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

LIVEWORKSHEETS