**3rd TERM PROJECT.**

**COMPLAINING ABOUT A FAULTY PRODUCT**

1. Match the sentences to the objects. Some sentences match more than one object.

 PROBLEMS OBJECTS

1. The lens is scratched - TV
2. The headphones are broken - camera
3. The screen is blurry /flickering - mobile phone
4. There is no remote control - MP3 player
5. The keys don’t work properly - laptop
6. The battery only lasts an hour
7. ***Read the dialogue. Take the roles and read it aloud.***

***Shop assistant: Hello. Can I help you, madam?***

 ***Jane: I’ve got a problem with my camera. I bought it here last Monday and I***

 ***think it’s faulty.***

***Shop assistant: What seems to be the problem?***

 ***Jane: I think the lens is scratched. Every photo I take has a thin black line***

 ***in the corner.***

***Shop assistant: Can I have a look at it?***

 ***Jane: Sure.***

***Shop assistant: Well, we’ll have to send it away to be repaired.***

 ***Jane: How long will that take?***

***Shop assistant: About seven to ten days.***

 ***Jane: How much will it cost?***

***Shop assistant: This camera has a two-year guarantee, so there’s no charge. We’ll***

 ***call when it’s ready.***

 ***Jane: That’s fine, thanks. Thank you very much.***

***Shop assistant: You’re welcome.***

1. Useful expressions.

|  |  |
| --- | --- |
|  DESCRIBING PROBLEMS ( CUSTOMER ) |  RESPONDING ( SHOP ASSISTANT ) |
| * I’ve got a problem with this ...
* I think it’s faulty
* There’s something wrong with ...
* The ... doesn’t work / is broken...
* How long will that take?
* How much will it cost?
 | * What seems to be the problem?
* What’s the problem (exactly)?
* What’s wrong?
* Can i have a look at it?
* May I examine it?
* It needs looking at / repairing
* We’ll have to send it away
* There’s no charge
* You don’t have to pay anything
* We’ll call you when it’s ready
* We’ll contact you by ...
 |

1. Write a similar dialogue. Choose one of the objects in exercise 1.

Follow these steps:

Customer Shop assistant

* Greetings - Greetings
* Say when you bought the object - Ask for the problem
* Describe the problem - Help the costumer and give
* How long? Advice and information
* How much?
1. Take the roles and read the dialogue aloud.
2. Write a letter to complain for the faulty product you have chosen.

IMPORTANT!

* Do activities 1, 2, 3, 4 and 5 in pairs
* Do activity 6 individually.