



SESSION 3

WHAT A SWINDLE!

Travel agent: Good morning, can I help you?

Customer: I hope so. Two months ago I came here to ask for some information on a package tour to London last week; this is, from the 9th to the 16th of July. Then you showed me this brochure and you recommended me this hotel. In your brochure you said the hotel had a swimming pool but, to my surprise, it didn't. In addition, the rooms and all the facilities were dirty and the hotel had a horrible view facing not the sea as you said but an industrial estate.

Travel agent: But I.....

Customer: Excuse me, I haven't finished yet, and you'd better let me finish and listen to me and be quiet. I'm in a very bad mood and very annoyed.The lunch was not included in the price although you told me it was full board.

To make things worse, the flight had a 12- hour delay, so we landed at 2 in the morning and I had to take a taxi instead of a bus from the airport.

Travel agent: I regret to hear all this. You are not going to blame me on the delay too, are you? . It's a shame all you had to go through.

Customer: Well, apologising won't be enough.

Travel agent: What do you mean?

Customer: I've come to make a complaint. Besides, I want my money back.

Travel agent: I'm afraid that's not possible.

Customer: I'm afraid you have no other choice. You ruined my holidays and I want all my extra expenses reimbursed.

Travel agent: I'm not allowed to do that.

Customer: Then, I'll talk to the person in charge. Can I talk to the manager? I want to sort out the problem at once.

Travel agent: He is not in at the moment.

Customer: In that case, can I have the complaint's book?.

SOME EXTRA PRACTICE:

Car 999 euros (used)	Jacket 200 euros	EFL School
Noisy brakes	Tear in armpit	30 students/class
Leaking sunroof	Buttons missing	Wrong level
Faulty indicator	Lining missing	Rude staff
Lots of exhaust fumes	Stain	Cold classroom

USEFUL LANGUAGE:

- 1.- I'm writing to complain about.
- 2.- I would like to make a complaint about
- 3.- I was told; You assured me.....
- 4.- I'm disappointed about/at/by sth
- 5.- angry (with/at sb) (at/about sth)
- 6.- I'm upset about.....
- 7.- I would like/ demand a full refund.
- 8.- I would appreciate it if you could look into this matter at your earliest convenience.
(very formal: "cuando y como le convenga")
- 9.- under guarantee
- 10.- The guarantee runs out in three months.