Extra Training

Linkers

Task 1601

Choose the correct linker to fill in the situations.

1. _____ the fact that I paid for next day delivery, the item took three days to arrive. _____ the advertisement said the laptop would come with a free case, it is missing. _____ paying for four items on your website, I only received three in the post. _____, the delivery men were rather rude.

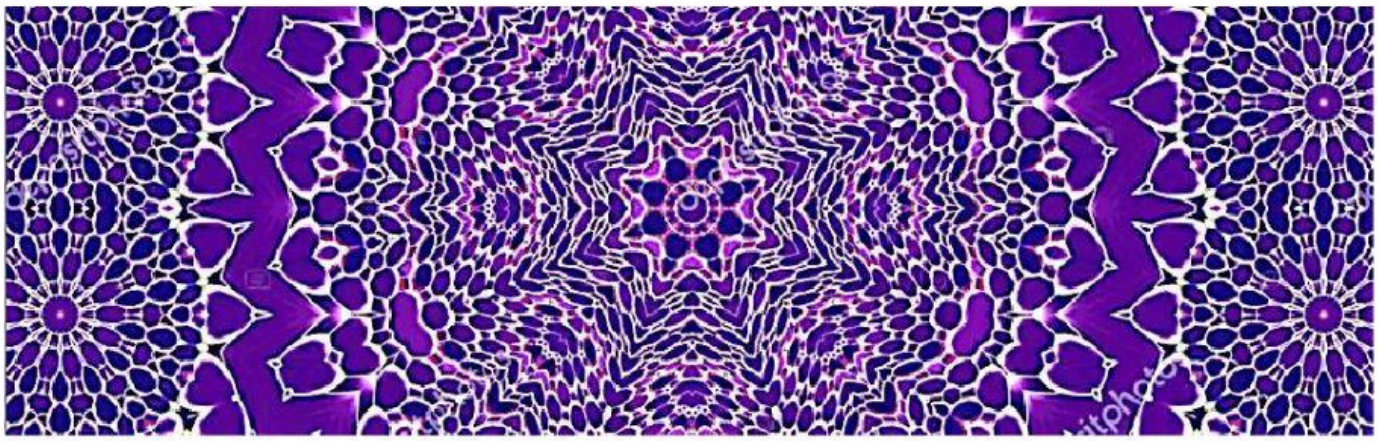
2. _____ having my receipt, the sales assistant wouldn't give me a refund at once. _____ I received a refund, I am still not satisfied.

3. The DVD player had a one-year guarantee, _____ the assistant refused to give me a new one. The shop wouldn't replace the item _____ the fact that it was damaged.

4. The shirt that you sold me has a button missing. _____ it has a hole in the sleeve. The jacket _____ it was expensive, was of very poor quality.

5. The service in your restaurant was very slow, _____ when I complained to the manager, he was very rude to me. _____ your staff were very rude to me. _____ , I demand an apology.

6. I have been a loyal customer at your company for many years, _____ yesterday I was outraged by the terrible customer service I received. Last week, I purchased a camera from your shop. When I brought it home, I realised that the lens cover was missing. _____ , the lens had been scratched. _____, when I took it back to the shop and asked for a replacement, the shop assistant refused to supply one, _____ the fact that I had my receipt. When I asked to speak to the manager, he was also extremely rude to me. _____ the fact that he didn't exchange the camera for a new one, he _____ accused me of damaging the lens myself! I would like to think that you value your customers' opinions, _____, I would appreciate it if you could look into this matter further.



LIVEWORKSHEETS