

9G

Speaking

Making a complaint

I can complain about faulty goods in a shop.



1 Describe the photo. Answer the questions.

- 1 What are the people saying, do you think?
- 2 Do you often take the things you have bought back to the shop? Why?
- 3 Tell us about a situation when you had to return a faulty item to a shop.

You are returning a gadget to a shop because something has gone wrong with it. Discuss these four issues during the conversation with the shop assistant:

- What the gadget is and when you bought it.
- What the problem is.
- What you want to happen next.
- What you will do if that isn't possible.

2 **3.14** Read the task above. Then listen to a student doing the task. Circle the correct answers.

- 1 The student is returning
 - a CD player.
 - a DVD player.
- 2 The student can't
 - charge the batteries.
 - turn on the player.
- 3 The student would like
 - an exchange.
 - a refund.
- 4 The sales assistant offers to
 - repair it.
 - exchange it.

3 **VOCABULARY** Which of these gadgets do you own? Would you like to own any other? Why? / Why not?

Gadgets digital camera digital radio DVD player
e-book reader games console headphones
mobile phone MP3 player smartphone tablet

➔ **Vocabulary Builder** Gadgets: page 121

6 **3.15** Listen to another student. What parts of the gadget did she and the sales assistant mention?

7 **KEY PHRASES** Complete the phrases with the words below.

broken come exchange happy manager money
problem repair something stopped work write

Making a complaint

There's a ¹ _____ with ...
There's ² _____ wrong with ...
It doesn't ³ _____.
It has ⁴ _____ working.
It's ⁵ _____.
The (dial) has ⁶ _____ off.
Can I have my ⁷ _____ back, please?
Can I ⁸ _____ it, please?
Can you ⁹ _____ it?
I'm not ¹⁰ _____ about that.
Can I see the ¹¹ _____, please?
I'm going to ¹² _____ to (customer services).

8 **3.15** Listen again. Tick the phrases in exercise 7 that the student uses.

Speaking Strategy

When you are doing a speaking task, make sure you refer to all four points in the task. It is also important that you react and respond properly to what is said during the conversation.

4 **3.14** Read the **Speaking Strategy**. Listen again and say if the student mentioned all the points in the task and responded well to the sales assistant's contributions.

5 **VOCABULARY** Look at the list of parts of gadgets below. Choose three gadgets from exercise 3. Which parts can you find on or with these gadgets?

Parts of gadgets battery case charger on/off button
power lead remote control screen strap
USB port volume control

9 **KEY PHRASES** Match the sentence halves.

Dealing with a complaint

- | | |
|-------------------|------------------|
| 1 What's wrong | a a refund? |
| 2 When did you | b repair it. |
| 3 Have you got | c a credit note. |
| 4 Would you like | d the receipt? |
| 5 We don't give | e refunds. |
| 6 I can give you | f with it? |
| 7 We can | g I can do. |
| 8 There's nothing | h buy it? |

10 **SPEAKING** Work in pairs. Do the exam task in exercise 2. Take turns to be the shop assistant and the customer. Use words and phrases from this lesson to help you.