**INSTRUCTION: Put the expressions in the correct category.**

1.- I have a complaint to make…

2.- I´d appreciate that

3.- We can replace…for you.

4.- Thanks, I will do it.

5.- You coul receive a refund/a free replacement/a full reimbursement instead.

6.- That´s fantastic! Thank you!

7.- To compensate for the inconvenience, I can offer you a….

8.- Excuse me but there is a problema about…

9.- Thank you, I Will.

10.- I´m afraid I have a complaint about…

| Expressions of complaints | Expressions of solutions | Expressions of Gratitude |
| --- | --- | --- |
| | | |

LIVEWORKSHEETS