

Intermediate 3
Unit 8 Dialog
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A Funny Mistake at an Electrical Store

A customer is making a complaint about something that she has bought. A salesman is dealing with the complaint.

Salesman: Is there anything I can help you with, ma'am?

Mrs. Collins: Yes, I have a complaint to make.

Salesman: Sorry to hear that. What's the problem?

Mrs. Collins: It's this radio. I can't get it to work.

Salesman: Are you sure you bought it here?

Mrs. Collins: Of course I did. Here is the receipt.

Salesman: Oh, I see what's wrong. The batteries are the wrong way around.

Mrs. Collins: Oh, I must have put them wrongly. Sorry to have troubled you.

Salesman: Not at all. If you've any more problems, just bring it back.

Vocabulary & Paraphrase:

complaint = a statement that something is unsatisfactory or unacceptable

make a complaint = express one's dissatisfaction with something

deal with = handle, manage

ma'am = madam

I have a complaint to make. = I want to make a complaint.

I can't get it to work. = I can't turn it on. = It doesn't go on no matter what I do.

receipt = sales slip = a piece of paper which proves that money or goods have been received

the wrong way around = inverted = upside down

trouble = bother, annoy

you've = you have

Sample Summary:

A customer, Mrs. Collins, complains to a salesman at an electrical store that her radio isn't working. The salesman checks the radio and discovers that the batteries were inserted incorrectly. Mrs. Collins apologizes for the mistake, and the salesman reassures her that it's no trouble and offers further assistance if needed.

Source:

[Intermediate 3 \(anglophone.ir\)](http://anglophone.ir)