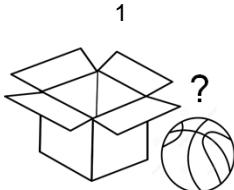


Reason to complain

Date: _____

I. Label the pictures.

Faulty product – Poor customer service – Delivery problems



II. Classify the list of common reasons for complaining into 3 categories. Put "F" for faulty product, "P" for poor customer service and "D" for delivery problems.

1. The product arrived too late. _____
2. The product is broken. _____
3. They sent me the wrong item. _____
4. They kept me waiting for a long time and didn't resolve my problem. _____
5. The battery charger was not in the box. _____
6. They transferred my call from one agent to another several times. _____
7. The microwave oven doesn't cook. _____
8. The eject button is stuck. _____
9. Their employees are rude. _____
10. They do not provide any assistance. _____

III. Choose a product a make a list of reasons to complain about it.

Name of the product: _____

Reasons to complain:

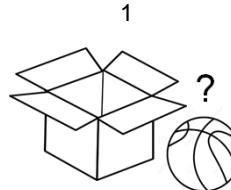
1. _____
2. _____
3. _____
4. _____
5. _____

Reason to complain

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