Complaint Cards

Activity Type

Pairwork speaking activity

Language Focus

Complaints, apologies and requests

Aim

To make complaints, apologies and requests in different situations.

Preparation

Make one copy of the worksheet for each pair of students and cut as indicated.

Level

Pre-intermediate

Time

30 minutes

Introduction

In this fun speaking activity, students practice making complaints, apologies and requests.

Procedure

Divide the class into pairs and give each pair a set of cards. Tell the students to take six cards each.

Explain that the students are going to make complaints and requests using the words and pictures on their cards as prompts.

Before they start the activity, ask each student to look at their six cards and write on the other side who they are complaining to and where they are, e.g. waitress, in a restaurant.

Explain that the language the students use to make the complaint and request will depend on the words and the picture on their card. Their partner's response will also vary slightly, depending on the situation written on the other side of the card.

Write an example dialogue on the board, indicating the language the students should use.

Example:

A: Excuse me! There appears to be a fly in my soup.
B: I'm very sorry about that.
A: Could you bring me a new bowl?
B: Certainly. One moment please.

Tell the students to hold their cards so that the picture is facing them and the side they have written on is facing their partner.

Now, ask the students to take it in turns to hold up a card to their partner and make a complaint. Their partner apologizes appropriately and after that the student makes a request.

When the students have finished, ask them to exchange cards and repeat the process.

Finally, ask pairs of students to present the complaints to the class.

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Complaint Cards

Complaint - music too loud



Request - turn it down

Complaint - wait a long time



Request - hurry up

Complaint - drive too fast



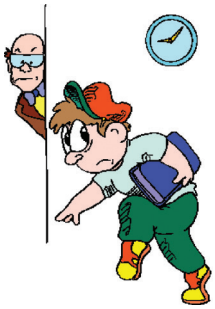
Request - slow down

Complaint - slow computer



Request - change computer

Complaint - late to class



Request - arrive on time

Complaint - wrong change



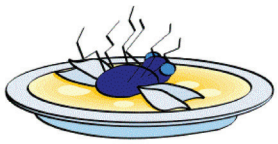
Request - one more dollar

Complaint - too hot



Request - turn on the fan

Complaint - fly in soup



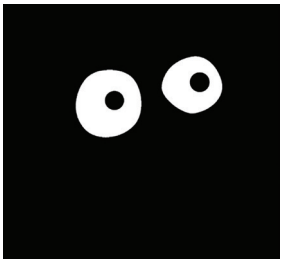
Request - a new bowl

Complaint- ordered tea, not coffee



Request - a cup of tea

Complaint - too dark



Request - turn on the light

Complaint - room smells



Request - open a window

Complaint - bought a pair of trousers, but they ripped



Request - a new pair

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