

## Function cards

<b>Function cards Giving advice</b>	<b>Reacting to advice</b>
<b>Offering help</b>	<b>Responding to an offer of help</b>
<b>Making a complaint</b>	<b>Responding to a complaint</b>

## Expression cards

<i>What seems to be the problem?</i>	<i>I wouldn't want to do that.</i>	<i>I'm having problems with my phone.</i>
<i>I think you should just give up.</i>	<i>I'll get back to you.</i>	<i>No, I'll manage thanks.</i>
<i>Do you really think that's a good idea?</i>	<i>What you need to do is start again.</i>	<i>Of course, you're right.</i>
<i>Can I do anything for you?</i>	<i>I'll see what I can do.</i>	<i>That's really kind of you.</i>
<i>Yes, that would be really lovely.</i>	<i>I'm afraid that's not good enough.</i>	<i>Let me see what I can do.</i>
<i>It's totally unacceptable.</i>	<i>Have you thought about trying someone else?</i>	<i>Would you like me to send someone round?</i>