

CHECK!

Making a complaint

LEVEL

Intermediate (B1)

NUMBER

EN_B1_2024C

LANGUAGE

ENGLISH



Let's check!

Can I make a complaint?

- Can I report an item of luggage as lost and complete a lost luggage form?
- Can I use 'too much/many' and '(not) enough' to recount a memorable experience I've had as a customer?
- Can I write a restaurant review using a range of vocabulary?



Warm-up

When was the last time that you complained about something?

What was the complaint about?

Who did you speak to about it?

What happened afterwards?





Learning outcome 1

Can I report an item of luggage as lost
and complete a lost luggage form?



Role-play

Imagine you arrive at the airport in London and realise your bag hasn't arrived. Go to the airline agent to explain your problem. **Role-play** the conversation with another student.

Airline agent

Ask where the passenger came from and which airline

Ask for their baggage tag number and for a description of the bag

Ask for their address and explain what will happen next

Passenger

Give your departure information and airline

Give your information and describe your bag in detail

Say where you will be staying and thank them for their assistance



Let's check! Feedback round

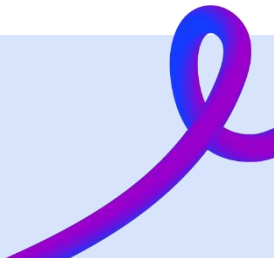
Your teacher will now highlight what was done well and some mistakes that were made **in the last activity** for you to reflect on.



Good examples



Find the mistakes!





Learning outcome 2

Can I use 'too much/many' and '(not) enough' to recount a memorable experience I've had as a customer?



Share a bad holiday experience

1. **Think about** a bad holiday experience you've had. **Make notes** about it.
2. **Share** your story (with a partner in breakout rooms, or with the whole class).
3. If in breakout rooms, **share** your reactions (step 3) when back in the classroom.

1



While telling your story, try to include ***too much/many*** or ***(not) enough***.

2



While someone is speaking, the other(s) should **listen** and **make notes**.

3



Be prepared to **react** to the other person's story. Did it shock or surprise you?



Let's check! Feedback round

Your teacher will now highlight what was done well and some mistakes that were made **in the last activity** for you to reflect on.



Good examples



Find the mistakes!





Learning outcome 3

Can I write a restaurant review using a range of vocabulary?



Write a social media review

Choose one of the titles below and write a social media review for a restaurant you know. Use the bullet points to help you!



- How good is the food?
- What are the staff like?
- How pleasant is the atmosphere?
- Is it good value for money or not?

A bit disappointing! ★★☆☆☆

Not great, not terrible ★★★☆☆

A real gem of a place! ★★★★★



Let's check! Feedback round

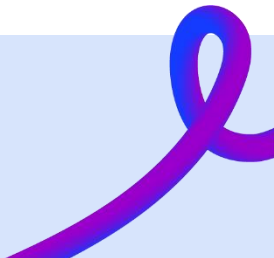
Your teacher will now highlight what was done well and some mistakes that were made **in the last activity** for you to reflect on.



Good examples



Find the mistakes!





- Can I report an item of luggage as lost and complete a lost luggage form?
- Can I use 'too much/many' and '(not) enough' to recount a memorable experience I've had as a customer?
- Can I write a restaurant review using a range of vocabulary?

Your teacher will now recommend whether you should move on to the next chapter or review lessons from this chapter.

End of the lesson

Idiom

To be up in arms

Meaning: To be very angry about something and protest strongly against it.

Example: The passengers *were up in arms* about the flight having a three-hour delay.



Additional Practice



Brainstorm

Which words do you know to describe these? Try to think of as many examples as you can.

1

Luggage

2

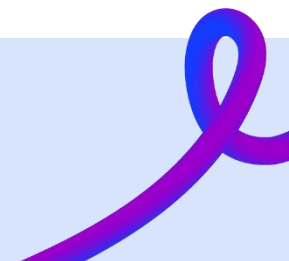
Hotel

3

Holiday

4

Restaurant





Fill in the gaps

Complete the **gaps** to form questions you may be asked when **you report a bag as missing**.

1 Have you got your baggage _____ number?

2 What does the bag look _____?

3 Can I have your _____ name, please?

4 What _____ did you arrive on?

5 Can I have the _____ you will be staying at?

flight
like
full
address
tag



Describing a hotel experience

Do we use these words with **too much** or **too many**? Can you **write three sentences about a hotel** using three of them?

**1**

people

2

insects

3

children

4

salt in the food

5

rubbish

6

rooms

7

noise

8

junk food

too many**too much**



Transform the reviews

Change the words in **bold** to turn these negative reviews into positive ones.

1



Came for dinner. **Rude** staff and, overall, **poor** value for money. Ordered the special: the fillet of beef. It was so **dry**!

2



Had such a **disappointing** brunch here. Eggs were **undercooked** and quite **expensive**. The atmosphere was **a bit grim**.

3

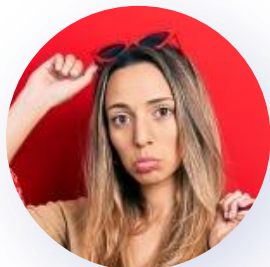


Some of their dishes were **overpriced**, others were **awful**. The furniture was **out-dated** and the music was **extremely loud**.



Making a complaint

You are at a restaurant and you are not happy about a couple of things. **Choose two issues from below** and go speak to the manager. **Role-play the conversation** with a classmate.



Customer

Excuse me,
I'd like to
make a
complaint.

How may I
help you,
madam?



Manager

Too many kids
running around.

The staff are not
polite at all.

All of your food is
cold.

The music is very
loud.



Answer Key

P.17: 1. tag; 2.like; 3.full; 4.flight; 5. address

P.20: **too much:** salt in food, rubbish, noise, junk food;

too many: children, people, insects, rooms



Check Summary

Making a lost luggage claim

Overview

- When **reporting an item of luggage as lost**, the baggage agent will ask you a range of **questions**.
- The questions often require **very specific information** related to the **tag number** on your bag, the **address** where you're staying, your **flight number** and a **precise description** of your bag.

Describing a bag

- When describing your bag, it's important to give **as much detail as possible**:
 - How **big** is it? What **colour** is it? Which **material** is it made out of? What are the **contents**?
 - Does it have any **special features**, such as **wheels, locks, zips** or coloured **straps**?

Ordering adjectives before nouns

- When giving your description, remember that **adjectives** appear in **a set order** in English:
 - We say: *It's a small, black, leather bag* > Size, colour, material
 - and NOT *A ~~black small leather~~ bag*



Check Summary

More on quantifiers

Too much and too many

- We use ***too much*** or ***too many*** + a noun to mean 'more than we want or need' of something:
 - *There are **too many** guests in this hotel!*
 - *There is **too much** noise coming from the corridor!*

More on too much and too many

- We use ***too many*** before **countable** nouns and ***too much*** before **uncountable** nouns:
 - ***Too many** tourists tried to book a room for tonight.*
 - *You've put **too much** salt in this meal. It's the only thing I can taste!*

Enough

- We use ***enough*** + a noun to mean 'all that we want or is necessary'.
 - *We have **enough** blankets for four people.*
 - *Do you have **enough** water, sir? Or shall I bring you some more?*

Not enough

- We use ***not enough*** to mean 'less than we want or need' of something:
 - *The bus **doesn't** have **enough** seats for everyone.*
- Notice that we put ***enough*** directly before the noun: *The bus doesn't have **enough** seats ~~enough~~!*



Check Summary

Reviewing a restaurant

Overview

- When we review a restaurant, we usually give our opinion on various elements:
 - The **quality** of the **food** it serves; the level of **service** it offers; the **atmosphere** created, and, of course, how happy we are with the **price** of everything.

Making a point stronger

- When giving our opinion, we can make our point stronger by using:
 - Adverbs of degree: *absolutely* and *extremely*;
 - *So* or *such a*

Comparing *absolutely* and *extremely*

- When deciding between *absolutely* and *extremely*, we need to look at the adjective that follows it:
 - With 'extreme' adjectives (e.g. *brilliant, freezing, boiling, terrible*) we use *absolutely*.
 - With most other adjectives (e.g. *tasty, good, fast*) we can use *extremely*.

So vs *such a*...

- When we use *so* or *such a*, we also need to look at the kind of word we are modifying:
 - We use *so* with adjectives or adverbs (e.g. *The service was **so** fast; They made the food **so** quickly*)
 - We use *such a*.. with noun phrases (e.g. *We had **such a** terrible meal there!*)



Vocabulary

baggage tag

contents

soft-sided

plastic

leather

backpack

suitcase

briefcase

duffel bag

large

medium-sized

small

zip

handle

strap



Vocabulary

ridiculous

sandwich filling

far too

way too



Vocabulary

tasty

undercooked

wonderful

fantastic

overpriced

rude

awful

disappointing

good value for money

to order the special

staff

meal

server

dish



Notes

