

# Problems and complaints

In today's lesson, the objective is to **expand your vocabulary** related to **problems with goods** and learn how to **complain** about them.

Look at the following pictures. Use a dictionary if necessary. Match each problem with the right picture and **make sentences, replacing "it" with the name of the thing in the picture, for example:**

**2 a:** It's bent -> **The coin** is bent.

- a) It's bent
- b) It's the wrong size/it's too big
- c) It isn't switched on
- d) It's scratched
- e) It's torn
- f) It's jammed/stuck
- g) It's broken
- h) It's burnt
- i) The battery's dead
- j) It's flat/punctured
- k) It's missing
- l) It's cracked
- m) It's making a funny noise
- n) It isn't plugged in
- o) It's damaged



Go to p. 50 in the Student's Book

- Describe the picture, use the words: customer, shop assistant, complain, shop, top, problem
- When you buy something and there's a problem with the goods, you usually **take it back** to the shop.
- There are usually three options – 3 R's – **replace, repair, refund**
  - (Replace) If you want the same product but without defects, you can **get an exchange**, or they can **exchange the faulty product for a faultless one**
  - (Repair) If you are fine with waiting, they can repair the faulty product you bought from them
  - (Refund) You can **get a refund**/ or they can **refund the price** you paid for the product – it means you **get your money back**
- Go through exercises 2, 4, 7. Use a dictionary.
- Invent a dialogue in a clothes shop. Use the PDF worksheet „Shopping for clothes“ and sentences/phrases from p. 50 (especially exercises 2 and 7)
  - The dialogue should include
    - greeting
    - explain what you are looking for
    - ask if you can try it on
    - Shop assistant asks questions if it fits etc.
    - Buy the item, ask if you can pay by card/cash
    - Next day: take the item back to the shop
    - say when you bought it and explain the problem with it
    - say what you want them to do (repair, exchange, refund (money back))
    - Shop assistant
      - ask for the receipt
      - Accept/decline the customer's complaint
    - Say goodbye
- Send the dialogue to [englishsosban@gmail.com](mailto:englishsosban@gmail.com) by Thursday, 7<sup>th</sup> May

Further homework: Workbook 45/1-6 + Challenge

Key:

Page 1 of this worksheet: coming tomorrow :)

p. 50 SB:

ex. 4 1 a jacket, 2 a DVD, 3 a television

ex. 7

1. exchange
2. receipt
3. speak
4. back
5. refunds
6. enough