

Unit 4

I'd like a refund, please

Get ready to listen and speak

- Match each word (a–h) with a definition (1–8).
 a a credit voucher z e an extended warranty
 b a refund f faulty
 c to exchange g to haggle
 d a receipt h a bargain

- 1 **(n)** a piece of paper you receive that proves what you bought, when, and how much you paid
- 2 **(n)** a piece of paper from a shop that allows you to buy goods up to the value shown
- 3 **(n)** something on sale at a much lower price than normal
- 4 **(v)** to change something you bought for something else of similar value
- 5 **(v)** to negotiate the price of something before buying it
- 6 **(n)** money you receive when you return something
- 7 **(n)** a guarantee that lasts longer than the normal period
- 8 **(adj)** describing an item which is not working correctly

- **24** Listen to eight statements. For each statement, tick ✓ who you think is speaking.

| | Customer | Shop assistant |
|---|--------------------------|--------------------------|
| a | <input type="checkbox"/> | <input type="checkbox"/> |
| b | <input type="checkbox"/> | <input type="checkbox"/> |
| c | <input type="checkbox"/> | <input type="checkbox"/> |
| d | <input type="checkbox"/> | <input type="checkbox"/> |
| e | <input type="checkbox"/> | <input type="checkbox"/> |
| f | <input type="checkbox"/> | <input type="checkbox"/> |
| g | <input type="checkbox"/> | <input type="checkbox"/> |
| h | <input type="checkbox"/> | <input type="checkbox"/> |

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A Listening – In a shop



- 1 **25** Listen to Maribel, a Brazilian au pair working in London, return an item to a shop. Answer the questions.

- a What item is Maribel returning? *A blouse*
- b What is the problem with it?
- c What does Maribel ask for?
- d Why doesn't the assistant agree?
- e What does Maribel decide to do?

- 2 **25** Listen again and circle five mistakes in this complaint form. The first one has been done for you.

Haywards Department Store

Complaint Form CS284

| | |
|---------------|---|
| Item: | Ray Nichols (jeans) |
| Purchased: | Last month |
| Receipt: | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| Problem: | Item has shrunk (only washed twice). |
| Action taken: | Credit voucher given. |

B Speaking – Returning items

Speaking strategy: Making a complaint in a shop

1 Look at this extract from Maribel's conversation in the shop.

Assistant: We can't accept responsibility.
 Maribel: Well, I'm sorry, but that's not good enough.

2 Notice the expressions in bold you can use when you want to complain.

I'm sorry, but this camera doesn't work properly.
I'm afraid that this phone doesn't work properly.
Sorry, but this phone is broken and I've only had it two weeks.

Speak up!

3 Imagine you are a customer in a shop. Use the information below to complain to the shop assistant.

- Example: a
 You say: Hello. I bought this notebook computer yesterday, but I'm afraid that the display doesn't work.
- a You bought a notebook computer yesterday, but the display doesn't work.
 - b The radio you bought last week has stopped working.
 - c A friend gave you a vase for your birthday, but it is cracked.
 - d The shoes you bought two months ago are already falling apart.
 - e Your new tennis racquet broke the first time you used it.

Learning tip

Take care with the way you use your voice. For example, if you need to complain, try to sound friendly rather than aggressive. Don't raise your voice or appear out of control.

Did you know ...?

A recent survey of 30,000 customers in 30 countries revealed big differences in how likely customers are to complain.

| Most likely to complain | Least likely to complain |
|-------------------------|--------------------------|
| Sweden 41% | Taiwan 1% |
| UK 36% | Saudi Arabia 3% |
| Australia 30% | China 4% |
| Canada 26% | Poland 5% |
| US 23% | Russia 6% |

Sound smart Showing emotion

1 Listen to the way you say something can be as important as *what* you actually say. Listen to this sentence spoken in two different ways.

A: I saw John today.
 B: I saw John today.

Notice how A's voice goes up and down more, showing excitement and interest. B's voice stays very flat, making him sound bored and uninterested.

2 Listen to six people each say *Good morning. How are you?* Match each speaker (1–6) with how you think they feel.

- 1
 - 2
 - 3
 - 4
 - 5
 - 6
- friendly
 - worried
 - angry
 - bored
 - interested
 - tired

3 Listen again and repeat each sentence, copying the same intonation.

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C Listening – Understanding shop policy

128 Barbara is the manager of an electrical shop. Listen to her explain the shop's policy on refunds and exchanges. Tick ✓ True or False for each statement.

- | | True | False |
|---|--------------------------|-------------------------------------|
| a Damaged and faulty items must be returned straight away. | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| b You can either have a refund or exchange the item. | <input type="checkbox"/> | <input type="checkbox"/> |
| c You must have a receipt. | <input type="checkbox"/> | <input type="checkbox"/> |
| d You have to pay a small administration charge for items that need to be repaired. | <input type="checkbox"/> | <input type="checkbox"/> |
| e Unwanted items can be refunded or exchanged if returned in under two weeks. | <input type="checkbox"/> | <input type="checkbox"/> |
| f If you return an unwanted item after two weeks of purchase, then no refund is possible. | <input type="checkbox"/> | <input type="checkbox"/> |



D Listening – Finding out more about a product

1 129 Listen to six questions this customer asks. Count the number of words in each question. A contraction (like *Where's*) is two words.
 a b c d e f

2 129 Listen again and write each question.

a *What size is the screen?*

b

c

d

e

f

3 129 Listen again and repeat each question using the same stress and rhythm. What product do you think the customer is asking about?

4 130 Now listen to the sales assistant's answers. Write the number of each answer (1–6) next to the correct question (a–f) in Exercise 2.

5 131 The customer sees two new mobile phones on sale. Listen to the sales assistant talk about them and complete the missing information.

S340

4G
 Fast ^a Internet
 Download ^b clips
^c mega pixel camera
^d video calling

410i

MP3 player + ^e
 Stereo sound
 Can store ^f + songs
 Full ^g – like a pocket PC
^h gigabyte hard drive

Learning tip

If you want to check you have understood something correctly, repeat the important details to the speaker. Make sure your voice goes up at the end of the sentence to make it clear you are asking for confirmation.

E Listening – Bargaining

1 Listen again and complete Pierre's sentences. Listen and tick ✓ which sentences you hear the stallholder say.

- a That's £35 to you.
 It's £35 to you.
- b Let's say 30 pound, then. How's that?
 Let's say 30 pound, then. What about that?
- c It's a bargain, I promise.
 It's a bargain, I promise you.
- d That is a cash price!
 That is the best price!
- e It's a deal.
 It's not dear.

2 Listen again and complete Pierre's sentences.

- a It's a bit more than I wanted topay.....
- b Is that your
- c Can't you any better?
- d How much
- e Well, you £20 for it.

F Speaking – Negotiating the price

Speaking strategy: Reaching an agreement

1 Look at these expressions you can use to accept or reject a price.

- | | |
|---------------------------|---------------------------|
| To accept a price: | To reject a price: |
| That's OK with me. | No, I can't pay that. |
| OK. That's fine. | Sorry, it's too much. |
| It's a deal. | It's not worth that. |

Speak up!

2 Imagine you are at a market. Listen and accept or reject each offer on price.

- Example: a
 You hear: You can have the desk for \$45.
 You say: Sorry, it's too much. Can't you do any better?

Class bonus

Half the class are market stallholders; the other half are customers.
 Stallholders: Decide what items you have to sell, e.g. a jacket, a camera, and the price. Try to sell them.
 Customers: Speak to various stallholders. Find out what they are selling and haggle.

Extra practice

Choose an electronic item you own, e.g. a television or mobile phone, and make a list of its features. Then imagine a friend asks you about it. Talk about its features.

Can-do checklist

Tick what you can do.

- I can make a complaint in a shop.
- I can understand a shop's returns policy.
- I can ask questions about various products.
- I can bargain and reach an agreement.

