A bit of a problem
## Speak for yourself

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<tr>
<td><strong>At a restaurant, your meal is not very hot. Do you ...?</strong></td>
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<td>1</td>
<td>demand to see the manager.</td>
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<td>ask the waiter to heat it up for you.</td>
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<td>grumble to your companions, but avoid making a scene.</td>
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<td>eat it, but write to the manager later.</td>
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<td><strong>You bought a cassette recorder which turns out to be faulty. Do you ...?</strong></td>
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<td>2</td>
<td>accept a credit note or exchange.</td>
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<td>ask firmly for your money back.</td>
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<td></td>
<td>go to the shop and demand to see the manager.</td>
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<td></td>
<td>shrug your shoulders and forget about it.</td>
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<tr>
<td><strong>The flight you reserved a seat on turns out to be overbooked. Do you ...?</strong></td>
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<td>3</td>
<td>wait patiently to be put on another flight.</td>
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<td></td>
<td>shout at the check-in assistant.</td>
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<td></td>
<td>insist that you are given a seat on the plane.</td>
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<td></td>
<td>complain vociferously to your fellow passengers.</td>
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<td><strong>You called the plumber but he never turned up. Do you ...?</strong></td>
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<td>4</td>
<td>not make a fuss but say you’ll take your custom elsewhere in future.</td>
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<td></td>
<td>threaten to tell the whole neighbourhood how unreliable he is.</td>
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<td></td>
<td>phone and ask him to come immediately.</td>
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<tr>
<td></td>
<td>forget about it.</td>
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Guess the meaning

- to fail to live up to your expectations
- to rectify the situation
- to mean business
- to antagonize
- to get into a row
- a would-be passenger
- the breach of contract
- to undertake
- to be entitled to compensation
- to claim for loss of earnings
Let's have a rest!

I can ...

I can hop like a rabbit
I can jump like a frog
I can fly like a bird
I can run like a fox
I can walk like a duck
I can swim like a fish
And be still as good children as still as this.
Tentative language

Polite expressions

It is common in English to use tentative language if there is a disagreement or misunderstanding, to prevent the other person 'losing face'.

Perhaps / Maybe ... there's been a mistake.
Are you sure you ordered a hundred?
I feel certain / I'm pretty sure ... we ordered two boxes.
I understood / I thought I would be seen to today.
Get around in **ENGLISH**

**Lesson Twenty-Five**

**How to be Polite**

1. **Wrong**

   ![Wrong](image)

2. **Right**

   ![Right](image)

**Just a joke 😊**
Let's practice!

1. Make these statements more polite using one of the expressions above.

1. Did you turn the machine on?
2. I posted the letter last week.
3. You said I could exchange it if it was the wrong size.
4. We never promised to have it ready by Thursday.
5. You promised I could have a refund.
6. You told me you wanted ten copies, not twenty.
7. You don’t know how to operate the machine.
8. You obviously didn’t follow the instructions correctly.

I feel certain I ordered a steak...
Focus on politeness

In pairs, improvise these conversations:

- A customer phones a mail order company to complain that a book has not arrived.
- A software retailer phones a wholesale outlet to complain that he hasn’t received the number of CD-ROMs he ordered.
Remember

- Use a range of polite expressions.
- Use different expressions and language to explain problems.
- Concentrate on your intonation and word linking.
Your homework

Think about a real problem you have had with something you have bought or ordered. Write a dialogue in which you complain.