

## Step up your game

1 Complete the phrases for dealing with complaints over the phone. The first letter of each word has been given.

- 1 I'm sorry for any i \_ \_ \_ \_ \_ this may have caused you.
- 2 Start from the b \_ \_ \_ \_ \_ and tell me what happened.
- 3 That must have been very f \_ \_ \_ \_ \_ for you.
- 4 I a \_ \_ \_ \_ \_ again, and thank you for being so considerate.
- 5 I'm sure I can explain what happened and find a good s \_ \_ \_ \_ \_.
- 6 I'm t \_ \_ \_ \_ \_ sorry about that.
- 7 Thank you for l \_ \_ \_ \_ \_ me know about this situation.

2 You want your home and also your school to be greener. Think of seven ways to achieve that and say by whom each of the tasks should be performed. Write them down using passive constructions with modal verbs. An example has been given.

- 0 *The waste should be separated by all students and teachers.*
- 1 .....
- 2 .....
- 3 .....
- 4 .....
- 5 .....
- 6 .....
- 7 .....



3 You are doing an internship at *Travelpioneers*, a travel agency in the UK. One of your customers is currently on vacation in Spain and complains about your arrangements. Get into pairs and choose a role (A or B). Then act out a telephone conversation. Take turns. Use the phrases from activity 1.

### Role card A: intern

In your telephone conversation you should

- deal with the situation in a polite way
- ask for the details of the complaint
- suggest measures which you can take
- offer compensation (*upgrade, free vouchers, etc.*).

### Role card B: frustrated customer

In your telephone conversation you should

- be furious about the inconvenience
- give a detailed explanation of the issues (*room too small, no AC, no free Internet access*)
- calm down and be cooperative
- agree with compensation.



4 The Minister of Education has discussed a compulsory internship abroad for students of higher education. This idea also affects your life and so you have decided to write a blog entry about it and share your thoughts on that topic with other people from all over the world.

In your blog entry you should

- outline possible effects of an internship abroad for your personal life
- discuss possible consequences for your future career
- say whether an internship abroad should be made compulsory in the future.

Give your blog entry a title. Write about 250 words.

► Best Shots 4/5 – modular. HAK/HUM, Writing reference, p. 259)