Find Someone Who Can...

Activity Type

Speaking Activity: asking and answering questions from prompts, controlled and freer practice

Focus

Dealing with complaints

Aim

To practice and review customer service language and complaint-handling expressions by asking and answering 'Can you...?' questions

Preparation

Make one copy of the worksheet for each student.

Level

Upper-intermediate (B2)

Time

25 minutes

Introduction

In this 'Find Someone Who' activity on dealing with complaints, students ask and answer questions about customer service language and complaint-handling phrases.

Procedure

Give each student a copy of the worksheet.

Begin by going through the items on the worksheet and eliciting the 'Can you...?' questions students need to ask in the activity, e.g. 'Can you greet a customer and offer help politely?'

Students then go around the class, asking their classmates 'Can you...?' questions about the complaint-handling skills.

When a student finds someone who answers 'yes' to a question, they note the person's name and their example phrase on the worksheet.

If a classmate answers 'no', the student asks a different question or repeats the question with other classmates until one of them says 'yes'.

This process continues until the students have completed each item on the worksheet with a different name and answer, one classmate per item.

Afterwards, students give feedback to the class on the example phrases they collected, e.g. best apology lines, good closing lines, etc.

If there are any interesting findings, encourage the students to discuss them in more detail.

Find Someone Who Can...

Find someone who can...	Name	Example Phrase
greet a customer and offer help politely.		
ask for the customer's full name and confirm the spelling.		
ask for the order number and full address, including postcode.		
apologise and show empathy without blaming the customer.		
summarise the problem to check understanding.		
ask for the purchase and delivery dates politely.		
offer two solutions: a refund or a replacement.		
tell the customer when they will hear back with a specific time or date.		
ask politely for proof, such as photos.		
explain how to return the item.		
ask for the preferred contact method.		
transfer the call to a manager and explain why.		
read back key details to confirm.		
de-escalate an angry customer with a calming sentence.		
commit to resolving the issue and explain the next step without over-promising.		
close the call politely.		