

## STUDENT B's QUESTIONS (Do not show to Student A)

- 1) What kinds of things do you complain about?
- 2) When was the last time you complained about something?
- 3) Have you ever written a letter or e-mail of complaint?
- 4) Do you like complaining?
- 5) What is your complaining style - polite or aggressive?
- 6) How often do you complain to yourself in public?
- 7) Do you think complaining relieves stress?
- 8) Do you like to watch when other people complain?
- 9) Have you ever got a better service after you've complained?
- 10) Why might people complain about you?

### Cultural note

It is important to remember that English is not as direct as other languages. It is important to be polite and follow rules for socially acceptable behaviour. For example, it is normal, when making a complaint, to start by saying "**sorry**" or "**excuse me**", even though you haven't done anything wrong. Being polite will help you get what you want.

#### Example:

#### In a shop

You're in a shop and the assistant gives you the wrong change.

"**Excuse me**, I think you've given me the wrong change."

OR

"**Sorry**, I think this change is wrong, I gave you £10 not £5."

#### In a hotel

##### Customer

"**Excuse me**, but **there's a problem with** the heating in my room"

"**Sorry to bother you**, but **I think there's something wrong** with the air-conditioning."

"**I'm afraid I have to make a complaint**. Some money has gone missing from my room."

"**I'm afraid there's a slight problem with** my room - the bed hasn't been made."

##### Hotel worker

Normally the worker will apologise deeply for the problem and promise some immediate action.

"**I'm so sorry sir / madam**, I'll send someone up to look at it immediately."

"**I'm sorry to hear that**, I'll get someone to check it for you."