

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:

- | | |
|-----------------------------------|------------------------------|
| _____ 1. damaged goods | a. a delay at the border |
| _____ 2. goods never arrived | b. a lost invoice |
| _____ 3. a late delivery | c. a missing order |
| _____ 4. an overcharge | d. an accounting error |
| _____ 5. an overdue payment | e. bad handling |
| _____ 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)