

Teacher's Guide

Making Complaints Politely at a Restaurant – Intermediate (B1-B2)



Canva Presentation Link: [🌐 Making Complaints Politely at a Restaurant](#)

Editable Presentation Link: [🌐 Making Complaints Politely at a Restaurant](#)

Editable Worksheet Link: [🌐 Student Worksheet: Making Complaints Politely at a Restaurant](#)

Warm-up discussion

Students think about their restaurant experiences and talk about each topic.

Vocabulary & speaking

Part 1. Students match the words with their meanings.

Answer key:

1. Undercooked
2. Burnt
3. Overcharged
4. Portion
5. Bill
6. Disappointing

Part 2. Students use 3 of the words in short sentences about food or restaurants.

Part 3. Students read the two versions and decide which one sounds more polite and why. Elicit key language features: *softeners, intonation, indirectness*.

Part 4. Students match each phrase to its purpose.

Answer key:

1. B
2. E
3. F
4. A
5. C
6. D

Part 5. Students complete the dialogue using the polite phrases.

1. Excuse me, I'm really sorry to bother you, but...
2. I hate to say this, but...
3. I think there's a mistake with the bill.
4. Could you fix it, please?
5. Could I possibly speak to the manager?
6. I really appreciate your help.

Part 6. Students practise the conversation with you or a partner. Encourage students to change the problem and keep their tone polite and calm.

Part 7. Students read each situation and roleplay a polite response to the waiter using the phrases from the dialogue.

Part 8. Students discuss the questions.

Reflection

Students think of a time they had to make a complaint and discuss the questions.