



Email Complaint

Pre-Reading

A. Warm-Up Questions

1. Have you ever complained about something?
2. Who did you speak with to place your complaint?
3. What was the result of your complaint?
4. Do you know someone who complains too much?
5. What is something that people should not complain about?

B. Vocabulary Preview

Match the words on the left with the correct meanings on the right.

- | | |
|-------------------------|--|
| _____ 1. express | a) to ask for |
| _____ 2. fall apart | b) to have a reason to get something |
| _____ 3. request | c) to provide a warranty, to make a promise |
| _____ 4. forward | d) a symbol |
| _____ 5. apologize | e) to be slow to decide, act, or speak |
| _____ 6. guarantee | f) to send |
| _____ 7. be entitled to | g) to not stay together |
| _____ 8. hesitate | h) worry or anxiety |
| _____ 9. token | i) to say "sorry" |
| _____ 10. concern | j) repayment, giving back money that was spent |
| _____ 11. refund | k) to state your opinion or feelings |

Reading

Practise reading the email messages out loud with a partner.
Underline any words or phrases you don't understand.

A. Email #1

To: Itimson@rivereducationbooks.com
Subject: Product Complaint
Date: September 1, 2015

Dear Mr. Timson,

I am writing to **express** my disappointment about the books I ordered for my English class from River Education Books.

The books arrived, but they're in bad shape. They're **falling apart**. I can't ask my students to pay that much for something that isn't made well. I hope the other products from River Education are better made.

I'm writing to **request a refund**. I'll have my students return the books to the bookstore. Please **forward** any information I need in order to get my refund.

Sincerely,
Henry Sknirb

B. Email #2

To: hsknirb@thebookstore.com
Subject: Re: Product Complaint
Date: September 2, 2015

Dear Mr. Sknirb,

I want to **apologize** for the disappointing experience you had with River Education Books.

Our motto is "Satisfaction **guaranteed**." Since you are not completely satisfied with the books, you **are entitled to** a full refund. I'll process your refund immediately. Please keep the books as a **token** of our appreciation for the trouble. I hope this won't keep you from ordering from River Education Books again.

If you have any other questions or **concerns**, please don't **hesitate** to contact us again.

Sincerely,
Lee Timson

Comprehension

1. What type of class did Mr. Sknirb order his books for?
2. Why did Mr. Sknirb request a refund?
3. What is the motto for River Education Books?
4. What did Lee Timson tell Mr. Sknirb to do with the books he already has?

Vocabulary Review

Complete the sentences using vocabulary from page 1.
You may need to change the word forms.

1. I would like to _____ my gratitude for the job well done!
2. I had to _____ help for my writing assignment.
3. John _____ an email message to me so I could see the information.
4. I used the catalog so many times that it's _____ .
5. The store would not give me a _____ because I didn't have a copy of my receipt.
6. Doug needs to _____ to his employees because he gave them the wrong information.
7. Meg sent everyone a thank-you letter as a _____ of her appreciation for the birthday gifts.
8. Due to bad service, the restaurant manager did not _____ to give us our money back.
9. The teacher said we would be _____ to a good grade if we completed all of the assignments.
10. The car did not come with a _____ , so when it broke down, we could not get it fixed.

Speaking

Work with a partner. One of you will pretend to be Mr. Sknirb and the other will be Lee. Imagine that the complaint and apology on page 2 took place on the phone instead of in an email. Write a telephone conversation based on the information in the email exchange. Practise your dialogue and present it in front of the class.

Writing

Write an email message complaining about something you bought recently. Remember that most complaint letters are polite. They state the problem and a possible result.

Listening

Fill in the blanks as you listen to the recordings.

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I'll process your refund immediately.
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from River Education Books again.

If you have any other questions or concerns,
please don't _____ to
contact us again.

Sincerely,
Lee Timson