

Dialogue

A: Good afternoon, can I help you?

B: I hope so. I bought this television here about three months ago, but the sound and picture quality are awful. The picture is always **flickering** and there's a dark line on the bottom left-hand side of the screen. And there's an annoying **hissing** sound in the background.

A: Do you have an outside **aerial**?

B: Yes, I do.

A: Have you tried adjusting the aerial?

B: Several times.

A: OK. I'll get our engineers to have a look at it.

B: A friend of mine bought the same model here and had exactly the same problems. I want a **refund**.

A: I'm afraid it isn't our **policy** to give refunds, Sir.

B: I want to see the manager.



Vocabulary

flickering

hissing

aerial

refund

policy

Let's Talk

1. What would you do if you happened to purchase a defective product?
2. Do Japanese easily complain? Did you have an experience arguing with a sales clerk at a store? Tell me something about it.
3. Did you have any experience receiving complaints from a customer or a friend maybe. Tell me something about that.
4. If you are the manager of that shop, what will you do?
5. Activity: (student will be the customer; teacher will be the manager.)

A: You saw the advertisement about a shampoo that can make your hair straight and shiny. But when you used it, you started to lose your hair. Complain to the clerk about it.

