

Solutions to complaints Date: _____

I. Read the sentences and check if they propose a solution.

1. I would like a refund.
2. I'm not satisfied with this product.
3. I'm not leaving until I get money back.
4. A gift card is OK for me.
5. I have a complaint to make.
6. I'd like to talk to the manager.
7. I would like a full reimbursement.
8. I strongly demand a free replacement.
9. My apologies for this inconvenience.
10. Can I exchange these shoes for a new pair?

II. Read the excerpts from different conversation and circle the solutions for each.

A: Well, I am really very sorry about this, sir.

B: I do apologize. We'll be happy to replace the electric shaver for you.

1 A: I would rather receive a refund instead.

B: OK, we'll give you a refund instead, if you prefer.

A: What should I do?

2 B: Bring your laptop to our service center. If the problem cannot be solved, you will get a free replacement.

A: Good afternoon. How can I help you?

B: I bought this electric guitar yesterday and when I switched it on, I noticed it doesn't work.

3 A: I'm really sorry about this. We can replace the guitar for you or you could receive a refund instead. What do you prefer?

B: I would rather receive a refund.

A: Waiter!

B: Is everything all right, sir?

4 A: Not exactly. This steak is raw. I asked for it well done! And it's rather cold.

B: I do apologize, sir. Would you like it cooked a little more?

A: Yes, please. Cook it a little more.

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