



How Can I Help You?

1

Look at the picture and discuss:

- What are the people in the picture doing?
- Where are they?
- What are their problems?
- What do you think the woman will do?

A man with short brown hair, wearing a red and white plaid shirt, is shown in profile, gesturing with his right hand while speaking. He is in a workshop or office environment with shelves and equipment in the background. A large, semi-transparent 'SAMPLE' watermark is diagonally across the image.

We are going to ...

- read email threads and movie reviews
- listen to people's problems and complaints
- identify and use adjective clauses and adverb clauses in sentences
- make and deal with complaints
- write a proper complaint email
- express formal apologies



Read the emails below!

What do you think Lily felt after receiving the reply?

New message

To cs@mamarose.com

Subject Complaint about Delivery Time

Dear customer service,

Good afternoon. I am writing to complain about the delivery time management. I ordered some pasta and pizza at 7 p.m. last night. I waited for more than two hours until my food was delivered. I called the restaurant one hour after I ordered and the customer service said the food was already on its way. When the food was finally delivered, it had gone cold and the taste was not as good, as it wasn't fresh anymore, especially the pasta, because I ordered spaghetti vongole which had seafood in it. I asked the delivery person what took him so long, but he only said there was traffic on the way, which is odd since he rode a motorbike and my house is not far from the restaurant. What is worse is, he didn't even apologize. I'm very disappointed with the service because I've ordered several times before and this is the first time I didn't receive the food on time. I hope that this will be the only time this happens, because I really enjoy the food from your restaurant.

Regards,
Lily

Send

New message

To lilyprimrose@gmail.com

Subject Re: Complaint about Delivery Time

Dear Lily,

Good afternoon. Thank you for contacting us, and we sincerely apologize for the inconvenience. We assure you that we will take this matter seriously. We will take full responsibility and guarantee that this will not happen again in the future. You are welcome to use these vouchers below as our gratitude for having you as our customer.

Thank you for your understanding, and we hope to serve you again soon.

Sincerely,
Mama Rose



Send

B Answer these questions! Then, discuss the last question with a partner!

1. What is the email about?

2. Who is Lily?

3. Why did she complain to the restaurant?

4. How did the restaurant handle the complaint?

5. Who do you think was at fault?

C Tick (✓) for *True* or cross (×) for *False* on the statements below!

1. ☐ Lily complained about the delivery service.
2. ☐ The food arrived one hour after the order.
3. ☐ All the food had gone cold when delivered.
4. ☐ That was the first time she ordered food from the restaurant.
5. ☐ They gave her two vouchers as a token of gratitude.

D Read the movie reviews! What kind of movie do you think it is?

I really recommend you watching this film. It is based on a novel and directed by the famous director, Chris Nollen. The film is set in the future with amazing effects. The performance from the cast also played an important role in making the film worth watching, especially the supporting actress. Her acting is so convincing even though she's a newcomer. The plot is very well structured, as to keep the audience on their toes from the beginning until the end. Overall, this is one of the most beautiful films I have ever seen.

Thomas Flint | ★★★★★

Another brain-twisting film from Chris Nollen. Unfortunately, this film is not as good as the previous one. The climax is not very mind blowing, because the plot pacing is too slow in my opinion. Good performances from the cast. The visuals and effects are great too. Although, the ending could be better.

Andrew Peterson | ★★★★★

E Write down the differences/ similarities between the reviews!

Aspect	Flint	Peterson
Rating		
Cast Performance		
Effects		
Plot		
Ending		

F Answer the questions! Then, make a review of the last movie you watched!

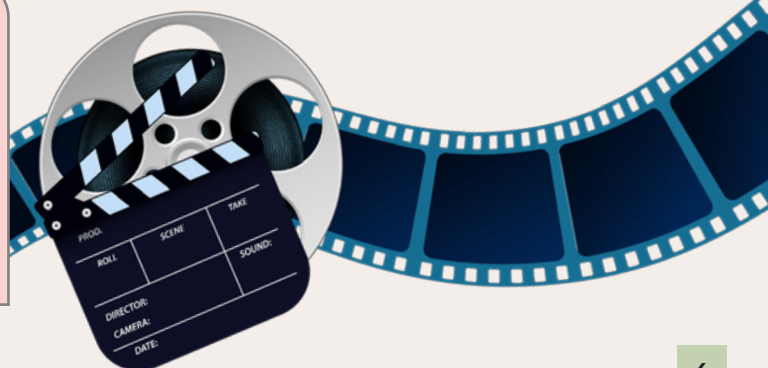
1. Who likes the film better?

2. Based on Flint's review, what makes the film worth watching?

3. Based on Peterson's review, what makes the film not as good as the previous one?

4. What are the similarities between the reviews?

5. Do they have the same opinion about the ending?



GRAMMAR Adjective Clauses (Who, Which, and That)

An adjective clause (also called relative clause) is a dependent clause that modifies a noun or pronoun. It tells which one or what kind. The three most common adjective clauses are **who**, **which**, and **that**.

WHO

“Who” has two other forms, the object form “whom” and the possessive form “whose.”

Subject + adjective clause (who) + verb + rest of sentence

When in doubt, reword the clause to see which personal pronoun you need: *he/him/his, she/her/her*, etc. Then replace that pronoun with *who/whom/whose*, using the following rule:

Use **who** for *he, she, they, we*. For example:

- **The people** just bought the bags. **They** are international artists.
(Reword: **They** just bought the bags—so use **who**.)
» The people **who** just bought the bags are international artists.

Use **whom** for *him, her, them, us*. For example:

- We met **the boy** at the library. **He** is going to Paris.
(Reword: We met **him** at the library—so use **whom**.)
» The boy **whom** we met at the library is going to Paris.

Use **whose** for *his, her, their, our*. For example:

- **That woman** is my aunt. **That woman's** dress is pink.
(Reword: **Her** dress is pink—so use **whose**.)
» That woman **whose** dress is pink is my aunt.

WHICH

“Which” is used in a clause modifying an animal, a thing, or even a place. It is usually used for a noun that is already fully identified.

Subject + verb + object + adjective clause (which) + rest of sentence

For example:

I like a burger, **which** is also my mother's favorite.

THAT

“That” indicates a clause in the sentence because it defines or identifies the noun it refers to. It can be used for an animal, or a thing.

Subject + verb + object + adjective clause (that) + rest of sentence

For example:

My brother wore the jacket **that** he bought in New York.

*What jacket? The one that he bought in New York.
The clause identifies the jacket.*

Exercise 1. Add the phrases in the brackets to the sentences using relative clauses!

Example: She worked with a woman (the woman used to be a chef).

She worked with a woman who used to be a chef.

1. I sent a parcel to my brother (my brother lives in Singapore).

2. Ann broke the phone (the phone belonged to his father).

3. The girl works at a hospital (the girl is from Kuala Lumpur).

4. The waiter was rude (the waiter was wearing a red hat).

5. The man is a tennis coach (his daughter won the tournament).

6. He is a doctor (I will see the doctor this afternoon).

7. The new student lent me this book (he speaks Japanese).

8. We are using the books (the books were first printed in 2005).

9. His mother likes watching movies (the movies are from India).

10. I broke the bag (the bag was a birthday present).

Exercise 2. Fill in the blanks with the correct relative clause!

1. I bought all the ingredients _____ are required to make a pizza.
2. This is the doctor _____ helped my grandma recover from her illness.
3. This is the girl _____ he met at the college.
4. The cat _____ is running at the park belongs to Amanda.
5. These are the parents _____ kids were kidnapped.
6. Give me the plate _____ is on the table.
7. I don't know _____ did it.
8. That's the woman _____ husband just came back from Switzerland.
9. The security could only identify the students _____ fingerprints were on the list.
10. I know the candidate _____ I am going to choose for the next election.

GRAMMAR Because of, Due to, and Thanks to

Phrase	Function	Example
Because of	To present the reason for an action	Because of the floods, she couldn't go to school.
Due to	To present the reason for a noun	The problem is due to human error.
Thanks to	To give thanks to a particular person for something	Thanks to my brother, I can finally play basketball.

BECAUSE OF

“Because” and “because of” are both used to introduce reasons. The word “because” is a subordinating conjunction; however, when combined with “of,” it becomes an **adverb** and functions as an adverbial prepositional phrase, and must be followed by a **gerund** or a **noun**.

For example:

- Gita didn't go to school yesterday **because of** her illness.
- He rescheduled the appointment **because of** feeling sick.
- **Because of** the gas explosion, several homes burned down.
- Jun came home early **because of** the new class schedule.
- They argued **because of** the soccer match.

DUE TO

“Due to” is an adjective, which describes or modifies a noun. When combined with the rest of the sentence, it functions as an adjectival prepositional phrase.

For example:

- The plane accident was **due to** bad weather.
- The train delay was **due to** heavy snow.
- **Due to** the economic crisis, unemployment was high.
- Your headaches are **due to** stress.
- His success was largely **due to** his diligence.

THANKS TO

It is used for thanking someone or something for something that happened.

For example:

- I got the job, **thanks to** you!
- **Thanks to** you, my sister can now bake cookies.

Fill in the blanks using “because of,” “due to,” and “thanks to”!

1. His lateness was _____ a traffic jam.
2. _____ you for cooking my favorite food.
3. She couldn't participate in the tournament _____ her injured leg.
4. Our product doesn't sell well _____ its poor quality.
5. The baby is sleeping _____ you and the song.
6. I don't get the job _____ my lack of confidence in my English skills.
7. We stayed at home _____ the rain.
8. It's _____ your mother who picked us up at school.
9. Most of the students failed the exam _____ their laziness.
10. _____ his cooking, we love having dinner at his house.
11. I couldn't come to your party last night _____ heavy rain.
12. _____ the lack of water, my flowers don't grow well.
13. The man works so hard _____ his family.
14. _____ his help, we got a good score on our project.
15. Many shops are closed _____ the economic situation.
16. I can be a senior manager now, _____ the untiring support of my parents.
17. Their absence is _____ the storm in their area.
18. Her family has to move _____ her father's duty.
19. It's _____ Diana that I heard about this job.
20. I can come to the concert on time _____ his help.



REMEMBER THIS

The verb “to be” and all its forms (am, are, is, was, were) are the key to telling “because of” and “due to” apart. If a sentence has a version of “to be,” use “due to.” If it doesn't, use “because of.”

Listening



A Listen and sing along to “Because of You” from Kelly Clarkson, then fill in the blanks! 🎧



Because of you

Because of you

Because of you

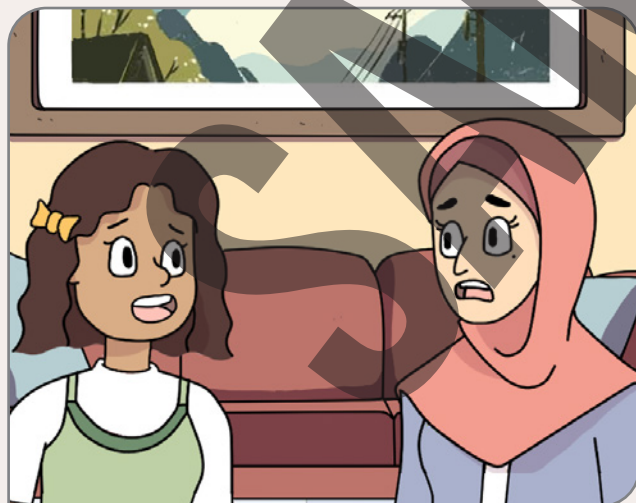
Because of you

B Listen to the conversation and answer the questions! 🎧

1. Which assignment are they talking about?
2. Why hasn't Amanda finished the assignment?
3. Why hasn't Gita finished the assignment either?
4. How is Gita's grandmother condition?
5. What will they do in order to find the biology book?

C Watch the video and answer the questions! 📺

1. What happened to Nick?
2. What do you think Nick should have done?
3. Have you ever gone through a similar case? What was it? How did you deal with it? Share your experience with the class!



D Listen to the conversation and circle *True* or *False* based on the information you've heard! 🎧

1. The customer complains because the room is not clean.
2. The customer booked the room a month before.
3. CS will give the customer a bigger ocean view room.
4. The customer doesn't have to pay for anything extra.
5. Another bus will take the customer and her family to some places.

True / False

True / False

True / False

True / False

True / False



VOCABULARY Complaining, Apologizing, and Responding

A complaint is uttered when you experience a lack of performance from someone or something. There are some ethics in complaining, like using polite yet clear words, explaining the difficulties that you experienced, setting your expectations, and sometimes proposing a solution.

Responding to a complaint should be done in a humble attitude. The main purpose is to express regret and apologize.

PHRASES USED TO COMPLAIN

Complaints are used to express “displeasure or annoyance” in response to an action that is seen as unfavorable. Here are some phrases you can use if you want to complain:

- I have a complaint to make.
- Sorry to bother you, but...
- I'm sorry to say this, but...
- I'm afraid I have a complaint about...
- I'm afraid there is a slight problem with...
- Excuse me, but there is a problem about...
- It seems that...
- I'm unhappy about...

RESPONDING TO COMPLAINTS

Positive responses to complaints:

- I'm so sorry, but this will never occur/happen again.
- I'm sorry, we promise never to make the same mistake again.
- I'm really sorry, we'll do our utmost/best not to make the same mistake again.

Negative responses to complaints:

- Sorry, there is nothing we can do about it.
- I'm afraid there isn't much we can do about it.
- We are sorry but this seems to be just alright.

Exercise 1. Pair up and perform short role-plays about complaining and responding based on each scenario below!



The driver drives too fast.



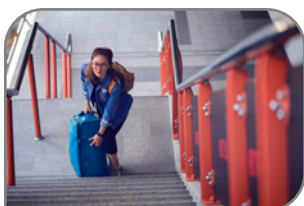
Waiting too long for a friend.



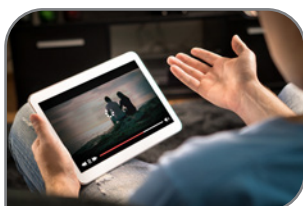
The room is too dark.



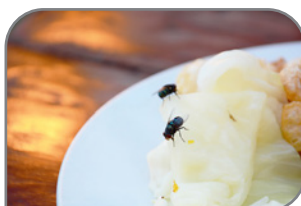
My neighbor is too loud.



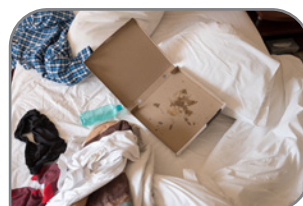
The luggage is too heavy.



The internet is slow.



There is a fly on my food.



The hotel room is messy.

PHRASES USED IN FORMAL APOLOGIES

We use formal apologies to a colleague, a teacher, or a company. In this situation, you should not use casual language.

You might say:

- I want to apologize.
- I want to say sorry.
- I wanted to tell you I'm sorry.
- I'd like to apologize.
- I owe you an apology.

You can also add "for" after these phrases to explain the reason of your apology:

- **I'd like to apologize for** being rude to you. I hope you can **forgive me**.
- **I want to say sorry for** telling a lie.
- **I want to apologize for** what I did. That was wrong of me.
- **I take full responsibility**
- **I sincerely apologize**

The same thing applies when you speak, you can use "for something" or "for doing something" at the end of the sentence.

- ... **for** not doing the work you gave me.
- ... **for** what I have done.
- ... **for** any mistakes I have made.

The responses might be different, you can say:

- You may suggest that there is nothing to worry about, such as "don't worry about it," "forget about it," or "don't mention it."
- You may suggest that the matter is not serious, such as "it's not important," "it doesn't matter," or "it happens."
- You may say that there is no problem, such as "no problem," "it's all right," "that's okay," or "I don't mind."
- For more serious matters, you can say "let's forget it," "we'll say no more about it," or "we'll consider the matter as closed."

Exercise 2. Write an apology for each situation and act it out with a partner!

- You asked a lot of questions.

- You arrived 30 minutes late to a meeting.

- You lost your friend's belongings after you borrowed it.

- You have just blown your nose in front of someone.

- You ate your sister's food.

- You didn't follow someone's instructions.

- You forgot to prepare your presentation.

- You couldn't answer a question from your boss.

- You didn't go to an important meeting.

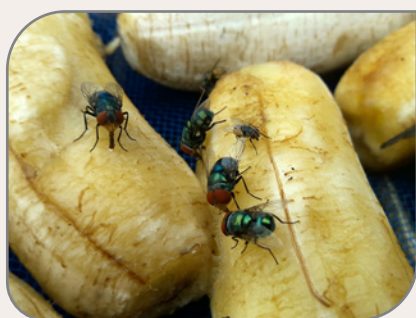
- You broke the printer at your office.

- You forgot to pick up your parents at the airport.

- You sent the wrong email to your teacher.

A Describe the condition, write a complaint or request based on each picture, and practice with your friends!

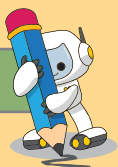




B Read each situation and perform a role play with your friend!
Use the expression of complaining, apologizing, and responding!

1. You are in a shopping mall, and you want to lodge a complaint either with a restaurant, a department store, a clothing store, a supermarket, a coffee shop, or other kinds of stores.
2. Now, act as the manager of the store and make a verbal apology to the customer (your friend)!





Writing a Formal Letter of Complaint

A complaint can also be made in written text. This time, let's get to know how to make a proper complaint email. Things that you need to do when writing a complaint letter are:

1. Keep the main points in mind. Don't include unnecessary details.
2. Include the following:
 - The reason for writing (e.g. I am writing about/to express...)
 - The problems (where, when, what happened)
 - The actions you want them to take.
3. Use Dear Sir/Madam if you don't know the name of the person you're writing to.
4. Use formal format and diction.
5. Use passives to be less direct and more formal, e.g. orders are checked twice.

Have a look at the example of a complaint letter below.

Dear Sir/Madam,

I am writing to express my dissatisfaction with the service provided by your Cherry Brook branch on Friday, January 31st.

I pick up prescriptions from the pharmacy frequently on behalf of my grandmother, Lorraine Johansson. This time there were two prescriptions: one for 10 x 50 mg Peptomol and one for 50 x 100 mg Meloxicam. There was only one pharmacist on duty, but I was still able to get my prescription filled quickly. However, I discovered that I had received Peptomol 500 mg tablets as I was leaving. The dosage is ten times than what was prescribed.

If I hadn't noticed that the prescription pills were different from the actual tablets, my grandmother could have taken a potentially lethal dose of Peptomol.

The pharmacist apologized for the error and fixed the problem, but I wanted to let you know of this situation. It seems that there were not enough employees on duty that day. In the future, please ensure that there are always two pharmacists on duty so that all prescriptions are checked twice.

I hope you will be able to prevent this from happening again.

Sincerely,

Rachel Johansson

A Write an email to the developer of an application that you regularly use on your gadget! Express your dissatisfaction politely!

B Imagine yourself as the developer of the application. Write an email to apologize and propose solutions in response to your friend's complaint email!



REACTING TO TROUBLES

The calm before the storm



It is a phrase commonly used to describe a quiet or peaceful period before an incident or something chaotic happens. Maybe you have heard another phrase with a similar meaning, "**Brace Yourself, Winter Is Coming.**" It might sound like a warning, but let's use it as a reminder for us to be prepared for any upcoming crisis or problems.

Life is like a roller coaster



Sometimes you are at the top, but you can also fall to the bottom in the blink of an eye. Instead of being afraid of change, we can learn to adapt to the situations. How else are we going to appreciate good things when we never experience bad things? That is called life balance.

This too shall pass



This is also a phrase to remind us that everything is temporary, which means we can choose to enjoy the process or be bitter about it. Life teaches us to stay humble when good things happen, and be patient when bad things happen.

You know great things are coming when everything seems to be going wrong. Old energy is clearing out for new energy to enter. Be patient!



It is important to never take things for granted. You never know what will happen next. Do not worry, because there will always be a rainbow after a storm. The sky is usually the brightest after a storm. So, remember to enjoy life!



CROSSWORD



Across

2. R E S P O N S I B I L I T I T Y
3. C _ I _ _ C
5. _ O _ _ _ A _ _ T
6. _ A _ _ N _ E

Down

1. _ R _ C _ _ S
4. P _ _ I _ N _ E
7. R _ _ I _ W
8. _ I _ U A _ I _ N
9. A P _ L _ _ Y
10. G _ _ T _ _ U _ E



Reading

Exercise 1

A. Read the reviews below!

I really recommend this place if you're looking for a budget hotel. The room was clean. They provided fresh bed sheets and towels. My husband loved the swimming pool because it had many plants surrounding it, which gave it a natural vibrance. The hotel staff were very friendly and welcoming. What I liked the most was the location. It was very strategic. There were many cafés and restaurants nearby. I felt safe walking during the night because the street was not dark.

Charlene | ★★★★★☆

The room was quite nice and tidy, but it was unfortunate they didn't have a balcony. The price was affordable and the service was good. The breakfast was okay, although my husband thinks they could've added more to the menu to add more variety. It was a little bit noisy during the night because there were many cafes and restaurants near the hotel. I don't recommend staying here if you bring small children. From my experience, it was so hard to put my daughter to sleep. Maybe the management can do something about it? Overall, my stay has been quite pleasant.

Madeleine | ★★★★★☆

B. Answer the following questions!

- Who gave the reviews?

- What are the similarities between the reviews?

- What did Charlene say about the location?

- Whom did Madeleine stay at the hotel with?

- Who thought the breakfast menu needed more variety?

C. Write "T" (True) or "F" (False) on the statements below based on the reviews!

- ☐ Madeleine liked staying at the hotel better than Charlene.
- ☐ The room rates were expensive.

- ☐ There were many cafés near the hotel.
- ☐ Madeleine's husband loved the swimming pool.
- ☐ It's not recommended to stay at the hotel with small children.

Exercise 2

A. Read the letter below!

atlaz

ATLAZ UNIVERSITY

April 17th, 2020

Mr. Benjamin Spencer
8323 Bald Hill Dr. Massapequa
New York, NY 11758
United States

Dear Mr. Spencer,

The admissions committee has reviewed your application to Atlaz University. After much consideration, I regret to inform you that we are unable to offer you admission to the Class of 2021. I hope that receiving our final decision now will encourage you in your future educational plans with the same enthusiasm and initiative.

We appreciate your interest in Atlaz University. Best wishes as you pursue your educational future.

Sincerely,

Marcus Sherman

Marcus P. Sherman
Dean of Admissions

B. Answer the following questions!

- What is the email about?

- Who is this email addressed to?

- Who wrote the email?

- Who is the dean of admissions?

- What is the closing remark used in the email?

Listening

Exercise 1

Listen and write an apology email based on the problem as if you were the speaker! 🎧

New message

← → ↺
☆ ☰

To

Subject

▼
Send

2. The teacher teaches Japanese language. He is my uncle.

3. There are many problems to tackle. The head of the department has to tackle these.

4. Jakarta is the capital city of Indonesia. It is the most populated city.

5. Make sure to follow the instructions. They are given at the end of the book.

Exercise 2

Listen to the conversation and answer the questions! 🎧

1. What is the customer complaining about?

2. When did the customer buy the headphones?

3. How did the customer use the headphones?

4. What happened with the Bluetooth?

5. What did the technician say about the power button?

GRAMMAR Complete the following sentences using the appropriate prepositions (because of, due to, or thanks to)!

1. _____ bad weather, the match was cancelled.
2. She succeeded _____ her mother.
3. The meeting was postponed _____ the manager's illness.
4. He failed the exam _____ his bad study habits.
5. I can arrive at the airport on time _____ you for taking me there.

GRAMMAR Combine the sentences using the correct adjective clause (who, which, that)!

Example:

Mr. Anthony is the manager of the school. He will give the speech.

Mr. Anthony, who is the manager of the school, will give the speech.

1. The photographs were published in the magazines. They were amazing.

VOCABULARY Make a complaint for each situation!

1. You are in a line, and a woman cuts in line.

2. You and your colleague must do an important presentation, but he came very late.

3. You just bought a new washing machine, but it doesn't start.

4. The internet in your office is very slow.

5. Your flight has been delayed for more than 5 hours and there is no further announcement.

Speaking

Exercise 1

A. Pair up and act as neighbors! Complain politely to your partner about the sound disturbance caused by the floor repair process! Your partner should apologize for this. Write down your complaint and your partner's response, then practice it out loud!

Handwriting practice area for Exercise 1A. The area is pink and contains horizontal lines for writing. A large, diagonal watermark reading "SAMPLE" is overlaid across the entire page.

B. Make a recorded announcement via messenger broadcast for the neighborhood about the disturbance in the previous exercise and send it to your teacher! Utilize the phrases that you have learned in the Grammar Focus section in this unit!

Exercise 2

A. Pair up and think about the problems that could happen in the following places:

1. A restaurant
2. A hotel
3. A library
4. An airport
5. A museum

B. Write down the expressions of apology to the problems you have thought of in section A! Then, practice it out loud with your partner!

Handwriting practice area for Exercise 2B. The area is teal and contains horizontal lines for writing. A large, diagonal watermark reading "SAMPLE" is overlaid across the entire page.

Writing

A. Write a complaint email to an online restaurant! You received the wrong order and you didn't accept the food. Instead, you demand a refund. You can also add other demands as you see fit.

B. Reply to the email and apologize to the customer! You can either accomodate their demands or offer something else.

New message

← → ↺

☆ ☰

To

Subject

▼

Send

New message

← → ↺

☆ ☰

To

Subject

▼

Send