



Making Complaints

Conversation Cheat Sheet

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Main Dialogue

Mark makes a complaint about the office.



Translation



Noriko Nagaoka:

What's the matter?



Mark Lee:

The office is hot.



Lesson Focus

The {office} is [KEY] .

Example

The office is cold.



Key Vocabulary



cold



noisy



dark



dirty

Everyday Complaints

cause a delay

be rude

miss

mistake

complain

reject

be inconvenient

annoy

insult

cause a problem

irritate

yell

Shopping Complaints

Can I have a refund?

It's too small.

The change is wrong.

I got the wrong color.

It has a stain here.

There's a hole here.

It has a crack here.

Can I exchange it for a new one?

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