

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.

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

LIVEWORKSHEETS

Complete the definitions with words

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.

LIVEWORKSHEETS