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	☐ Atrás
Return	☐ Pantalla
Load	☐ Reemplazar
Screen	☐ Servicios al cliente
Stays	☐ Compra
Faulty	☐ Regreso
Ago	☐ Reembolso
Purchase	☐ Defectuoso
Replace	☐ Permanece
Refund	☐ Carga

LIVEWORKSHEETS

DIRECTIONS. Answer the question.

Is this a conversation face to face? Yes, it is.

No, it is not.

Is this aconversation 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	postre
paying	disculpas
I´m afraid	compensación
dessert	Me temo que
compensation	esperamos
check	pago
apologies	cuenta

DIRECTIONS. Answer the question.

Is this a conversation face to face? Yes, it is.

No, it is not.

LIVEWORKSHEETS

Is this aconversation on the phone? Yes, it is.

No, it is not.

Match with a line.

Conversation 1

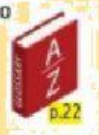
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Service assistant: OK then. I'll get you another one.
Billy: Great! Thank you very much.

___ 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.

LIVEWORKSHEETS