

NEIGHBOR COMPLAINT “Over exaggeration- “I want to kill my neighbors!” What I mean is...

BOSS COMPLAINT

RESTAURANT MANAGER

- I have a complaint to make. ...
- Sorry to bother you but...
- I'm sorry to say this but...
- I'm afraid I've got a complaint about...
- I'm afraid there is a slight problem with...
- Excuse me but there is a problem about...
- I want to complain about...
- I'm angry about...
- Maybe you forgot to...
- I think you might have forgotten to...
- Excuse me if I'm out of line, but...
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#### Positive response to complaints:

- I'm so sorry, but this will never occur / happen again.
- I'm sorry, we promise never to do the same mistake again.
- I'm really sorry; we'll do our utmost/best not to do the same mistake again.

#### Negative response to complaints:

- Sorry there is nothing we can do about it.
- I'm afraid, there isn't much we can do about it.
- We are sorry but the food is just alright.

## Oh No! Something is Wrong!

Something has gone horribly wrong, and you need to call someone to complain. With the teacher choose a scenario and the roles. Decide whether the teacher is a police officer, your friend, a business or a coworker. Have a conversation with them describing the problem and possible solutions. Use as many target phrases and as much target vocabulary as possible.

<p style="text-align: center;"><b><u>Target Phrases</u></b></p> <p>I have a complaint to make. ...          Sorry to bother you but...          I'm sorry to say this but...          I'm afraid I've got a complaint about...          I'm afraid there is a slight problem with...          Excuse me but there is a problem about...          I want to complain about...          I'm angry about...          Maybe you forgot to...          I think you might have forgotten to...          Excuse me if I'm out of line, but...</p>	<p style="text-align: center;"><b><u>Target Phrases</u></b></p> <p>What seems to be the problem?          What happened exactly?          I'm afraid it's not our policy to ...          I promise you I'll ...          Did you read the instructions that came with the ...?          How were you using the ...?          I understand you're upset, sir.          I'm just trying to understand the problem.          We're sorry that you've had a problem with this product.          Is there anything else I need to know about this that I haven't thought to ask?</p>
<p style="text-align: center;"><b><u>Target Vocabulary</u></b></p> <ul style="list-style-type: none"> <li>- Unsatisfied</li> <li>- Troubleshooting</li> <li>- Upset</li> <li>- Not our policy</li> <li>- Gather information</li> <li>- Deal with complaints</li> <li>- Resolve the problem</li> <li>- Glitch</li> </ul>	

Choose a scenario: or come up with a scenario of your own.

Scenario #1

Neighbor:  
 23 Yrs. Old  
 Partier  
 In a band  
 Big dog  
 Night owl  
 Always fighting with girlfriend

Scenario #2

Boss:  
 Loud  
 Changes mind constantly  
 Changes deadlines  
 Yells at workers

Very rude  
 Very demanding  
 Stealing from petty cash

Scenario #3

Restaurant  
 Noisy  
 Inedible food  
 Dirty  
 Uncomfortable (Hot, Crowded, broken chairs....)  
 Rude

Scenario #4

Create your own