

## Lesson 19: How to Make a Complaint

By Xandra

### 1. Dialogue

*First, repeat after your tutor. Then, practice each role.*

Connie (the sales lady): Hello. How may I help you?

Kazuo: I need to return this jacket. I just got it yesterday.

Connie: What seems to be the problem, sir?

Kazuo: There's a tear on the inside lining and there are some stains on it too.  
I didn't notice them when I bought it.

Connie: I see. Can I see the receipt, please?

Kazuo: Here it is. Can I exchange the jacket for a shirt or a pair of jeans?

Connie: I'm afraid you can't get another item, sir. The store will only give you the exact same item  
as a replacement for the damaged one.

Kazuo: Oh, okay. I knew it was a long shot but I just needed to ask.

### 2. Today's Phrase

*First, repeat after your tutor. Then, make a few sentences using Today's phrase.*

1. This question is a long shot but I just have to ask. Can I have this item repaired for free?
2. Your solution is a long shot but I hope it works.
3. Mr. Watanabe made a long shot decision about his company but everyone trusts his wise judgement.

\* a long shot / あまり期待できないもの、成功率がとても低いもの

### 3. Your Task

*You bought a shirt that's too small for you. You went to the store to return it.*

*The sales person (= your tutor) will ask many questions about this return so be ready to answer in a suitable way. Make up reasons why you didn't try on the shirt when you bought it.*

### 4. Let's Talk

*When was the last time you made a complaint? What was it about and how did you make the complaint? Was your complaint resolved? Give an explanation.*

### 5. Today's photo

*Describe the photo in your words.*



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