

DISCUSSION 1: Read the following cases of customer complaints:

<https://www.indeed.com/career-advice/career-development/types-of-complaints>

DISCUSSION 2: Can you think of examples of business malpractice and/or good practice regarding this issue?

READING: Now learn about the following case:

https://en.wikipedia.org/wiki/United_Breaks_Guitars. Can you summarize the content and explain it to your classmate?

LISTENING: listen to the song: <https://www.youtube.com/watch?v=5YGc4zOqozo>. Can you describe the way in which the clip is recorded?

SPEAKING: Now, produce a satisfactory solution to the problem. Go back to DISCUSSION 1, revise the most common procedures, and come up with 1 or 2 proposals of your own account.