9G

Speaking

Making a complaint

I can complain about faulty goods in a shop.

Revision: Student's Book page 104

1 **Label the gadgets with the words below.**

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


1 _____


2 _____


3 _____


4 _____

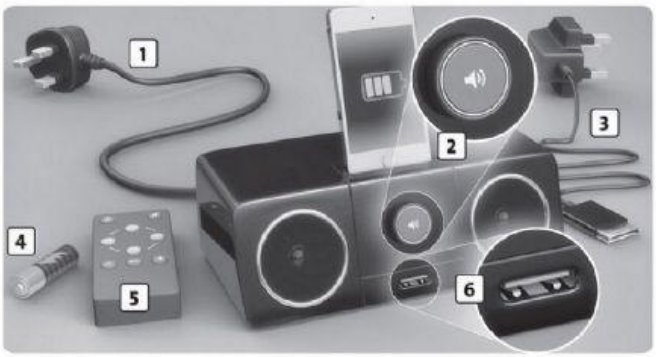

5 _____

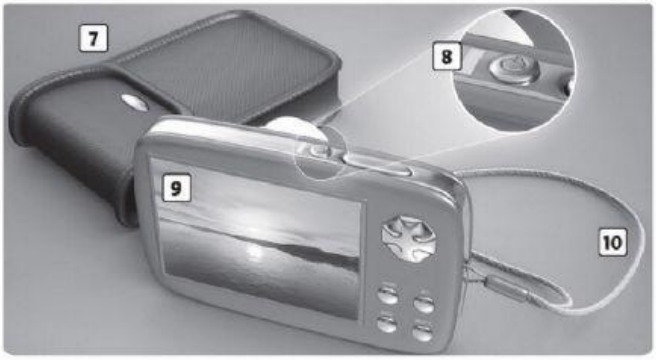

6 _____


7 _____


8 _____ 9 _____

2 **Match the parts of the gadgets (1–10) with the words below (a–j).**





a battery ☐
b remote control ☐
c case ☐
d screen ☐
e on/off button ☐
f USB port ☐
g power lead ☐
h volume control ☐
i strap ☐
j charger ☐

3 2.16 **Listen to a customer complaining in a shop. Then answer the questions.**

1 Which gadget from exercise 1 is faulty?

_____

2 Which three parts of the gadget are mentioned? (Choose from the parts in exercise 2.)

1 _____ 2 _____ 3 _____

4 2.16 **Listen again and complete the sentences with the words below. Circle the correct speaker (C – customer or SA – shop assistant) for each sentence.**

credit happy money receipt refunds
something wrong

1 What's _____ with it? **C / SA**
2 There's _____ wrong with the volume control. **C / SA**
3 Can I have my _____ back? **C / SA**
4 We don't give _____, I'm afraid. **C / SA**
5 I'm not _____ about that. **C / SA**
6 I can give you a _____ note. **C / SA**
7 Have you got the _____ with you? **C / SA**

Speaking Strategy

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

5 **Read the Speaking Strategy. Then read the speaking task and write answers to all the questions below.**

You are returning a gadget to a shop because one part of it is faulty. Discuss these four issues during your conversation with the shop assistant:

- What the gadget is and how much you paid for it.
- Which part of the gadget has a problem.
- When the problem started.
- What you want the shop to do.

1 What type of gadget did you buy?

_____

2 How much did you pay for it?

_____

3 Which part of the gadget has stopped working?

_____

4 When did the problem start?

_____

5 Do you want to exchange it or do you want a refund?

_____

6 **Now do the task using your notes from exercise 5.**

LIVEWORKSHEETS