

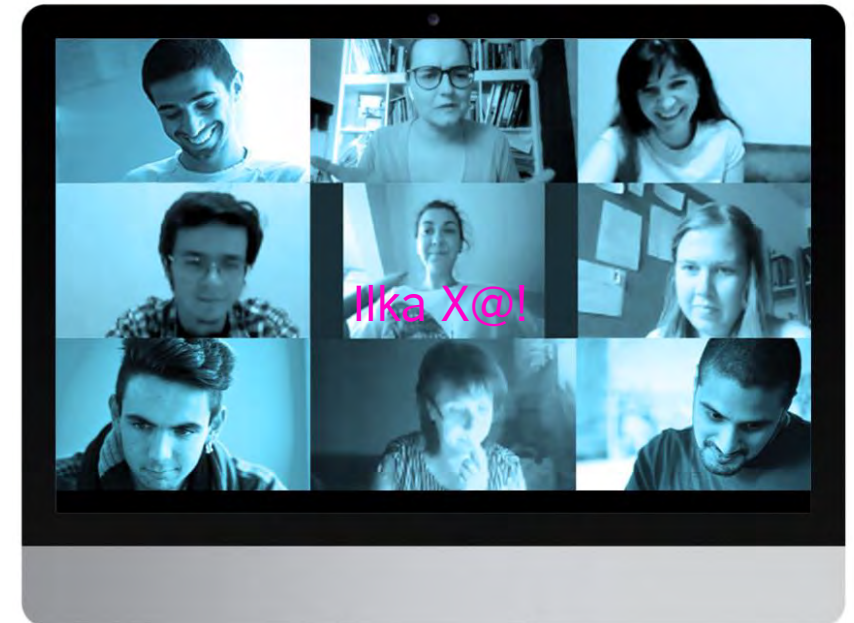
Consumer issues

Theme:
Money, Ethics and Social
Responsibility



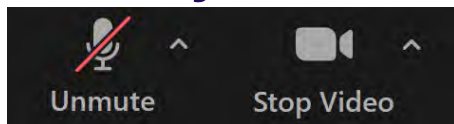
Before we start, please make sure...

- ✓ your name on Zoom is clear (use Latin letters)
- ✓ your camera is on and mic is off (unmute when needed)
- ✓ you are in a quiet area that helps you focus
- ✓ you have a notebook or a note app ready to take notes

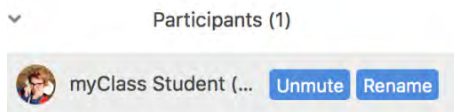


Zoom features

Check your audio and video settings

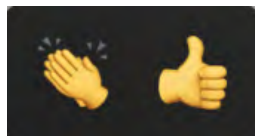
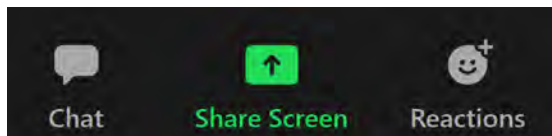


Use Latin letters for your name

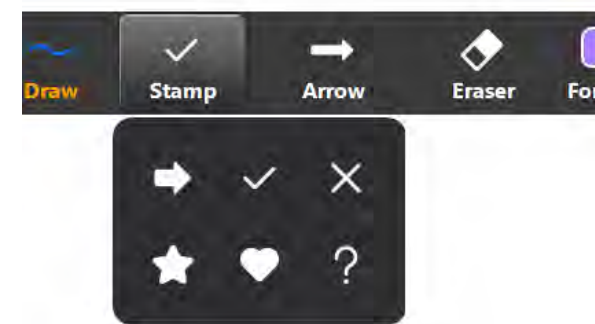
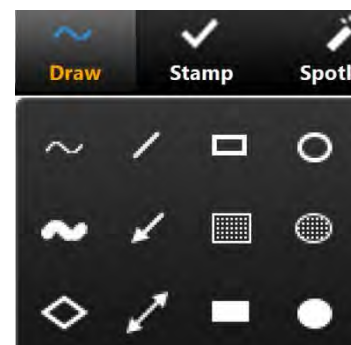


Ask questions in the Chat or use Reactions

Share Screen when the teacher asks



Use Annotate when a screen is shared

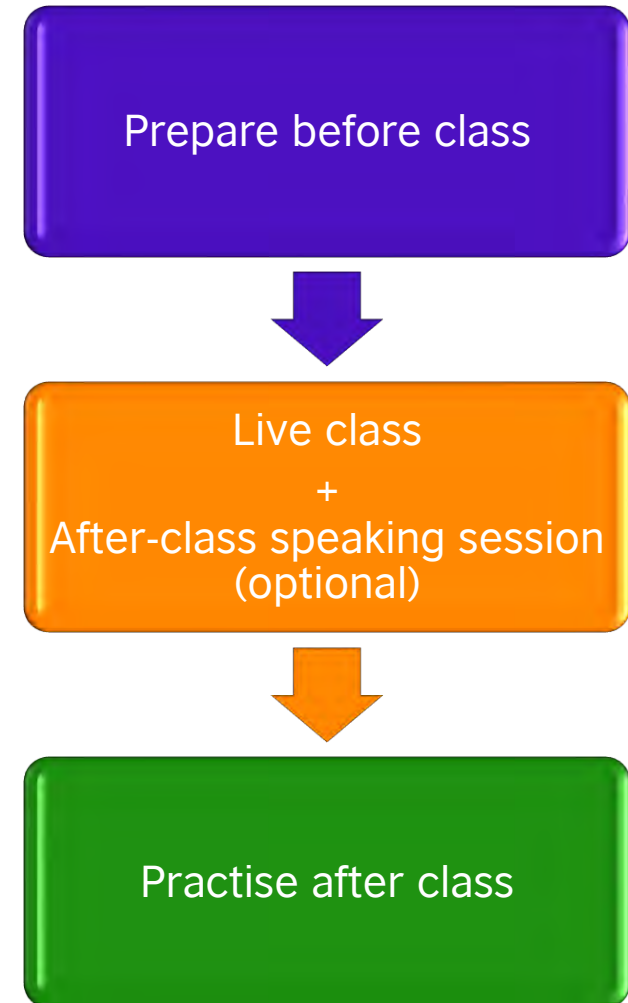


Use Save to make screenshots

Welcome to English Online

How does it work?

You need to complete all three parts to get the most out of English Online.



After-class speaking session

Stay back after class for 5 or 10 minutes to talk to your classmates from around the world.

This extra speaking practice will help you...

- improve your conversation skills
- practise using language learnt in class
- support and help your fellow students
- practise using English in a natural context
- become a part of a global learning community



After-class
speaking
sessions

Pre-lesson activities

Before the live class you...

- Listened to two telephone conversations with people making complaints
- Studied language for responding to complaints



Lesson objective

What do you expect to learn by the end of this class?



Lesson objectives

In this **live** part of the lesson, you will practise making and responding to complaints.

You will also review useful phrases for making a complaint.



**live
class**

Lead-in

Discuss the questions with your partner(s).

1. When was the last time you made a complaint about faulty goods or poor service?
2. Do you know your rights? For instance, in your country what can you do if:
 - a. a builder starts work later than agreed or leaves half-way through to go to another job?
 - b. you buy a used car which turns out to be stolen or on hire purchase?
 - c. your internet provider changes terms of your service agreement while you are still tied to a minimum contract term?

Language focus 1

Match the phrases. How does each phrase refer to making a complaint?

- | | | |
|----------------------|----------|-------------------------|
| 1. to make... | | a) the expiry date |
| 2. to be past... | 1e | b) compensation |
| 3. to be entitled to | 2a
3b | c) the small print |
| 4. to read... | 4c
5d | d) warranty rights |
| 5. to have... | | e) a claim for a refund |

Language focus 2

When would you say the following things? When making or responding to a complaint?

- It could be due to a faulty...
- I want to report a malfunction with...
- Would that be an acceptable solution?
- What I can do is...
- I have a problem with...
- Is there anything else I can help you with?
- I'd like a replacement, please.
- Have you tried...?
- Please accept our apologies.

Language focus 2 – answers

When would you say the following things?

Making a complaint	Responding to a complaint
I want to report a malfunction with...	Please accept our apologies.
I have a problem with...	It could be due to a faulty...
I'd like a replacement, please.	Have you tried...?
	What I can do is...
	Would that be an acceptable solution?
	Is there anything else I can help you with?

Task



Task Preparation

You are going to take part in a role-play. You will take turns and perform all three roles.

Role A: You want to complain about the service you have received from your internet service provider.

Role B: You are the customer service officer. Listen to A's complaint and respond in the way you think is best.

Role C: Give feedback on how well A and B managed the situation.

Work individually and plan your complaint for role A.

Task

Practice the conversations in groups.

Take turns to play the three roles.

Remember to be polite and try to solve the issue so that neither side feels offended and the customer is satisfied.



Feedback

Pavlo will be consulting you on this case.

Would it be possible (acceptable?)for you to bring it back to our centre?

How long will it take to get this fixed?

How long will it take to rectify an issue? I am really sorry for you, but we need to follow our company policy first.

I understand that you are upset but we cannot proceed with your complaint any quicker.

The operator was very polite , trying to resolve the issue but you should have used more language focus expressions.

Review

Lesson materials

Make sure you

- download the *.pdf of this presentation
- save the Zoom Chat



What's next?



After-class speaking session

You can talk about any topic that interests you!

Use these questions as a guide, if needed.

- What do you think of the saying, "The customer is always right."?
- What are some reasons why you would not complain about bad service?
- Is it common in your country to complain?
- What is your complaining style – polite or aggressive?
- Describe a situation where you had to make a customer complaint. What was the outcome?

For help, contact:

support.englishonline@britishcouncil.org

Dos

- ✓ Treat everyone with respect
- ✓ Keep your camera on and participate
- ✓ Let others share ideas too
- ✓ Listen to everyone
- ✓ Click 'Leave' if you cannot stay back

Don'ts

- ✗ Don't take pictures or record
- ✗ Don't share personal details
- ✗ Don't let your children be visible onscreen