



MAKING COMPLAINTS

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MAKING COMPLAINTS – ROLE-PLAY

B1 Lower Intermediate | Customer & staff speaking practice

1. Choose Your Situation

Choose one situation with your partner.

One person is the customer.

The other person is the staff member.

HOTEL – Your room is dirty and the air conditioning does not work.

RESTAURANT – You ordered chicken, but received fish. You also waited a long time.

SHOP – You bought shoes yesterday. They are the wrong size and you have the receipt.

ONLINE DELIVERY – Your package arrived late and the product is damaged.

PHONE COMPANY – Your bill is much higher than usual and you do not understand why.

TRAVEL – Your hotel booking says breakfast is included, but the hotel says it is not.

2. Customer Preparation

Complete your notes before you start. Do not write a complete script.

My problem: _____

Important detail 1: _____

Important detail 2: _____

What I want: _____

A polite opening: _____

3. Staff Preparation

Think about how you can help the customer.

- How will you greet the customer? _____
- What question will you ask? _____
- What solution can you offer? _____
- What will you say if you cannot give exactly what the customer wants? _____
- How will you finish the conversation politely? _____

4. ROLE-PLAY

Start the conversation. Try to speak naturally. Do not simply read your notes.

- Customer explains the problem.
- Staff asks questions.
- Customer gives details.
- Staff offers a solution.
- Customer responds to the solution.
- Both people finish politely.

Now swap roles and choose a different situation.

5. REAL ENGLISH BOX

Professional Responses

- I'm sorry about that.
- Let me see what I can do.
- I'll check that for you.
- I understand why you're disappointed.
- Would you like me to...?
- I'm afraid we can't do that, but we can...
- Thanks for bringing this to our attention.
- I appreciate your help.

Choose at least three expressions and use them during your role-play.

6. Partner Feedback

- The complaint was clear.
- The customer gave useful details.
- The language was polite.
- The staff member asked good questions.
- The solution was clear.
- Both people spoke naturally.

One thing my partner did well: _____

One thing to improve: _____