

# Making Complaints

## to start a conversation



- A:** Good morning.  
**B:** Uug. It's too early.  
**A:** Yeah, I hear you. I'm not a morning person at all.  
I could really use a really use a coffee.  
**B:** I think there's a coffee shop near here.  
**A:** Yeah?  
**B:** Yeah. It's right across the street actually.  
**A:** That's great. Do you want to grab a quick drink?  
**B:** Sure! Let's go.  
**A:** Alright nice! I think today's going to be a good day.

- A:** My Wi-Fi sucks. How's yours?  
**B:** My Wi-Fi? It's a little slow yeah.  
**A:** Is that because there are so many people using it  
or are our computers that bad?  
**B:** Hahaha. Maybe. I'm terrible with this stuff.  
**A:** Hahaha. Yeah me too. I'm Steve by the way.  
**B:** Hi Steve. Nice meeting you. I'm Karen.  
**A:** Karen? Nice name. How long have you been going  
to school here?  
**B:** I'm in my second year.



**Rotten weather today, right?**

**This heat is killing me.**

**Comment on the weather**

**Is the bus always this late?**

**My Wi-Fi signal sucks. How's yours?**

**Comment on the situation**

**It's too early to be awake.**

**Where's the coffee around here?**

**Comment on the time**

## **Making Complaints: to start a conversation**

This worksheet is used to focus on easy ways to make polite complaints to friends or coworkers or even total strangers in order to get a little small talk going. It's difficult for some people to do this, because of their personality or their culture. In many cases making even a simple complaint can be quite a challenge. The importance here is to show how the phrases are used in regular conversation and that many times the complaints themselves aren't so serious or negative.

### **How to use the worksheet.**

1. Students talk about coffee, Monday's or morning routines.
2. Try practicing phrases like: I'm not a morning person. I'm a night person.
3. Use one of the conversations above for listening practice, reading, or pronunciation. Point out the complaints and try practicing it.
4. Students make up their own examples or situations. (Do this fast, don't take more than three or four minutes on it. The less the better.)
5. Get into a new conversation about a related topic. (If you talked about morning routines at the start, talk about Mondays later on. Or move on to a different topic depending on the time you have remaining. Don't force a new conversation to fit the language you've used. It won't be natural.

### **Note:**

I've also made a great worksheet that shows how we might use simple complaints to report problems. That might be a good one to use for functional practical language students can immediately apply.

Have ideas or comments? Notice a typo or have a suggestion? Get in touch:  
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