

Test Your Speaking & Listening Skills

Customer Complaint Role Play – “The Customer Is Not Always Right!”

1. *Read the following story aloud to your students two or three times. You could pretend that it happened to you! The first time they should just listen. The second and third times they should listen and make notes of the main points.*
2. *Students work in small groups to develop a role play showing what happened. You could give them the prompt card stating the main details of the complaint if they need it.*
3. *Students write a letter of complaint to the customer service manager.*

Note: you could also adapt the situation or let your students suggest their own situation where a complaint is necessary, e.g. being overcharged by their bank, etc.

The problem:

“It was my birthday last Saturday. I received some birthday money from my grandma – fifty pounds – so I went into town to look for a new DVD recorder. I’ve wanted one for ages and I’d already saved up some money towards one. I went to Currys in the Eagle Centre and bought a brand new Philips DVD2020 for £149.99. In the evening my uncle came round with a surprise present. Would you believe it! He gave me a Sony DVD3020, which is an even better DVD recorder than the one I’d just bought! Of course I was pleased, but I thought, “What can I do with the Philips one?” My dog had already made her home in the box, although the DVD recorder and everything from the box, like the remote control and the cables, were still all as good as new. I still had the receipt and the one year guarantee that came with it, so I decided to take it back to Currys and get my money back. I went in with it on Monday, but they wouldn’t give me a refund because it didn’t have the original packaging. I even spoke to the manager and pointed out that it was completely unused and that since I had the receipt and the guarantee I had a right to get my money refunded, but he wouldn’t listen. He wouldn’t have any of it and I had to take the DVD recorder back home with me on the bus. That’s when I decided to write to the Currys customer service manager to complain.”



The prompt card:

Sat 17.11.07	birthday money	£149.99	uncle	receipt
unused – “as new”	DVD recorder (Philips DVD2020)	no refund		
customer service manager Currys, Eagle Centre, Derby				
the customer is always right present – Sony DVD3020				
evening	1 year guarantee	packaging – stolen by dog		