

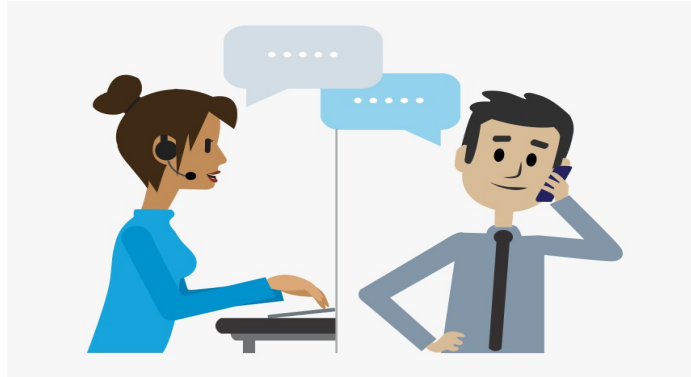
## CONVERSATION

*Mandy is speaking with a customer.*

- A:** How can I help you?  
**B:** I'm afraid I have a complaint about our last delivery.  
**A:** I'm sorry to hear that.  
What's the problem?  
**B:** Well, unfortunately we received the wrong amount.  
**A:** The wrong amount?  
**B:** Yes, we ordered 2,000 items, but you sent 1,5000.  
**A:** I see. I'm sorry about the inconvenience.  
We'll take care of it right away.  
**B:** I'd appreciate that.  
Thank you. Goodbye.  
**A:** Goodbye.

## USEFUL LANGUAGE

- I'm afraid I have a complaint about ...  
I'm sorry to hear that.  
Unfortunately ...  
I'm sorry about the inconvenience.  
I'd appreciate that.



## ACTIVITY

Take turns making complaints. Use the information below and the dialogue above as your model.

| <i>Problem</i>                | <i>Details</i>                                |
|-------------------------------|---|
| The items are the wrong size. | We ordered large, but you sent medium.        |
| The goods are damaged.        | They weren't packed correctly.                |
| We received the wrong items.  | We ordered the C1 model, but you sent the C2. |
| The order hasn't arrived.     | You said it would arrive last week.           |