

## Classify sentences

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

### I. Put in order the different stages of a conversation about complaining (1-9).

- a) \_\_\_ Ask for details.
- b) \_\_\_ Refuse a solution.
- c) \_\_\_ State a complaint.
- d) \_\_\_ Provide details.
- e) \_\_\_ Greetings.
- f) \_\_\_ Thank and farewells.
- g) \_\_\_ Offer a solution.
- h) \_\_\_ Accept a solution.
- i) \_\_\_ Offer an alternative solution.

### II. Classify the following sentences according to their purposes.

To state a complaint: \_\_\_\_\_ To propose a solution: \_\_\_\_\_

To ask for details: \_\_\_\_\_ To refuse a solution: \_\_\_\_\_

- 1. I'd like to exchange this blender, please.
- 2. I don't want a refund.
- 3. I'm calling to make a complaint about a hoodie I bought.
- 4. Please accept some dessert on the house as compensation.
- 5. I'd like a free replacement.
- 6. How long does it take to have fixed?
- 7. I bought this mp3 player but it doesn't work.
- 8. What do you mean?
- 9. We can get you another one.
- 10. I have a complaint to make.
- 11. I'm afraid I have a complaint about this shampoo.
- 12. No, thank you. I'm not paying for any of these.
- 13. I want to return a lamp. It's broken.
- 14. What's the model of your TV?
- 15. When did you buy it?
- 16. I would like a refund, please.
- 17. This is absurd.
- 18. Excuse me, but there's a problem with these sunglasses.

## Classify sentences

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

### I. Put in order the different stages of a conversation about complaining (1-9).

- a) \_\_\_ Ask for details.
- b) \_\_\_ Refuse a solution.
- c) \_\_\_ State a complaint.
- d) \_\_\_ Provide details.
- e) \_\_\_ Greetings.
- f) \_\_\_ Thank and farewells.
- g) \_\_\_ Offer a solution.
- h) \_\_\_ Accept a solution.
- i) \_\_\_ Offer an alternative solution.

### II. Classify the following sentences according to their purposes.

To state a complaint: \_\_\_\_\_ To propose a solution: \_\_\_\_\_

To ask for details: \_\_\_\_\_ To refuse a solution: \_\_\_\_\_

- 1. I'd like to exchange this blender, please.
- 2. I don't want a refund.
- 3. I'm calling to make a complaint about a hoodie I bought.
- 4. Please accept some dessert on the house as compensation.
- 5. I'd like a free replacement.
- 6. How long does it take to have fixed?
- 7. I bought this mp3 player but it doesn't work.
- 8. What do you mean?
- 9. We can get you another one.
- 10. I have a complaint to make.
- 11. I'm afraid I have a complaint about this shampoo.
- 12. No, thank you. I'm not paying for any of these.
- 13. I want to return a lamp. It's broken.
- 14. What's the model of your TV?
- 15. When did you buy it?
- 16. I would like a refund, please.
- 17. This is absurd.
- 18. Excuse me, but there's a problem with these sunglasses.