



Complaining students

You are studying English for six months at the International Oxford City School of English. You have spent a lot of money to study in an English speaking country and although your English has been improving, there have been some problems with the school. You and a couple of other students are going to see the Principal and their assistant to discuss these. Even though you are very frustrated, you need to be diplomatic when trying to find a satisfactory solution. You've made a list of your main points.

- Teachers are often late in the morning – this is unprofessional and a bad example for students.
- Some teachers don't seem very motivated (the late ones!). They don't seem to care.
- There are too many students of one nationality in some classes and they naturally speak their first language not English.
- Classes are sometimes cancelled and the lesson is not rescheduled or the fees refunded.
- There are only a few computers for students to use and the internet is very slow.
- The food in the canteen is expensive and not fresh. The sandwiches have hard bread and the coffee is terrible.
- The canteen is always full so students have to eat in the classrooms, which isn't allowed.
- The library is too small.

Director and Assistant Director

You are in charge of the International Oxford City School of English, a language school in the centre of a busy city. Your school has a good reputation and is very busy but this has caused you problems. You can't find enough good teachers and the facilities are now inadequate. Some unhappy students have decided to come and see you to discuss the situation but there are some things which the students need to be reminded about, diplomatically! Do your best to keep the students happy and find a solution. You've made a list of your main points.

- Students have been using the computers in the classroom (for teachers), this isn't allowed and teachers have complained.
- Students are often late in the morning, too. The buses are unreliable and both the teachers and the students use them.
- Students are eating food in the classrooms and teachers and students have been complaining about this.
- There is a problem with some of the teachers. Some don't phone to say they are not coming in or just don't turn up. It's a nightmare!
- Good teachers are hard to find but some teachers are fed up with students not switching off their mobile phones, arriving late and speaking in their first language.
- Students leave bags on chairs in the library or use it to go to sleep.
- There are plans to replace all the student computers and add four more.
- You are thinking about getting a new company to provide the food in the canteen.
- There are plans to have no more than fifty per cent of students speaking the same first language in a class. This will take time to introduce.