

9F – Preview Answers

Matching

Match the complaints with the appropriate response.

- | | |
|--|----------|
| 1. I'm sorry to trouble you, but I think you gave me the wrong bag by mistake. | <i>g</i> |
| 2. Excuse me, but this coffee is cold and I ordered it hot. | <i>h</i> |
| 3. I hate to complain, but the people in the room next to us have their TV on very loud. | <i>f</i> |
| 4. I've got a problem here. My telephone bill is much bigger than it should be. | <i>c</i> |
| 5. Excuse me if I'm out of line, but I've been waiting to see the doctor for over an hour. | <i>b</i> |
| 6. I'm sorry to bother you, but you've spelt my name wrong on this form. | <i>a</i> |
| 7. I've got a problem with the car I bought here last week. The motor is playing up. | <i>e</i> |
| 8. I hate to complain, but I'd really prefer a window seat. | <i>d</i> |
-
- a. Oh I'm sorry. Perhaps it was a typo. Let me fix that for you.
b. I'm sorry, he's very busy at the moment. I'm afraid there's not much we can do.
c. Perhaps there's been a mistake. Can I have your name please?
d. Well, I'm afraid there's not much we can do about that. All the seats are already taken.
e. Well, I'm afraid there's not much we can do about it here. Why don't you take it to a mechanic?
f. I'll talk to them and see what I can do.
g. I see. Could you tell me what yours looks like?
h. I'm sorry about that. Let me get you a new one.

You try *Answers will vary*

What would you say to complain in the following situations?

1. You got a new wheel put on your bicycle but the tire broke the next day.
Excuse me, but the tire you put on yesterday has fallen off. Is it possible to repair it again?
2. You reserved a table at a restaurant, but when you arrive all the tables are taken.
Pardon me, but I made a reservation earlier. Are there any available tables?
3. In a test you and your friend both gave the same answer, but your teacher marked your friend right and you wrong.
I'm sorry, but I think I wrote the correct answer. Do you have time to look at it?
4. Your roommate always leaves a mess in the kitchen after they cook.
I hate to complain, but I would really appreciate it if you would clean up the kitchen after you cook food.

How about you? *Answers will vary*

When was the last time you made a complaint to someone? What did they do?

Recently, I visited my doctor's office. I had made an appointment for 10 in the morning, but I was waiting in the office until half past 12.

I went up to the front desk and spoke to the receptionist. She apologized, and said that they'd made a mistake, and forgotten about my appointment. The doctor was very apologetic, and offered me a gift certificate to a local coffee shop. I was still angry, but the gift certificate made me feel a bit better.