

Polite Complaints and Everyday Conversations

This skit project is a highly engaging way for students to practice everyday vocabulary, real-world communication skills, and the structure of polite complaints in French. By working together to write, memorize, and perform a short scene/skit, students build confidence speaking French while acting out practical situations they may encounter while traveling or interacting in French-speaking environments.

Project Overview

In groups, students will create and perform a short skit entirely in French. The skit must include a clear problem, a polite complaint, and a reasonable solution. Students will choose one real-life setting and build a scenario around it that allows them to use authentic conversational expressions.

Setting Options

Each group will choose one of the following settings for their skit:

Hotel

Some students play hotel guests while others act as hotel staff. Possible problems include noisy neighbors, crying babies, or even a rat in the room.

Shopping

Students play a customer and a store worker. The customer discovers something wrong with an item and must return or exchange it.

Restaurant

Students act out a restaurant visit where something goes wrong. Problems may include cold food or finding a fly in the soup.

Project Requirements

- The skit must be fully memorized. No scripts or notes may be used during the performance.
- Dialogue should use realistic and appropriate conversational expressions.
- The skit should include a complaint, an apology, and a solution.

Useful Phrases for the Skit

Students will use common expressions related to starting conversations, making polite complaints, offering apologies, and resolving problems. The phrase list includes:

Getting Attention

Excusez-moi.

Pardon.

Bonjour / Bonsoir.

Est-ce que vous pouvez m'aider, s'il vous plaît ?

J'ai un problème.

Je voudrais parler au / à la responsable.

Excusez-moi, j'aimerais faire une réclamation.

Making a Polite Complaint

Il y a un problème avec...

Je suis désolé(e), mais j'ai une réclamation.

En fait, le problème, c'est que...

Je ne suis pas satisfait(e) de...

Je voudrais échanger / retourner...

La nourriture est froide.

Il y a une mouche dans ma soupe.

La chambre est très bruyante.

Il y a un rat dans ma chambre.

Le produit est cassé.

Ça ne marche pas.

Ce n'est pas ce que j'ai commandé.

Offering Apologies

Je suis vraiment désolé(e).

Désolé(e) pour le dérangement.

Ce n'était pas notre intention.

Merci de nous avoir informés.

Nous allons résoudre le problème.

Offering a Solution

Nous pouvons vous offrir...

Voulez-vous un remboursement ou un échange ?

Nous pouvons vous donner une autre chambre.

Je vous apporte un autre plat tout de suite.

Vous pouvez l'échanger contre un autre.
Nous vous offrons une réduction.
Voici un bon de réduction.
Nous allons vérifier le problème.

Ending the Conversation
Merci de votre compréhension.
Merci de votre patience.
Bonne journée.
Nous sommes là pour vous aider.
Nous espérons vous revoir bientôt.

Here are some areas to address with assessment and some suggestions:

Memorization - Fully memorized with natural delivery
Language Use - Students can see this criteria. Get scripts edited by teacher.
Excellent: Accurate grammar, vocabulary, and pronunciation
Good: Minor errors that do not affect meaning
Developing: Frequent errors but meaning mostly clear
Needs Improvement: Errors interfere with communication

Polite Complaint and Resolution

Participation and Collaboration - All group members contribute equally

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