

## 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,

I \_\_\_\_\_ 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 \_\_\_\_\_. 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.