



**At the end of the lesson, the student will be able to:**

\*make a complaint in a tactful way as well as to apply some relevant vocabularies.



## Dialogue

A: Good afternoon, can I help you?

B: I hope so. I bought this television here about three months ago, but the sound and the picture quality are awful. The picture is always **flickering** and there's a dark line down the left-hand side of the screen. And there's an annoying **hissing** sound in the background.

A: Do you have an outside **aerial**?

B: Yes I do.

A: Have you tried adjusting the aerial?

B: Several times.

A: Hmmmmm. I'll get our engineers to have a look at it.

B: A friend of mine bought the same model here and had exactly the same problems. I want a **refund**.

A: I'm afraid it isn't our **policy** to give refunds, Sir.

B: I want to see the manager.



## Vocabulary



**Hissing sound**



**aerial**



**refund**

## Let's Talk



1. What would you do if you happened to purchase a defective product?
2. Do Japanese easily complain? Did you have an experience arguing with a sales clerk at a store? Tell something about that.
3. Did you have any experience receiving a complaint from a customer or a friend maybe? Tell something about that.
4. If you are the manager of that shop, what will you do?



## Activity

You saw the advertisement about a shampoo that can make your hair straight and shiny. But when you used it, you started to lose your hair. Complain to the clerk about it.