

MAKING COMPLAINTS POLITELY

A2-B1 | Conversation practice examples for explaining a problem politely

Conversation: A damaged library book

Borrower	Excuse me, but several pages are missing from this book. I borrowed it yesterday.
Librarian	I'm sorry about that. Can you show me where the pages are missing?
Borrower	Here, after page forty-eight. The problem is that I need this chapter for my homework.
Librarian	I see. We have another copy, but it's at the branch near the park.
Borrower	Could you check whether I can collect it there today? My homework's due tomorrow.
Librarian	Certainly. It's available now, and I can reserve it for you.
Borrower	Thank you. Would it be possible to return this damaged one here first?
Librarian	Of course. I'll record the damage so you won't be charged for it.

Key phrases: Excuse me, but / The problem is / Could you / Would it be possible to

Conversation: A wrong cinema ticket

Customer	I'm sorry, but these tickets are for the six o'clock film. I asked for the eight o'clock one.
Assistant	Let me check the booking. Did you buy them at this desk?
Customer	Yes, about ten minutes ago. There seems to be a mistake with the time.
Assistant	You're right. I selected the wrong showing. I'll see whether the same seats are free at eight.
Customer	We don't mind different seats, but we'd like to sit together.
Assistant	There are two together in the middle row. Would those suit you?
Customer	Yes, thanks. I'd like to change both tickets, please.
Assistant	Certainly. I'll print the new ones and cancel these so there's no confusion.

Key phrases: I'm sorry, but / There seems to be

Create your own conversation

Choose one prompt. Use at least two key phrases and include a natural response and follow-up.

Prompt 1: Report a damaged item politely. Explain why it matters and ask for a practical solution.

Prompt 2: Explain that a booking is wrong. Give the relevant details and discuss an acceptable replacement.