5.3 THERE MUST BE A MISTAKE!

1 FUNCTIONAL LANGUAGE: Reacting to bad news

A **Read the reactions to a problem. Circle the correct words. Then label each sentence *reaction, escalation,* or *resolution*.**

1 *There is / (Is there)* someone *(else) / more* I can speak to about this, please? escalation
2 I *'m not / don't* get it. _____
3 I'm just glad *that / that's* settled. _____
4 *You can / Can you* check again, please? _____
5 *That's / This is* quite all right. _____
6 *Will / Would* you mind *take / taking* another look? _____
7 I don't *get / understand*. _____
8 There *can / must* be something you *can / must* do. _____
9 There *might / must* be *a / some* kind of mistake. _____
10 I *like / 'd like* to speak to *manager / the manager*, please. _____

2 REAL-WORLD STRATEGY: Accepting bad news

A **Put the words in order to complete the responses.**

1 **Salesperson** I can't lower the price of the car.
You that's not / to hear / but / what / can you / do / I hoped / what
_____ ?

2 **Server** I'm sorry, but there's no more chicken soup today.
You it / it / what / is / well / is
_____ .

3 **Manager** You can't leave work early today.
You life / well / that's
_____ .

4 **Dry cleaner** I'm sorry, but your jacket isn't ready yet.
You too / that's / bad
_____
_____
_____
_____



LIVEWORKSHEETS



3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A **Jason is in a store and is speaking to Alma at the cash register. Put the sentences in the correct order.**

Alma	The shirt is $50. It's $35 if you pay in cash.	
Alma	The sign says $35. Then in small letters it says "Cash."	
Jason	Here's my credit card for the shirt. It's $35, right?	1
Jason	There must be some kind of mistake. The sign says $35.	
Alma	The manager is busy. How about I give you this $15 tie for only $5?	
Jason	That's not right. Is there someone else I can speak to about this, please?	
Jason	Well, OK. I've never heard of a credit card difference in price, but I'm glad it's settled. Thanks.	

B **Read the situation. Then complete the conversation using the expressions from exercises 1A and 2A.**

Situation: Arturo lost his credit card yesterday. Today he checked online and noticed a lot of new charges on his credit card. He calls the credit card company to ask them to remove the charges and cancel his card.

Credit card worker	Max One credit card. How may I help you?
Arturo	Hi. I lost my credit card yesterday, and today there are some charges on my card that I didn't make. I'd like to have those charges removed and have my credit card canceled.
Credit card worker	Well, I can cancel your credit card, but I can't remove the charges, sir.
Arturo	_____
Credit card worker	I'm sorry sir, but there isn't. You will be responsible for those charges.
Arturo	_____
Credit card worker	Of course, sir. I'll transfer you right now.
Manager	Hello sir. How can I help you?
Arturo	Well, I'm trying to get some charges removed from my credit card account. I lost my card yesterday, and I guess someone else found it and used it.
Manager	I'm sorry to hear that. But since you didn't report your card as lost yesterday, I can't totally remove the charges. But I can reduce them by 50%.
Arturo	_____ .

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