

INSTRUCTION: Put the expressions in the correct category.

1.- I have a complaint to make...

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

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

2.- I´d appreciate that

6.- That´s fantastic! Thank you!

9.- Thank you, I Will.

3.- We can replace...for you.

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

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

4.- Thanks, I will do it.

Expressions of complaints

Expressions of solutions

Expressions of Gratitude