

Exam Unit 9 Listening to Speaking

Look at the following typical reasons for complaining in business. Match them to the possible excuses/reasons on the right:

<input type="checkbox"/> 1. damaged goods	a. a delay at the border
<input type="checkbox"/> 2. goods never arrived	b. a lost invoice
<input type="checkbox"/> 3. a late delivery	c. a missing order
<input type="checkbox"/> 4. an overcharge	d. an accounting error
<input type="checkbox"/> 5. an overdue payment	e. bad handling
<input type="checkbox"/> 6. lack of customer service	f. business is short-staffed

Listen to four dialogues. Which complaint/excuse did you hear in each dialogue?

- 1.
- 2.
- 3.
- 4.



Listen again and complete the expressions from the dialogues:

1. I'm a_____ we h_____ a p_____ w_____ your latest delivery.
2. I'm very s_____ about that. I'm afraid our driver was d_____ at the border again.
3. Leave it w_____ me. I will l_____ i_____ the matter.
4. I'm c_____ b_____ we h_____ a p_____ with our order.
5. What s_____ to be the problem?
6. In what w_____ are they d_____?
7. I'm very sorry. This has never h_____ before. It must be d_____ to bad handling.
8. If you s_____ us back the d_____ sets, we'll send you r_____ immediately and g_____ you a d_____ on your next order.
9. I a_____ again for any i_____ caused.
10. I'm c_____ about a m_____ on our invoice. It l_____ like you have o_____ us by \$50.
11. I'm s_____ about this. Our accounts department m_____ h_____ made a small mistake when they processed your order.
12. We'll i_____ a c_____ invoice immediately.
13. I'm very sorry, ma'am. We are r_____ s_____ -s_____ at the moment.
14. Please w_____ here and I'll f_____ s_____ to help you.

Speaking

Work with a partner. Role-play a situation: complain, apologize, explain, and promise action where necessary.

Uso del Lenguaje y vocabulario (4)	Manejo del discurso (4)	Pronunciación (4)	Comunicación interactiva (4)	Logro de la tarea (4)	TOTAL (20)