

### Activity Type

Reading, listening and speaking activity, pairwork

### Language Focus

Making requests and offers

Accepting and declining requests and offers

Making and dealing with complaints

### Aim

To practice making, accepting and declining requests and offers by role-playing complaints.

### Preparation

Make one copy of the cards for each pair of students and cut as indicated.

### Level

Intermediate

### Time

30 minutes

### Introduction

In this engaging activity, students role-play complaints to practice making, accepting and declining requests and offers.

### Procedure

Brainstorm common situations that cause complaints, e.g. booking a hotel room, getting a flight, hiring a car, taking back a faulty product, an incorrect invoice, a delayed delivery, etc. Write the students' ideas on the board.

Next, divide the class into pairs and give each pair a set of cards.

Ask the students to shuffle the cards and place them face down in a pile on the table.

Explain that the students are going to role-play a complaint for each situation on the board and try to reach a satisfactory agreement each time. To do this, the students use the expressions on the cards as part of each role-play.

The students decide who will be complaining and who will be dealing with the complaint.

The students choose a scenario from the board and spend a short time thinking about what they are going to say.

Each student then takes a card from the top of the pile.

The students begin the role-play and as quickly and naturally as possible, use the expression on the card in the conversation.

When they have done that, and while continuing the role-play, they take another card and repeat the process.

The aim is to use as many expressions as possible during the role-play.

Each time a student uses a card, they score one point.

When the students have finished, they choose a new situation from the board, swap roles, shuffle the cards and repeat the process.

This continues until all the situations have been used.

The student with the most points at the end of the activity wins.



Would it help if...?	Could you...?	No problem.	Can you...?
Will you / I'll look into...	I don't suppose...	Yes, I'd be happy to.	Is there any chance...?
I'd really love to help you, but...	Do you think you could...?	Leave it with me and...	I wonder if you could...?
Would it help...?	That's not possible, I'm afraid.	Do you mind...?	I wish I could but...
Certainly.	Not to worry, I'll...	Yes, that's no problem at all.	That should be OK.
I'm afraid I can't.	Of course.	Would you mind...?	Could you give me...?