

## MAKING A COMPLAINT

CUSTOMER: Good morning. I would like to speak to the manager.  
MANAGER: I am the manager, sir. How can I help you?  
CUSTOMER: Well, it's the radio. It doesn't work.  
MANAGER: Hmm... Did you buy it here?  
CUSTOMER: What? Of course I bought it here. Look, you turn it on and nothing happens.  
MANAGER: May I see your receipt?  
CUSTOMER: Receipt? Uh... I don't have one  
MANAGER: You must have gotten a receipt when you bought it.  
CUSTOMER: I probably did. I must have thrown it away.  
MANAGER: Uh-huh. Well, do you have any proof of purchase ---the guarantee for example?  
CUSTOMER: No. It must have been in the box. I threw that away too.  
MANAGER: That's too bad. You really ought to have kept it. We need to know the exact date of purchase.  
CUSTOMER: What? I only bought it yesterday! That young man over there waited on me...Oh, I paid by credit card. I have a copy here.  
MANAGER: Oh. All right then. Did you test the radio before you left the store?  
CUSTOMER: Test it? No, it was in the original box. I expected it to work. It wasn't some cheap radio; it's a good brand.  
MANAGER: You should have tested it.  
CUSTOMER: Come on! Stop telling me what I should have done, and do something! Either gives me my money or give me another radio.  
MANAGER: There's no need to get impatient, sir: Let me look at it. Hmm... You see this little switch in the back?  
CUSTOMER: Yes.  
MANAGER: It's on AC and it should be on DC you really should have read the instructions.  
CUSTOMER: Oh!

### VOCABULARY:

COMPLAINT - an expression of pain, dissatisfaction or resentment  
RECEIPT - a written acknowledgement that a specified article, sum of money or shipment of merchandise has been received.  
WARRANTY - A written assurance that some product or service will be provided or will meet certain specification  
AC - alternating current: energy source is from a dry cell or battery  
DC - direct current: energy source is from the electricity

### PRACTICE:

Situation: You bought a digital alarm clock in a department store last week. It said blue on the box, but the clock was pink. The alarm doesn't seem to work. You paid cash, and you didn't keep the receipt.

*CUSTOMER: Good morning, I'd like to speak to the \_\_\_\_\_*

*MANAGER: I am the manager, sir. How can I help you?*

*CUSTOMER: It's this alarm clock, I wanted a blue alarm clock, on the box said its blue but the clock was \_\_\_\_\_, and the \_\_\_\_\_ doesn't seem to work.*

*MANAGER: May I see the \_\_\_\_\_?*

*CUSTOMER: I'm sorry; I wasn't able to keep the receipt.*

*MANAGER: Do you have a proof of purchase --- the \_\_\_\_\_ for example?*

*CUSTOMER: I have the warranty with me.*

*MANAGER: All right then. Did you \_\_\_\_\_ the clock before you left the store?*

*CUSTOMER: No, it was in the original box. I expected it to \_\_\_\_\_ and that they have given me the color that I wanted.*

*MANAGER: When did you purchase this sir?*

*CUSTOMER: I bought it last week.*

*MANAGER: Let me look at it. The clock is working but the alarm is not. Sir I think we'll just replace it I will ask someone to assist you with that.*

*CUSTOMER: Thank you very much sir.*

*MANAGER: We'll be always happy to be of service to you.*