

LISTENING

4A  **5.02** | Listen to a radio programme on how to complain effectively. Choose the three pieces of advice (a–f) that are mentioned.

- a Think about exactly what it is you're unhappy about before you make a complaint.
- b Don't complain about something that can't be changed.
- c Keep repeating what the problem is until you're offered a solution.
- d Be polite and friendly when you're making a complaint.
- e If the person you're talking to can't help you, ask to speak to someone else.
- f Use social media to complain instead of sending an email.

B  **5.02** | Listen again and number the words in the order you hear them.

- a key
- b perspective
- c mutter
- d ramble
- e outcome
- f embarrassed

C Complete the extracts from the radio programme with one word from Ex 4B in each gap. Think about which sentences need verbs, nouns or adjectives.

- 1 I might _____ something quietly to myself or to my friends.
- 2 I always feel so _____ and uncomfortable when I make a complaint
- 3 ... it can be helpful to make notes about what it is you're unhappy about, so that you don't forget _____ points ...
- 4 ... it means you won't _____ on and on about the problem.
- 5 It's also important to know what you want the _____ of your complaint to be ...
- 6 ... from the _____ of someone who deals with a lot of complaints, it's really important to stay calm.

D Complete the definitions with words from Ex 4B.

- 1 The _____ points are the most important ones.
- 2 If you _____ you talk for a long time in a confused or boring way.
- 3 If you feel _____, you feel nervous or uncomfortable about what other people think of you.
- 4 A _____ is a way of thinking about something.
- 5 The _____ is the final result of a discussion or meeting.
- 6 If you _____ something, you say it quietly, especially because you are annoyed.