**Checklist Complaints**

**Subject:** English **Student:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Program:** “Marketing en Communicatie” **Group:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Lesson:** Complaints  **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **ASSIGNMENTS** | **DETAILS** | **CHECKS & FEEDBACK** |
| **Assignment 1.** | **(B)** What are the '**six steps to dealing with customer complaints**'?**(C)** Explain every '***step***' in your own (English) words. |  |
| **Assignment 2.** | **(B)** When you have watched the clip, do the **exercises**. |  |
| **Assignment 3.**  | **Do the *exercises* about English word order.** |  |
| **Assignment 4.** | **(B)** What is the worst thing about that product/service. **Write it down in 140 characters**.**(C)** Now expand it! **Write a short letter** to the company responsible for the product/service. Explain what you think is wrong, and what should be done to rectify this. |  |
| **Assignment 5.** | **(B)** Now, read the **article** about IKEA's chatbot Anna and finish the conversation. |  |
| **Assignment 6.** | **(B)** Answer the ***questions***. |  |
| **Assignment 7.** | **(A)** Do the following ***exercises***.  |  |