



Complaining and apologising



Look at the picture and decide if it is a good place to eat out? Why? Why not?



Соедини предложения с людьми на картинке

- a) *The music's too loud!*
- b) *It isn't hot enough. And what is this doing here?*
- c) *It's the wrong order! We didn't ask for this!*
- d) *Ow!*
- e) *There's a mistake in the bill!*

Изучи внимательно таблицу с выражениями «Жалоб» и «Извинений» и выпиши их себе в тетрадь с переводом!

Complaining (Жалобы)	Apologising (Извинения)
<p>Excuse me, I'm sorry, but... it's very/too... . it isn't...enough./it isn't very... . it isn't working properly. there's a mistake (in the bill/order). it's the wrong order. you forgot to... .</p>	<p>I'm (really) sorry, ... about that. I didn't mean to... it was an accident. I completely forgot. it was rather stupid of me. I didn't realise. I ... by mistake.</p>

Запомни!

Если кто-то извиняется первым, то это вежливо
принять его извинения

I'm sorry I'm late. **Never mind.**

Oh! I'm really sorry. It was an accident. **That's OK!**

Напиши жалобу к каждой ситуации по образцу!
Используй таблицу из предыдущего слайда

1) You lent your friend your MP3 player. He gave it back and now it doesn't play.

I'm sorry, but my MP3 player isn't working properly.

2) Your neighbours are having a party. It's noisy and you can't sleep.

3) Your friend was supposed to phone you. You waited all day, but he didn't phone.

4) You bought a sandwich. The bread is very stale.

5) You ordered a ham and mushroom pizza. The waitress bring you a tuna and pineapple pizza.

Соедини жалобы с предыдущего слайда с извинениями

- a) I'm very sorry about your order. It was very careless of me.
- b) I'm sorry – it wasn't my fault. My brother was on the phone all evening.
- c) I'm sorry. I dropped it – it was an accident!
- d) I'm sorry about the noise. I didn't realise.
- e) I'm very sorry. I gave you an old one by mistake.

Homework

Составь два диалога для следующих ситуаций (В первой ситуации нужно выразить жалобу, а во второй принести извинения). Используй таблицу с фразами!

- 1) You bought a hotdog from the college canteen. It isn't very hot and there's no ketchup in it.
- 2) You borrowed a CD from a friend. You dropped it and now it doesn't play.