💬 COMMUNICATION · الوظائف التواصلية · LESSON 08

Complaining
الشكوى

1st Bac
السنة الأولى باكالوريا

TEACHME AMINE

💡 نشتكي بأدب ونقترح حلاً: I'm afraid there's a problem with...

MIND MAP الخريطة الذهنية



EXPRESSIONS العبارات

Complaining	I'd like to make a complaint. • I'm not happy / satisfied with... • I'm afraid there's a problem with... • ...doesn't work. • I want a refund / a replacement.
Responding	I'm sorry to hear that. • What seems to be the problem? • I apologise for the inconvenience. • We'll repair / replace it.
Polite but firm	I'm sorry, but... • I'm afraid this isn't acceptable.

MODEL DIALOGUE حوار نموذجي

Customer
Excuse me, I'd like to make a complaint.

Assistant
Of course. What seems to be the problem?

Customer
I bought this phone here last week, and the screen doesn't work properly.

Assistant
I'm sorry to hear that. Do you have the receipt?

Customer
Yes, here it is. I'm not happy about this. It's a new phone!

Assistant
I understand. We can repair it or give you a new one.

Customer
I'd prefer a new one, please.

Assistant
No problem. I apologise for the inconvenience.

🎭 Read it aloud with a partner, then change the names and details. · اقرأ الحوار مع زميلك ثم غيّر الأسماء والتفاصيل.

TRY IT! جرّب بنفسك

1. My soup is cold. → …
2. The hotel room is dirty. → …
3. This shirt has a hole in it. → …
4. The bus was 40 minutes late. → …
5. A: ___ *(Your food is horrible! / I'm afraid my food is too salty.)*
6. B: ___ *(Give me my money! / I'd like a refund, please.)*

YOUR TURN: ROLE-PLAY دورك: لعب الأدوار

1. Student A complains at a hotel reception (no hot water). Student B is the receptionist.
2. Student A complains to the school administration about a broken heater in the classroom.

ANSWER KEY الأجوبة

Try it!

1. I'm so sorry. I'll bring you another one.
2. I apologise. We'll clean it right away.
3. Sorry about that. Would you like a refund?
4. We apologise. There was an accident on the road.
5. I'm afraid my food is too salty.
6. I'd like a refund, please.

🎮 **Now play:** 1st Bac - Communication Game 08 - Complaining - العب اللعبة لتثبيت الدرس الشكوى —

SELF-CHECK · أقيّم نفسي

★ I understand · أفهم | ★★ I can practise · أطبّق | ★★★ I can use it · أستعمل

MY NOTES · ملاحظاتي