

Reclamar por telefone e e-mail com educação

Inglês B1 · Gabarito

O essencial: Use present perfect para problemas que continuam: It hasn't arrived yet. Cada uma das 20 respostas do gabarito indica a regra aplicada, para entender o erro e não apenas copiar a resposta.

Nível: Inglês B1 (QECR, intermediário) · **Referência oficial:** QECR B1 (Companion Volume 2020), QECR B1 Interação escrita, QECR B1 Interação oral

Gabarito de reclamação em inglês (B1)

Atividade 1. Reclamação ou elogio?

a) **E**; b) **R**; c) **E**; d) **R**.

Atividade 2. Vocabulário de problemas

a-3; b-1; c-4; d-2.

Atividade 3. Complete a frase

a) **refund**; b) **complaint**; c) **delivery**; d) **replacement**.

Atividade 4. Present perfect

a) **hasn't arrived**; b) **hasn't worked**; c) **have waited** (ou have been waiting); d) **haven't answered**.

Atividade 5. Pedido educado

a) **Could you give me my money back, please?** b) **Could you fix the shower, please?**
c) **I would like a replacement, please.**

Atividade 6. Corrija o erro

a) **I want to make a complaint.** b) **I would like you to send a refund.** c) **The parcel hasn't arrived yet.** d) **I have waited since 9 a.m.** (ou I've been waiting since 9 a.m.)

Atividade 7. Abertura de e-mail

a) **writing**; b) **complain**; c) **look forward**.

Atividade 8. Past simple ou present perfect?

a) **ordered** (data fixa); b) **hasn't arrived**; c) **called** (yesterday); d) **hasn't repaired**.

Atividade 9. Aqui está o problema

Modelo: a) **The new camera is faulty; it won't turn on.** b) The box arrived damaged. c) I was overcharged for the room.

Atividade 10. Ordene as frases

Ordem correta: **2, 4, 1, 3.**

Atividade 11. Mensagem do cliente

a) **The customer's order is a week late.** b) He wants a refund. c) The shop offers a discount.

Atividade 12. Reescreva com polidez

Modelo: a) **I'm afraid there seems to be a mistake with my bill.** b) I'm afraid the hotel was not very clean. c) I'm afraid the staff were not very polite.

Atividade 13. Do português para o inglês

a) **I would like to make a complaint about my order.** b) The product arrived damaged. c) Could you refund me by Friday?

Atividade 14. Do inglês para o português

a) **Fui cobrado duas vezes pelo mesmo jantar.** b) Gostaria de falar com um gerente, por favor. c) Aguardo sua resposta.

Atividade 15. Fechar o e-mail

a) **Yours faithfully** (sem nome); b) **Yours sincerely** (com nome); c) **Best wishes** (informal).

Atividade 16. Reclamação por e-mail

Modelo: **Dear Sir or Madam, I am writing to complain about room 12. We stayed from 5 to 7 June, and there was no hot water for two days. I spoke to reception twice, but nothing changed. I would like a partial refund. I look forward to your reply. Yours faithfully, Ana Clara Dias** Verifique: estrutura, past simple, present perfect quando cabe.

Atividade 17. Mediação: aviso do hotel

Modelo: **The pool will be closed until Thursday because of a technical problem. Guests will get a 15 percent discount at the restaurant.**

Atividade 18. Ligação difícil

Modelo: **I understand, but this is the second time I have called about it. Could I speak to a manager, please?** Verifique: tom educado, pedido repetido, gerente.

Atividade 19. Resposta a um cliente

Modelo: **Dear Mr. Lowe, I am sorry about the faulty kettle. We would like to send a replacement or give you a full refund, as you prefer. Please reply by Friday and we will arrange it. Kind regards, Luana** Verifique: desculpa, solução e prazo.

Atividade 20. Cenas do dia a dia

Modelo: a) **My flight was cancelled and nobody has told me why.** b) The Wi-Fi hasn't worked since Monday. c) I was charged twice on my card.