
Unit 13 Making a complaint

Conversations

1

- a 3
- b 2
- c 1

2

- 1 False
- 2 True
- 3 True
- 4 True
- 5 False (steak)
- 6 False (45 minutes)
- 7 False (The manager isn't here today.)

3

Making a complaint

- 1 There seems to be a problem
- 2 That's not good enough.
- 3 I'm sorry, but
- 4 I don't want to make a fuss but
- 5 I'm phoning to complain about
- 6 The first problem was that

Responding to a complaint

- 1 Oh dear.
- 2 I'm very sorry about that
- 3 Can I offer you a
- 4 Oh, I'm sorry to hear that.
- 5 I'm so sorry we let you down.

Saying it accurately

1

- | | |
|-----|-----|
| 1 e | 5 b |
| 2 c | 6 f |
| 3 a | 7 d |
| 4 g | |

2

strongest: 1 e
most polite: 7d

Saying it clearly

1

unstressed (weak); the schwa sound / ə /

3

Saying it appropriately

1

1 a

2 b

3 b

4 a

5 a

Get speaking

1

(Answers will vary. Suggested answers only)

1

- Hello, I bought this cell phone last week, but there seems to be a problem. It stopped working yesterday.

- I'd like an exchange please.

- Yes, here you are.

2

- Sorry, but we didn't order this. My friend ordered the steak.

- Actually, I don't think my food looks cooked.

- I'm really disappointed. This is terrible.

- We're leaving. Come on, let's go.