



IMMIMOMS Weekly 4 - Skill English Practice Challenge

CLB 4-6

Week: 7 Theme: Making Complaints



One Activity a Day • Build Your Skills Every Week!

MONDAY

Listening

Listen and Understand

Listen to the short audio and answer the questions

Scan to Listen

? QUESTIONS:

- While You Listen
- Listen for:
- What problem does the customer have?
- What expressions does the customer use?
- What solution does the employee offer?
- After You Listen
- Answer these questions.
- What was the customer's complaint?
- How did the employee respond?
- Was the customer satisfied?
- Which polite phrases did you hear?

DONE!

Minutes spent
—

TUESDAY

Speaking

Speak and Express
Topic: Making Complaints

Useful Expressions

- I'd like to make a complaint.
- There's a problem with this product.
- It doesn't work properly.
- I bought it yesterday.
- I still have the receipt.
- Could you help me?
- I'd like a replacement.
- I'd like a refund.
- Could you repair it?
- Thank you for your help.

? GUIDING QUESTIONS:

Imagine you bought a coffee maker yesterday, but it doesn't turn on.

Role-play a conversation between you and a customer service representative.

Include:

- when you bought it
- what the problem is
- whether you have the receipt
- what solution you want

Try speaking for 1-2 minutes.

DONE!

Minutes spent
—

WEDNESDAY

Reading

Read and Understand

Read the short article and answer the questions.

Article:
The Broken Toaster

? COMPREHENSION QUESTIONS:

- What did Maria buy?
- What was wrong with it?
- What did she bring to the store?
- What solution did the store offer?
- Why was Maria happy?

DONE!

Minutes spent
—

THURSDAY

Writing

Write and Share:
Topic:

Write 8-10 sentences about a time you had a problem with a product or service.

? GUIDING QUESTIONS:

If you have never experienced this, imagine one.

Include:

- what you bought
- where you bought it
- what the problem was
- what you said
- how the employee responded
- whether the problem was solved

DONE!

Minutes spent
—

Word - Meaning

complaint: saying you are unhappy about something
defective: not working correctly
receipt: proof that you bought something
replacement: a new item instead of the broken one
refund: money returned after returning a product
repair: to fix something

customer service: department that helps customers
apologize: to say sorry
inconvenience: a problem or trouble
solution: a way to solve a problem



CANADA TIP

In Canada, customer service representatives usually appreciate polite communication. Using expressions such as "Excuse me," "Could you help me?" "Would it be possible...?" and "Thank you" often leads to a more positive conversation. Keeping your receipt also makes exchanges, refunds, and warranty claims much easier.

Celebrate Your Progress

- What was easy?
- What was difficult?
- Three new words:
- My goal for next week:



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Listening: notes:

Speaking: notes

Reading

The Broken Toaster

Maria bought a new toaster during a weekend sale. When she got home, she plugged it in, but it didn't work. She checked the outlet, but the toaster still wouldn't turn on. The next day, she returned to the store with the receipt. She explained the problem politely to the customer service representative.

The employee apologized for the inconvenience and tested the toaster. It was defective, so the store offered Maria a replacement. She accepted the new toaster and thanked the employee for solving the problem quickly.

Maria was happy because she stayed calm and polite throughout the conversation.

Notes:

Writing: notes



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WEEK / 52 COMPLETED

