

## **Bad Service**

Describe a time you received bad service at a shop or a restaurant.

You should say:

what goods or services you bought

who you were with when you were served

why you went there

and explain how you felt about the service.

or

and explain what you did after receiving this bad service.

## **Notes**

- For this usage (this meaning), the word "service" is a non-count noun. So it is not correct to say, "I received a bad service" because "a" means, "one", which is counting. The correct wording is, "I received some bad service" or simply, "I received bad service". "Services" (plural) is used in English but not for this usage, where "service" is **a general type** of behaviour. (Similarly, "advice", which is a general type of language or communication, is non-count.)
- English speakers often use the term, "poor service" (= poor-quality service) although "bad service" is also used. "Bad service" is worse than "poor service". If your example is not so bad, adapt your language to include the term, "poor service", which is more or less the same and is still answering the question.

## **Part 3**

### **Service in Your Country**

- Would you say that the service that people receive in your country is generally good, or generally bad?
- Can you explain what the words, "bad service" mean?
- Besides the example you just spoke about, can you think of any other examples of bad service that people experience?
- What would you say are the most common places where people are given bad service?
- Please compare good service and bad service in a restaurant.
- Why do some people give bad service to others?
- In general, how do you think people can give good service to others?
- How do you feel about the word "service"?
- Would you say good service is important?

### **Reacting to Bad Service**

- If a person receives bad service from a business (or organization) in your country, what do they usually do?
- Are people in your country used to complaining when they receive bad service?
- Why do some people choose to remain silent when they receive bad service?
- Who do they complain to?
- How do the employees who give bad service usually react when a customer complains?
- If you complain about bad service, do the businesses or organizations usually address your complaint?

- Who should be responsible for bad service?

### **Improving Service**

- How could service in your country be improved?
- What can employers do to improve the service that their employees provide?
- (Similar to above) If you were managing a business, what would you do to avoid (or, prevent) your employees giving bad service?
- Can you suggest why some businesses that give poor service don't do anything about it?