

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

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. _____