

# UNIT 1: CONSUMERISM

## DISCUSSION QUESTIONS

1. If you had enough money, what luxury item would you buy?
2. Have you ever had to complain about something you have bought? What was it? Why did you have to complain? What did the seller react?
3. What do consumers normally complain about?
  
4. Make a list of the items you normally buy and say why.
5. Do you prefer to do your shopping in a big supermarket or in small shops or the market? Why?
6. How often do you do your shopping?
7. Do you think supermarkets have tactics to persuade customers to buy more? Can you think of any?
8. Do you ever buy things you don't need?
9. What could you do with the money you saved if you didn't buy these things?
10. Is it a good idea to ask somebody how much they paid for something in Britain? Why?

## WRITING

### LETTER OF COMPLAINT

#### Structure

#### INTRODUCTION

##### Paragraph 1

State reason(s) for writing

#### MAIN BODY

##### Paragraph 2

State complaint(s) with justification

##### Paragraph 3

Suggest what should be done

#### CONCLUSION

##### Final paragraph

Closing remarks

#### Register: Formal

Match the following expressions:

I'm very unhappy about...	I'd like a replacement
It didn't work	I'd like a full refund
Give me my money back	At your earliest convenience
Give me another one	I would appreciate it if...
What I bought	Purchase
As soon as you can	Since
It would be great if...	Yours faithfully
I need it to talk with my clients	It was obviously faulty
Love	I'm very disappointed about...
Because	I need it for business purposes

#### Useful vocabulary

I'd like to complain about... / I'd like to make a complaint about...

I'm very disappointed with (this purchase)

The... was obviously faulty when I bought it.

I'd like a full refund / I'd appreciate it if you could send me a new... as soon as possible

Could I possibly have my money back or a replacement?

I would appreciate it if you could deal with this matter at your earliest convenience.

Dear Sir /Madam (...) Yours faithfully

**Linking words and expressions**

Unfortunately,

First of all,

Furthermore,

What is more,

Consequently,

For instance

**Task**

You have bought a new computer and it crashes every time you start it. The shop where you bought it refuses to give you a refund. Write a letter of complaint.