

Student Handout

Instructions: Work in teams to mark the texts below. You will use (1) red to underline the start of the conversation; (2) orange to underline where the complainer states the problem; (3) yellow to underline where the complaint receiver clarifies the problem; (4) green to underline where the interlocutors make suggestions and take actions; (5) black pen to circle the similarities in both dialogs and draw stars to mark the differences; (6) red pen to circle the words or phrases that indicate how each interlocutor feels; and (7) blue pen to mark the place where the complainer restates/emphasizes his request or problem.

1. Dialogue 1: The pizza with no topping

(Transcript from the Youtube video: <https://www.youtube.com/watch?v=OV7SXmHq0Bk>) (00:00-1:46)

After sentence scramble, follow the teacher’s instruction and (1) mark the 4 steps to show how the complaint develops; (2) circle the similarities and put a star beside the differences (3) circle words that show feelings (4) underline in blue where the complainer restate/emphasize his statement.

Telephone cooperator: Please wait, and we will connect you to the next available colleague, who will be happy to help.

Clerk: Good afternoon, your forwarded to the ASDA service team, how can I help?

Customer: Hey, I’m really not happy, and I’d like to make a complaint, please.

Clerk: Ok, then. Sir, what’s this complaint about?

Customer: Oh, well, listen. I’ve just bought a pizza and Actually no topping on it, you know. That’s my dinner for tonight.

Clerk: Well, there’s no topping on it whatsoever?

Customer: No, just bread.

Clerk: Just bread and tomato sauce?

Customer: No, not even tomato sauce. Just bread.

Clerk: Ohh, ok, then. Sir, sorry about that first of all. But if I am to let them know this information.

Customer: Hummm...

Clerk: What I’m going to do for you now is I’m going to log a protocol to clear.

Customer: Hummm...

Clerk: And this is where we'll give you our apology and also a good will gesture for the inconvenience caused by our product, and from the packaging details that you submit to me, we'll be able to launch a little investigation into why this happened or is happening... (unintelligible words) to our suppliers to make things better in the future.

Customer: Ok, what about my dinner? I'm gonna go hungry, eh?

Clerk: Well, listen, I'm sorry about that. If you could get back to the store, we'll be able to exchange it for you.

Customer: Ohh.. I've got to go all the way back to ASDA just take this bloody pizza back to get a new one with toppings on?

Clerk: Well, sorry about that, sir. Cause all I can do... Obviously, I can't send... send you out pizza, can I sir? It's...

Customer: Couldn't you get them delivered? Or...

Clerk: Can I get one delivered?

Customer: See, that's a long way and (unintelligible words) town, it's a long way to go...

Clerk: Right, unfortunately, we won't be able to provide that service for you. Which area do you live in?

Customer: In town-in Mercer... look at it, it's just ahh..wait...Ahh...I'm sorry... mate, I'm sorry. I've opened it upside-down.

2. Dialogue 2—Kitchen Nightmare: Season 5 episode 14

(Transcript from video: <https://www.youtube.com/watch?v=cJQcxoXi5cg>) (17:15- 18:21)

A: Let's start with entre first. It is gross! The steak was raw, cooked on one side and there's one thing you don't do to a New York strip, it's stuff it. The Land and Sea ... and you know that's not called a lobster, that's called a crayfish. So we haven't got Filet mignon; we haven't got lobster for the menu yet the dishes are titled with both the headlines: lobster, filet. Yet, the horror for me today was to discover that you've got a menu that eschewed you from the first night you opened. It's absolute, utter madness! And you don't need me to tell you that.

B+C: I'll still stand by my food.

A: Well, you're in denial. You listen...



C: No, I'm not in denial.

A: When you sit and tell me that food is good and there's nothing wrong with it, you didn't...

B: It's not her fault. It's my fxxxxxx fault. It's my fault to put... (swear again) but where am I...

A: You've given him an impossible task!

B: We start our own menu and I think our food is still good and I disagree with you, lord.

A: You're in denial. The food was DISGUSTING.

B: I...I disagree with that. You're crazy.

A: Come on, you are gonna have to get your head out of your ass.