

## Activity Type

Speaking Game: role-play, communicative practice (pair work)

## Focus

Complaining and apologizing

## Aim

To practice making complaints in a shop.

## Preparation

Make one copy of the worksheet for each group of four and cut as indicated.

## Level

Upper-intermediate (B2)

## Time

30 minutes

## Introduction

In this shop complaints role-play game, students make complaints in a shop and their classmates try to guess where they are and what product they are complaining about.

## Procedure

Divide the students into groups of four, comprising of two teams of two (Team A and B).

Give each group a set of shop pictures and each team a corresponding card.

Tell the teams to keep their cards secret.

Explain that the cards show products they bought yesterday, but there is a problem with each item, and they have to return each product to the shop and make a complaint.

As an example, write the word 'stereo' on the board.

Elicit possible problems a stereo could have, e.g. The USB port doesn't work. The speakers are blown, etc.

Give the teams time to think about what problem each item on their card could have.

Next, review expressions for making and dealing with complaints with the class and write an example dialogue on the board using the broken stereo as an example.

Example:

A: Hello. How can I help you?

B: I'd like to make a complaint about a stereo I bought yesterday.

A: What seems to be the problem? Etc.

Tell the teams that they are now going to role-play shop complaints about the products on their cards, but they cannot say where they are or what product they are complaining about.

Go back through your example dialogue and change all the words that talk about the shop or the product, e.g. 'I'd like to make a complaint about a product I bought yesterday.'

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Note: This resource can be edited using a PDF editor.

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### Procedure continued

Teams then take turns choosing an item at random from their card and role-playing each complaint to the other team.

One student plays the role of the customer and the other plays the role of the shop assistant.

The customer makes a complaint to the shop assistant about the item they bought yesterday and tries to get an exchange or refund, without saying what the item is or where they bought it..

Example:

I'd like to make a complaint about a product I bought yesterday. The USB port doesn't work. When I connect a flash drive, it doesn't recognize it, etc.

The other team listens to the role-play, looks at the shop pictures and decides which shop they are in and what product the complaint is about.

When the role-play is over, the other team gives their answers and the role-playing team tells them whether they are right or wrong.

Teams score one point for choosing the correct shop and two points if they guess the correct product.

This process continues until all the role-plays have been completed.

The team with the most points at the end of the game wins.

**Shop Pictures**

Kim's Coffee



Fashion Passion



CarMax



Fairway Supermarket



Computers R Us



Prime Cuts



Tom's Hardware



Green's Bike Shop



**Team A**

Fashion Passion



Fairway Supermarket



Green's Bike Shop



Fashion Passion



CarMax



Computers R Us



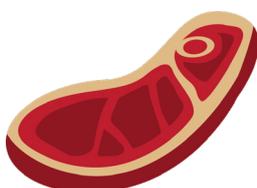
Computers R Us



Tom's Hardware



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Kim's Coffee

