

Seven Tips on How to Complain

The Situation:



Your friend goes to the store and buys a new computer. He takes it home, turns it on and it doesn't work! So, he takes it back to the store with his receipt. He goes to the customer service counter and tells them that his brand new computer won't work. But instead of helping him, the customer service representative says it will cost 100 dollars to fix. Your friend explains that the computer is brand new! He just bought it! The customer service representative tells him that because he took the computer out of the box and turned it on, it is no longer considered new. If he wants the store to fix the computer, he has to pay. Your friend is FURIOUS! It isn't fair and he doesn't know what to do!

You and your partner must watch the following video to learn what steps your friend should take to resolve the issue:

[Video](https://goo.gl/RJvp25) (<https://goo.gl/RJvp25>)

Step 1:	
Step 2:	
Step 3:	
Step 4:	
Step 5:	
Step 6:	
Step 7:	

Vocabulary Review:

Define the following words using an ELL dictionary and then write an example sentence.

1. Complaint
 - a. Definition: _____
 - b. Sentence: _____
2. Warranty
 - a. Definition: _____
 - b. Sentence: _____
3. Terms of agreement
 - a. Definition: _____
 - b. Sentence: _____
4. Proof of purchase
 - a. Definition: _____
 - b. Sentence: _____
5. Hinder
 - a. Definition: _____
 - b. Sentence: _____
6. Resolution
 - a. Definition: _____
 - b. Sentence: _____

The Role Play:

- **Student A:** You are the Better Business Bureau expert. You will offer advice to your friend based on the steps above.
- **Student B:** You are the friend that purchased a broken computer. You must explain your problem to Student A.



When finished, switch roles!

Role Play Tip: Remember when role-playing, you are having a conversation. You should be speaking, not reading. Your primary goal is good communication. Don't worry too much about making grammar mistakes.



Bonus Activity:

Do the role play above but change the purchase scenario.