

ADVANCED LEVEL

MODEL 6

A

TASK 2: DIALOGUE

Last week you bought a DVD player on sale. When you tried to set it up at home, you discovered that it did not work. Today you take it back to the store and explain your case to the manager.

Invent the details of the situation and decide what course of action you will take (you would like to get a refund). Try to come to an agreement and do not forget your rights as a customer. **YOU BEGIN THE DIALOGUE.**

ADVANCED LEVEL

MODEL 6

B

TASK 2: DIALOGUE

You are the manager of an electrical equipment store. A customer has come in to complain about a product that does not work. Your store has a no-refund policy for goods bought during the sales.

Listen to the customer, explain your store's sales policy and offer alternative solutions. Try to come to an agreement.