

Activity Type

Speaking Activity: role-play, freer practice (pair work)

Focus

Complaining and apologizing

Aim

To practice making complaints in a shop.

Preparation

Make one copy of the worksheet for each group of four and cut as indicated.

Level

Upper-intermediate (B2)

Time

35 minutes

Introduction

In this shop complaints role-play game, students make complaints in a shop and their classmates try to guess where they are and what product they are complaining about.

Procedure

Divide the class into groups of four and then split each group into two pairs (A and B).

Give each pair a corresponding A or B worksheet. Tell the pairs to keep their worksheet secret.

Explain that the worksheet shows products they brought yesterday, but there is a problem with each item and they have to return each product to the shop and make a complaint.

Write the word 'stereo' on the board. Elicit possible problems a stereo could have, e.g. The USB port doesn't work. The speakers are blown, etc.

Give the pairs time to think about what problem each item on their worksheet could have.

Next, review expressions for making and dealing with complaints with the class and write an example dialogue on the board using the broken stereo as an example.

Example:

A: Hello. How can I help you?

B: I'd like to make a complaint about a stereo I bought yesterday.

A: What seems to be the problem? Etc.

Tell the students that they are now going to role-play shop complaints about the products on their worksheet, but they cannot say where they are or what product they are complaining about.

Go back through your example dialogue and change all the words that talk about the shop or the product, e.g. 'I'd like to make a complaint about a product I bought yesterday'.

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Procedure continued

Pairs then take it in turns to choose an item at random from their worksheet and role-play each complaint to another pair.

One student plays the role of the customer and the other plays the role of the shop assistant.

The customer makes a complaint to the shop assistant about the item they brought yesterday and tries to get an exchange or refund.

The customer must do this without saying what the item is or where he/she bought it.

Example:

I'd like to make a complaint about a product I bought yesterday. The USB port doesn't work. When I connect a flash drive, it doesn't recognize it, etc.

The other pair listens to the role-play and looks at the shop pictures. Their task is to decide which shop they are in and what product the complaint is about.

When the role-play is over, the other pair gives their answers and the first pair tells them whether they are right or wrong.

Pairs score one point for choosing the correct shop and two points if they guess the correct product.

This process continues until all the role-plays have been completed.

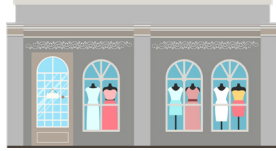
The pair with the most points at the end of the game wins.

Shop Pictures

Kim's Coffee



Fashion Passion



CarMax



Fairway Supermarket



Computers R Us



Prime Cuts



Tom's Hardware



Green's Bike Shop



Worksheet A

Fashion Passion



Fairway Supermarket



Green's Bike Shop



Fashion Passion



CarMax



Computers R Us



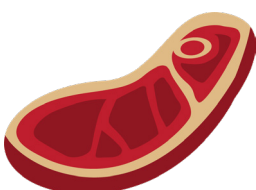
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