

Weekend vocabulary and language of complaints

Try to think about absolutely all of the places you went on Saturday and Sunday.

Tell the list to your partner and see if there is anywhere you mention that they also went but had forgotten about.

What problems have you had or could people have in those places? What complaints do people make?

Did you have any of the following problems last weekend? If not, have you had any of those problems recently or before?

A car breakdown
Not being able to get through the ticket barrier
A taxi driver refusing to take you, driving dangerously or taking the wrong route
Buying food that turns out to be off
A delayed plane, bus or train
Being ignored by a shop assistant
Pushy sales staff
Tripping on a broken pavement etc.
An umbrella that turned inside out
Shoes or a coat that turned out not be waterproof
Smelly drains
A carrier bag with a hole in it
Miscounting your change
A draught
The air-conditioning or heating on too high or low
Long queues (= lines)
Slow service
Food that isn't fresh
Things being out of stock
Inaccurate bills
Unreliable equipment
Passing the buck
Ripped off
Put on hold
Cut off
Deteriorating customer service
Feel let down
Outrageous additional charges
Fed up
Not getting through
Not returning calls
A health risk
Fumes/ pollution
Bad smells
A design fault
Not being able to cancel a subscription
Withdrawal of service
Too much head on your beer

Do roleplays complaining to someone about one of those things and demanding some kind of action. Start with real complaints you have made, real problems you have had, or places you really went last weekend.

What other good and bad experiences have you had with service in department stores and other shops?

How can shops ensure that they give good customer service?

How do you think the phrases below are connected to the topic of service at Harrods (a famously expensive department store in London)?

exceeding expectations
bowled over
go the extra mile
framework
mystery shop
certificate
vouchers
recognition
consistent poor performers