

## Convey emotions

Date: \_\_\_\_\_

Read the conversation between a customer and employee. Then, classify the underlined sentences according to the emotions they convey. After that, write one more example for each category.

- Salesperson: How are you today? How can I help you?  
 Customer: **Fine, thank you.**  
**I'd like to make a complaint about an electric kettle.** I bought at your store last weekend and it's useless.  
 Salesperson: **I'm sorry to hear that.** What is the problem with it? Is it damaged?  
 Customer: I don't know. **I felt really upset** when I turned it on for the first time and it didn't heat and made a strange noise.  
 Salesperson: That is strange for a new kettle.  
 Customer: **I guess it's faulty.** I would like a refund, please.  
 Salesperson: I'm sorry. I'm afraid it's against the store's policy to give a refund.  
 Customer: **That's disappointing.**  
 Salesperson: We could give a gift card for the value of the kettle. Then, you can choose anything from the store with a similar price and pay with the card. May I have a look at the receipt?  
 Customer: **I'm afraid I don't have it.**  
 Salesperson: **I'm terribly sorry.** Without receipt, we can't do anything.  
 Customer: I can't believe this is happening! **This is annoying.**  
 Salesperson: Let me talk to my supervisor to see what we can do.  
 Customer: **Thanks. I'd appreciate that.**

Disappointed	Apologetic

Angry	Grateful

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