

Lesson 90: Expressing Complaints (Tolerable Cases)

By Xandra

1. Dialogue

First, repeat after your tutor. Then, practice each role.

Bob works for an online shopping company. He is talking to Akemi. She is having trouble logging in to the website.

Bob: Thank you for calling Best Price Online Shopping. How may I help you?

Akemi: Hello. There's something wrong with your website. I can't log in to my account.

Bob: I'm afraid it's not available at the moment, ma'am. We're updating the site.

Akemi: Oh, I see. When can I log in?

Bob: It will be finished by 1:00PM today. We're very sorry about this.

Akemi: It's okay. I suggest that you put a notice on your website.

2. Today's Phrase

First, repeat after your tutor. Then, make a few sentences using Today's phrase.

1. A: What should I do?

B: I'm afraid I can't help you. I'm sorry.

2. I'm afraid that there's been a delay in the shipment.

3. A: Jack said that you're quitting your job.

B: He's right, I'm afraid.

* I'm afraid (that) ~ / 残念ながら～、恐縮ながら～

3. Your Task

You're in a restaurant and you've noticed that the music is too loud, and it's very cold. Talk to the waiter (=your tutor) and tell him about your complaints. Explain that you can't talk with your friend because it's noisy. You should also ask him to adjust the air conditioner so that your food won't get cold. Don't forget to thank the waiter.

4. Let's Talk

What do you think about when you hear the word 'complaint'?

Is it easy for you to express a complaint? Why do you say so?

When was the last time you complained about a product or service?

Tell your tutor about it.

5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of Serge Bertasius Photography / FreeDigitalPhotos.net