

Pop Quiz - 2nd Grade Unit 10 (Oral complaint)

Name: _____ Group: _____ No. _____

Circle the correct answer.

- I'd like to _____ a complaint.
a) have b) make c) talk
- Complaint: "The product is _____."
a) new b) broken c) useful
- Complaint: "The battery charger _____ the box."
a) wasn't in b) is like c) were out
- Which type of problem is "My iPhone was supposed to be here today"?
a) Delivery problem b) Poor customer service c) Faulty product
- How _____ I help you?
a) can b) do c) have
- The camera _____ work.
a) doesn't b) is not c) do not
- Do you have your receipt? -I _____ don't have it.
a) think so b) am afraid c) sorry but
- Solution: "We could give a _____ card for the value of this product."
a) post b) gift c) poker
- Solution: "We'll give a _____."
a) complaint b) receipt c) refund
- Solution: "I'd like a _____."
a) faulty product b) bad compensation c) free replacement

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