

Complaints prepositions pairwork guessing game

Student A

Choose one of the sections below. Read out sentences with the preposition at the top of the section missing, e.g. "I look forward BEEP hearing from you". Continue reading out examples until your partner guesses the right missing word. They can only guess once per hint. Then take turns doing the same. If they haven't guessed correctly when all of the examples are finished, make up similar sentences with the same word missing, including sentences not related to complaints if necessary. If they don't need all of the hints, you can come back to the same section later.

To

I'm writing _____ complain about your customer service helpline.

I'm phoning _____ make a complaint.

I wish _____ query something on my monthly bill.

I've been trying _____ get through to you for two weeks.

The goods were delivered _____ the wrong branch.

I'm sorry that I didn't get back _____ you sooner.

The delay wasn't our fault, it was due _____ the bad weather.

On

The delivery arrived _____ the wrong day.

If you can't deliver _____ time, we'll have to contact other suppliers.

I would like to apologise _____ behalf of Nippon Ham for any inconvenience caused.

For

Please accept our apologies _____ the inconvenience caused.

We would like to offer you a discount on your next order to make up _____ our errors last time.

Thank you _____ bringing this matter to my attention.

I'm sorry _____ sending the documents to the wrong address.

Of

Please find attached a list _____ the missing items.

There were a number _____ mistakes on the invoice.

This seems to be a case _____ human error.

About

I'm afraid I have to complain _____ your payment system.

I am writing to you _____ my stay in your hotel last week.

I'm phoning _____ some issues I had with...

Under

The product is no longer _____ guarantee.

Although we are _____ no obligation to compensate for such acts of God, in this case...

When your teacher stops you, ask about any which you don't understand, you think could take different words in the gaps, etc.

Swap worksheets and do the same.

Student B

Choose one of the sections below. Read out sentences with the preposition at the top of the section missing, e.g. "I look forward BEEP hearing from you". Continue reading out examples until your partner guesses the right missing word. They can only guess once per hint. Then take turns doing the same. If they haven't guessed correctly when all of the examples are finished, make up similar sentences with the same word missing, including sentences not related to complaints if necessary. If they don't need all of the hints, you can come back to the same section later.

To

I hope you will take the necessary action _____ resolve this matter speedily.

We were very sorry _____ receive your letter informing us that we had made a mistake.

It's not our policy _____ replace items.

I was extremely concerned _____ learn about the unpleasant experience you had with your flight.

There seems _____ have been an error.

There appears _____ have been a delay.

The best solution would be _____ give us a refund.

If you have any further problems, please do not hesitate _____ contact me.

With

I had some problems _____ the instruction booklet.

_____ reference to your reminder of December 1, it seems to us that an error has been made.

We are not satisfied _____ the quality of the goods.

I have checked _____ the staff involved, and they claim they were not responsible.

In

_____ fact, we had already paid the full bill the previous week.

We will do our best to ensure that such mistakes do not occur again _____ the future.

I am writing _____ order to complain about...

We will look _____ to it right away and get back to you as soon as we can.

I would be grateful if you could look _____ to the matter.

At

I believe your sales department is _____ fault.

This error will cost our company _____ least fifty thousand pounds.

_____ the moment we are still waiting for further information from the logistics firm.

By

We strongly believe that the mistake was made _____ your company rather than ours.

I expect this to be dealt with _____ the end of this week.

We will send the replacement _____ air to make sure that...

This mistake was made _____ a member of...

When your teacher stops you, ask about any which you don't understand, you think could take different words in the gaps, etc.

Swap worksheets and do the same.