

INSTRUCTION: Put the expressions in the correct category.

1.- I have a complaint to make...

5.- You could receive a refund/a free replacement/a full reimbursement instead.

2.- I'd appreciate that

6.- That's fantastic!
Thank you!

8.- Excuse me but there is a problem about...

3.- We can replace...for you.

9.- Thank you, I Will.

4.- Thanks, I will do it.

7.- To compensate for the inconvenience, I can offer you a....

10.- I'm afraid I have a complaint about...

Expressions of complaints

Expressions of solutions

Expressions of Gratitude