complaining about.

Conversation 1

Service assistant: Hello! Customer services. What can I do for you?

Billy: I want to return a video game. It doesn't work.

Service assistant: What do you mean?

Billy: It doesn't load. The screen just stays black.

I guess it is faulty.

Service assistant: Oh, I see. When did you buy it?

Billy: About two months ago.

Service assistant: That's too bad. We can only give you back your money if products are returned 30 days after the purchase. But we can replace your game.

Billy: That's fine. I don't want a refund, I just want to exchange the game, please.

Service assistant: OK then, I'll get you another one.

Billy: Great! Thank you very much.



Vocabulary

Directions. Match with a line

Customer services

Return

Load

Screen

Stays

Faulty

Ago

Purchase

Replace

Refund

☐ Atrás

☐ Pantalla

☐ Reemplazar

☐ Servicios al cliente

☐ Compra

☐ Regreso

☐ Reembolso

☐ Defectuoso

☐ Permanece

☐ Carga

DIRECTIONS. Answer the question.

Is this a conversation face to face? Yes, it is.
No, it is not.
Is this a conversation on the phone? Yes, it is.
No, it is not.

Conversation 2

Carlos: Excuse me!

Waiter: Yes, sir. How can I help you?

Carlos: We waited a long time for our food. It's finally here but it is cold!

Waiter: I'm very sorry to hear that. I'll replace your dishes.

Carlos: No, thank you. I'm not paying for any of these!

Waiter: Please, sir. I can bring the food again, but I'm afraid you must pay for what you ordered. Please accept some dessert on the house as compensation.

Carlos: I don't think I can eat anymore. I'm too angry. Just bring me the check.

Waiter: Of course, sir. And again, my apologies.



Directions. Match with a line

Vocabulary

Directions. Match with a line

waited
paying
I'm afraid
dessert
compensation
check
apologies

postre
disculpas
compensación
Me temo que
esperamos
pago
cuenta

DIRECTIONS. Answer the question.

Is this a conversation face to face? Yes, it is.
No, it is not.

Is this a conversation on the phone? Yes, it is.

No, it is not.

Match with a line.

Conversation 1

Service assistant: Hello! **Customer services.** What can I do for you?

Billy: I want to **return** a video game. It doesn't work.

Service assistant: What do you mean?

Billy: It doesn't **load**. The **screen** just **stays** black.

I guess it is **faulty**.

Service assistant: Oh, I see. When did you buy it?

Billy: About two months **ago**.

Service assistant: That's too bad. We can only give you back your money if products are returned 30 days after the **purchase**. But we can **replace** your game.

Billy: That's fine. I don't want a **refund**, I just want to exchange the game, please.

Service assistant: OK then. I'll get you another one.

Billy: Great! Thank you very much.

- | | |
|--------------------------|---|
| ☐ | Hace como dos meses |
| ☐ | No se carga. La pantalla sólo permanece en blanco. Yo creo que está defectuoso. |
| ☐ | Hola! Servicio al cliente. ¿Qué puedo hacer por usted? |
| ☐ | Está bien. No quiero un reemplazo . Yo sólo quiero cambiar el juego, por favor. |
| ☐ | ¡Genial! Muchas gracias. |
| ☐ | Está bien, entonces le daré otro. |
| ☐ | Quiero regresar un video juego. No trabaja bien. |
| ☐ | ¿Qué quiere decir? |
| ☐ | Eso es muy malo. Sólo le regresamos el dinero si sus productos son regresados 30 días después de la compra. Pero podemos reemplazar su juego. |
| ☐ | ¡Oh! Ya veo. ¿Cuándo lo compró? |

Match with a line.

Conversation 2

Carlos: Excuse me!

Waiter: Yes, sir. How can I help you?

Carlos: We **waited** a long time for our food. It's finally here but it is cold!

Waiter: I'm very sorry to hear that. I'll replace your dishes.

Carlos: No, thank you. I'm not **paying** for any of these!

Waiter: Please, sir. I can bring the food again, but I'm afraid you must pay for what you ordered. Please accept some **dessert** on the house as **compensation**.

Carlos: I don't think I can eat anymore. I'm too angry. Just bring me the **check**.

Waiter: Of course, sir. And again, my **apologies**.



- | | |
|--------------------------|---|
| ☐ | No, gracias. ¡No voy a pagar por nada de eso! |
| ☐ | Por supuesto señor. Otra vez mis disculpas. |
| ☐ | Disculpe! |
| ☐ | No creo que pueda comer nada más. Estoy demasiado enojado. Sólo tráigame la cuenta. |
| ☐ | Estoy muy apenado de escuchar eso. Reemplazaré sus platillos. |
| ☐ | Por favor señor. Puedo traer su comida otra vez , pero me temo que debe pagar por lo que ordenó. Por favor acepte algunos postres de la casa como compensación. |
| ☐ | ¡Sí señor, ¿Cómo puedo ayudarle? |
| ☐ | Esperamos un largo tiempo por nuestra comida. Finalmente está aquí, pero está fría. |