

UNIT 2C - COMPLAINTS

Complete the conversation with the given words: *customer service; billing dispute; faulty product; false advertising; lack of communication; aggressive; rude staff; cold caller; slow delivery; promises*

A: Grrr, that was a **1**....., trying to get me to change broadband companies.

B: Oh no, **2**..... salespeople are the worst!

A: Yeah, the guy kept pushing me to answer questions. I can't stand being pressured by **3**..... , but I still felt bad hanging up!

B: That reminds me of your laptop that wouldn't charge. I remember you felt sorry for the salesperson, even though he was the one who had sold you a **4**..... !

A: I did, until I became absolutely infuriated by all his broken **5**..... to credit my account with the refund!

B: Oh yeah, that **6**..... went on for ages. Did you ever resolve it?

A: Sadly, I couldn't. The company ads saying 'customers are our number one' really annoy me. It's completely **7**..... ! By the way, have your new trainers arrived?

B: They have, thanks. I eventually got them last week, but two months after I placed my order. Talk about **8**..... ! And there was no apology or anything!

A: There never is! It's the **9**..... from these companies that I find most irritating.

B: I wonder if everyone has as many poor **10**..... experiences as we do!