

DEALING WITH A COMPLAINT

ENGLISH 9 | 45 min

Zusatzmaterial - Everyday English

Name: _____

Date: _____

REAL-LIFE TASK

Use English to handle the everyday situation "Dealing with a Complaint". Read the role cards, plan useful phrases and complete the written exchange.

ROLE A

You need information or help.
Ask clear questions.
Explain what you need.
React politely to a problem.
Check the final details.

ROLE B

You provide information.
Ask for missing details.
Offer two possible solutions.
Explain a rule or condition.
Confirm the result.

USEFUL EVERYDAY ENGLISH

- Could you help me, please?
- I would like to ...
- How much / when / where ...?
- I am afraid there is a problem.
- Could we find another solution?
- Thank you for your help.

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WRITE THE COMPLETE EXCHANGE

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

FINAL CHECK

☐ clear questions

☐ polite phrases

☐ final solution