

Use of English B1: explicar un problema y pedir una solución

Ficha 4 de 4 · Replies and solutions

LA REGLA

Para resolver un problema con una compra, separa cuatro piezas: identifica el pedido (order number), describe solo lo que observaste (The box arrived wet), añade un dato comprobable (I have attached a photo) y pide una solución concreta (Could you send the correct size?). Return an item es devolver el producto; exchange X for Y pide otro; ask for a refund pide el dinero. Una queja clara no atribuye intenciones sin pruebas.

¡Ojo! — el fallo típico. No confundas «devolver el producto» con «que te devuelvan el dinero»: return the item describe una acción; get a refund, un resultado. Al cambiar un artículo, di exchange this coat for a smaller one, no exchange with a smaller one.

1

Quieres que la tienda compruebe la fecha de entrega.
¿Qué petición es clara y cortés?

- ☐ Check the delivery date now.
- ☐ Your delivery date is always wrong.
- ☐ Could you check the delivery date, please?
- ☐ I know you lost my parcel.

2 Escribe una sola palabra para completar la frase.

Could you check the address, _____?

3 Escribe una sola palabra para completar la frase.

Please let me know _____ the parcel has been sent.

4 Corrige la expresión que no encaja.

I asked a refund because the parcel never arrived.

.....

5 Distingue lo que se observó, lo que se solicita y lo que la tienda ya hizo.

Could you send the correct size? · Please confirm the new delivery date. · The box had a torn corner. · The parcel arrived on Tuesday. · We refunded the payment on Friday. · We sent a replacement yesterday.

observed fact	customer request	shop response
.....		
.....		
.....		

6

The parcel has not arrived Elige la palabra que significa «hasta ahora».

- ☐ yet ☐ already ☐ still ☐ ever

7 Escribe una sola palabra para completar la frase.

The red one is unavailable. Could you send the blue one of the red one?

8

¿Qué respuesta confirma que la tienda ya solucionó la falta de una pieza?

- ☐ We will look at your order soon.
- ☐ Could you send us a photograph?
- ☐ The order number is 4182.
- ☐ We sent the missing part yesterday.

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Soluciones · ficha 4 de 4

Recorta o dobla esta página antes de dar la ficha.

- 1 Quieres que la tienda compruebe la fecha de entrega. ¿Qué petición es clara y cortés? → Could you check the delivery date, please?
- 2 Could you check the address, please?
- 3 Please let me know if the parcel has been sent.
- 4 I asked a refund because the parcel never arrived. → I asked for a refund because the parcel never arrived.
- 5 observed fact: The parcel arrived on Tuesday., The box had a torn corner. · customer request: Could you send the correct size?, Please confirm the new delivery date. · shop response: We sent a replacement yesterday., We refunded the payment on Friday.
- 6 The parcel has not arrived yet. Elige la palabra que significa «hasta ahora».
- 7 The red one is unavailable. Could you send the blue one instead of the red one?
- 8 ¿Qué respuesta confirma que la tienda ya solucionó la falta de una pieza? → We sent the missing part yesterday.