

**Customer:** Sorry, I have a complaint.

**Bank clerk:** Yes, Madam. What's the matter?

**Customer:** Well, I wanted to draw some money from the ATM this morning and the machine got stuck.

**Bank clerk:** Oh, I'm sorry about that. You should've called us then. Our technician might've helped.

**Customer:** Well, I did. He said he'd come down but he didn't come. I telephoned again. He finally turned up.

**Bank clerk:** But he did fix it in the end. Right?

**Customer:** Well, yes.

**Bank clerk:** And you drew your money and got back your credit card?

**Customer:** That's right.

**Bank clerk:** Well, it turned out all right, then.

**Customer:** I'm afraid to say no. I had to wait half an hour. That's not good enough.

**Bank clerk:** Oh! I'm sorry about that. We'll make sure this will never happen again.



### A. What happened to the customer. Choose the right option:

1. The customer waited for a long time to draw some money, for the ATM stopped working.
2. The customer didn't get the money, because the technician didn't **fix** the ATM.
3. She couldn't draw the money because the electricity went off.

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**B. Choose the right option. The customer went to the bank clerk to:**

1. To make request.
2. To ask for clarification.
3. To make complaint .

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**C. The customer **complained** about two problems . What are they?**

1. The ATM machine stopped working.
2. She waited half an a hour.

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#### D. What did she say to express her complaint .

1. The ATM machine stopped working.
2. She waited half an a hour.

Making a complaint	Accepting a complaint	Rejecting a complaint
1. Sorry, I have a complaint 2. I'm afraid to say .....	I'm sorry about that. I'm sorry about that. We'll make sure this will never happen again	

## Fill in the table with the right expressions:

1. I'm sorry to say this, but I waited half an hour .
2. I'm sorry, we promise not to do the same mistake
3. I'm afraid there is a slight problem with the ATM machine.
4. Sorry, there is nothing we can do about it
5. I do express my apology.
6. I want to complain about the ATM.
7. I do apologize.

Making a complaint	Accepting a complaint	Rejecting a complaint
<ul style="list-style-type: none"><li>- <b>I'm sorry to say this, but</b> I waited half an hour .</li><li>- <b>I'm afraid there is a slight problem with</b> the ATM machine.</li><li>- <b>I want to complain about</b> the ATM.</li></ul>	<ul style="list-style-type: none"><li>- <b>I'm sorry, we promise not to do the same mistake.</b></li><li>- <b>I do express my apology.</b></li><li>- <b>I do apologize.</b></li></ul>	<p><b>Sorry, there is nothing we can do about it.</b></p>

## Making and responding to complaints

Making a complaint	Accepting a complaint	Rejecting a complaint
<ul style="list-style-type: none"> <li>- I'm sorry to say this, but I waited half an hour .</li> <li>- I'm afraid there is a slight problem with the ATM machine.</li> <li>- I want to complain about the ATM.</li> <li>- I have a complaint to make.</li> <li>...</li> <li>- Excuse me but there is a problem about...</li> </ul>	<ul style="list-style-type: none"> <li>- I'm sorry, we promise not to do the same mistake.</li> <li>- I do express my apology.</li> <li>- I do apologize.</li> <li>- I'm so sorry, but this will never happen again.</li> </ul>	<ul style="list-style-type: none"> <li>- Sorry, there is nothing we can do about it.</li> <li>- I'm afraid, there isn't much we can do about it.</li> <li>- We are sorry but it is just alright.</li> </ul>

### Exercise :

#### What would you say in these situations

**Situation 1 :** You bought a new book from a bookshop. When you returned home found that some pages were missing.

( Complain to the owner of the bookshop. )

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