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.

WRITING

a complaint email

5A Complete the email with the missing phrases (a–f).

a extremely disappointing
b I am writing to complain
c Unfortunately, the problems did not end there
d a full refund
e I am afraid to say that
f they were very rude

To the ticket office,

[1] _____ about the terrible service I received on a recent journey.

I reserved a seat for my journey, but when I got on the train, I saw that the same seat had been given to another passenger. I asked a member of staff to help me find another seat but [2] _____. The train was full, so I had to stand for the first four hours.

[3] _____. I had planned to buy lunch on the train as usual. However, on the day I travelled, the café was closed and there was no food available to buy.

Finally, the train was dirty. [4] _____ there was rubbish everywhere and the toilets had not been cleaned.

My recent experience was [5] _____ and I feel that [6] _____ of the cost of my train ticket would be a fair compensation for my unpleasant experience.

I look forward to hearing your reply.

Regards,

Sharon May

B Are the sentences about letters of complaint True (T) or False (F)? Use the letter in Ex 5A to help you answer.

1 You should say why you are writing.
2 You should give lots of detailed information about the problem.
3 You should describe your feelings.
4 You should say what action you would like the company to take.
5 The letter should be written in an informal style.
6 You should avoid using contractions.

6A Think about a time you've had a bad experience (for example, at a restaurant or at a hotel). Make notes about the problem and the result you want.

B You're going to write a complaint email. Before you start, think about the following points.

- information to include
- the order of the information
- phrases you can use to complain

C Write an email complaining about the experience in 140–180 words.

LIVEWORKSHEETS