



INTERMEDIATE LEVEL

MODELO 1

A

**TAREA 2: DIÁLOGO**

A few weeks ago you realized your mobile telephone company has been charging you for a service you had cancelled months ago. You go to the mobile shop to complain.

Explain to the shop assistant what your problem is and that you want to make a complaint. Warn him/her about the actions you will take if they don't solve the problem. Try to come to an agreement. **YOU BEGIN THE DIALOGUE.**



**NIVEL INTERMEDIO**

**MODELO 1**

**B**

**TAREA 2: DIÁLOGO**

You are working as an assistant at a mobile telephone shop. You receive a customer who wants to make a complaint.

Explain to the customer that it is a problem of the telephone company and you cannot see what you could do. Explain what actions he/she could take. Try to come to an agreement.